



COVID-19 RETAIL RISK ASSESSMENT

| Area of Risk | Action to be taken to mitigate | Additional Notes |
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| <p>Risk that premises have not been fully inspected and H&S pre checks carried out.</p> | <p>All premises should carry out a full inspection of any premises prior to re-opening.</p> <p>This should include a completed H&S assessment (see Appendix B) form especially designed of re-opening buildings.</p> <p>A thorough cleaning of premises should then follow with the introduction of a new daily cleaning regime, including provision of hand sanitizer, and cleaning materials.</p> <p>Introduce a new daily cleaning regime and checklist to evidence it has been carried out. (see Appendix F)</p> <p>Publish results of RA on SVP website</p> <p>Display COVID-19 Secure in 2020 notice in all projects.</p> <p>Before staff/volunteers return to the workplace they should be made aware of any changes that have been put in place for their health & safety.</p> | <p>It may be that premises have been damaged or infected by pests while empty.</p> <p>Share RA's with employees to check their level of confidence.</p> <p>See Appendix B – Shop re-opening checklist</p> <p>There are specific Gov. guidelines for cleaning an area after a known or suspected COVID-19 case.</p> |

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| | They should be trained in the use of any new equipment and procedures to ensure their understanding and consistency of working practices. | |
| Volunteers who have been notified by the NHS that they are extremely vulnerable (sometimes referred to as the shielded group) | Volunteers in the extremely vulnerable (shielded) group should be supported in staying at home as per the Government guidelines. We must be especially careful and take extra steps for anyone in our workforce who is in a vulnerable group. | See Gov guidelines for a description of who is in the extremely vulnerable group and the vulnerable group. Any details about a volunteer's medical condition must be kept confidential, unless the volunteer agrees it can be shared. |
| Volunteers who are classed as being in the vulnerable group which includes but is not limited to those over 70, pregnant women and people with a wide range of underlying health conditions. | Volunteers in the vulnerable group could be asked to consider not volunteering until Government advice changes. | Government advice in this area is likely to change on a regular basis. (See Appendix A for Volunteer return to work checklist and Appendix H for Individual RA for over 70's) |
| Volunteers who are not classed as being in the above groups but who are worried in general about returning to work | Individual discussions should take place to discuss volunteer concerns and dealt with on a case by case basis. Share RA and steps taken to ensure H&S to alleviate concerns. | (See Appendix C – Volunteer support material) |
| Staff who have been notified by the NHS that they are extremely vulnerable (sometimes referred to as the shielded group). | Staff in the extremely vulnerable group should be supported in staying at home as per the Government guidelines. | Any details about an employee's medical condition must be kept confidential, unless the employee says it can be shared. |
| Staff who are classed as being in the vulnerable group which includes but is not limited to those over 70, pregnant women and people with a wide range of underlying health conditions. | Organisations must be especially careful and take extra steps for anyone in their workforce who is in a vulnerable group. Hold individual discussions with affected staff members in the | Government advice in this area is likely to change on a regular basis (see Appendix H) Further information: |

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| <p>Staff who are not classed as being in the above groups but who are worried in general about returning to work</p> | <p>vulnerable group to consider the most appropriate course of action for them.</p> <p>Individual discussions should take place to discuss volunteer concerns and dealt with on a case by case basis.</p> <p>Share RA and steps taken to ensure H&S to alleviate concerns.</p> <p>Continue with working from home arrangements where possible to do so.</p> | <p>See Government guidelines/ACAS services</p> <p>Source appropriate kit</p> |
| <p>Virus transmission among people in shops</p> | <p>Staff and volunteers who develop symptoms of coronavirus (a new, continuous cough and/or a high temperature) should stay at home for 7 days from onset of symptoms.</p> <p>If a volunteer or staff member lives in a household where someone else is unwell with symptoms of coronavirus then they must stay at home in line with the Government's guidance.</p> <p>Current Government advice for retail stores currently includes the following:</p> <ul style="list-style-type: none"> • Avoid working face to face • To protect staff, volunteers and customers, you should manage entry into the shop, only allowing a limited number of people into your shop at any given time. • Put protective barriers up where able to do so to enable effective social distancing. | <p>Further information: https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance</p> <p>Request that staff/volunteers inform their line manager if their situation has changed before going to work.</p> <p>Measures will vary from location to location depending on size of premises and number of people visiting.</p> <p>The introduction of a daily cleaning regime should be factored into contracted working hours, so opening hours to the public are likely to be reduced.</p> |

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| | <ul style="list-style-type: none"> • You should put up signage to ask customers with symptoms not to enter the shop, and to remind both staff and customers to always keep 2 metres from other people, wherever possible. • You should regularly encourage staff and volunteers to wash their hands with soap and water as often as possible and for 20 seconds every time. <p>Assess the maximum number of customers that can be in shop at any one time based on shop size and layout so that the 2-metre social distancing can be observed with staff and volunteers working to regulate entry into shops.</p> <p>Consider asking a volunteer to police the control of volume of people entering the premises at any one time e.g. Social distancing champions.</p> <p>Providing clear signage and markings inside and outside of shops to support social distancing measures in place.</p> <p>Review the layout of shops to ensure aisles/walkways are as clear as possible to support 2m social distancing and considering what changes would be possible to support social distancing.</p> <p>Make regular announcements to remind people to follow social distancing advice. Increasing ventilation where possible (such as opening a window).</p> | |
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| | <p>Consider one-way systems around shops where practical supporting by signage. Consider keeping changing rooms closed in order to preserve social distancing and ease cleaning requirements.</p> <p>If this is not possible, you must take steps to ensure social distancing is maintained. NB if you close changing rooms you should ensure that your refund policy allows exchanges if clothes do not fit.</p> <p>Returns should be physically handled in the same way as if they were donations.</p> <p>Leave non-essential doors open to minimise the number of people who touch them. This does not apply to fire doors.</p> <p>Reducing the number of staff and volunteers present in-store at any one time to make social distancing easier. Consider dividing staff and volunteers into A and B teams to reduce the likelihood of all staff/volunteers working in a particular shop being required to self-isolate.</p> <p>Provide staff and volunteers with hand sanitiser. Make hand sanitiser/ disinfectant wipes etc available for customer use. Consider restocking when shop is closed to reduce congestion on the shop floor.</p> | |
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| | <p>Whilst not currently required by the Government, consider allowing staff and volunteers to wear masks and other PPE if they wish to do so. Consider using disposable pens for Gift Aid sign up and other written requirements.</p> <p>Some form of queue management or regulated entry system for members of the public dropping off donations may be required to ensure people maintain distance between one another.</p> | |
| Staff/Volunteer has a confirmed case of coronavirus | <p>Report to line manager in the first instance.</p> <p>Isolate the area, temporary closure and a deep clean of the premises following any advice provided by Public Health England in particular around self-isolation for other staff and volunteers.</p> | Keep central records of people with confirmed cases in HR. |
| Virus transmission whilst handling stock/donations | <p>As a precautionary measure, you should wait 72 hours before sorting newly donated stock. Quarantine in a designated area or at another location if possible. Where this is not possible you should seek to process newly donated stock last.</p> <p>Designate spaces to store stock and work within 2 metres of other staff/volunteers.</p> <p>Avoid facing each other if working on a sorting bench, keep spaced apart at opposite ends.</p> | <p>Government advice is that while it is not yet clear at what point there is no risk from virus transmission via surfaces “studies of other viruses in the same family suggest that, in most circumstances, the risk is likely to be reduced significantly after 72 hours.”</p> <p>In March 2020, the Chief Medical Officer stated that that the virus is “probably largely gone by 48 hours and almost completely gone by 72 hours, on a hard surface”. It is believed that the virus survives for a shorter time period on soft surfaces.</p> |

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| | <p>Remove changing rooms where they are currently used to avoid customers lingering or spreading the virus while handling stock.</p> <p>Mandate hand washing before and after sorting stock and the avoidance of people touching their faces whilst handling stock. Disposable gloves to be worn whilst sorting stock with a requirement that hands are washed before and after wearing and that the gloves are disposed of after use. Steam all clothing thoroughly.</p> <p>Wash down donated goods with hard surfaces with standard cleaning products. Enabling contactless drop offs of donations to reduce person to person interaction.</p> <p>All waste materials must be double bagged and binned regularly and removed by a contracted waste disposal supplier.</p> | <p>Staff or Van drivers should not be transporting any waste materials either in their own vehicles or on SVP vans without an appropriate permit to do so.</p> |
| <p>Deliveries and collections</p> | <p>Deliveries and collections to shops should work on a one-way system basis to drop off at the front of the shop and collect at the back or vice versa.</p> <p>Drivers should assess the number of customers in the shop before they enter to ensure they are able to do so at a safe distance. If not safe, then they should wait until customers have left.</p> <p>Delivery teams must not enter the home of someone who is in self isolation. A questionnaire should be carried out at the time of taking the</p> | <p>This includes RAG suppliers or other deliveries/collections from 3rd parties.</p> <p>See Delivery/Collection Questionnaire (Appendix G)</p> |

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| | <p>request over the phone by the Admin staff to ask customers/ donors to notify if they are in self isolation (see Appendix G), it is also best practice that the Drivers ask these questions also before entering any private premises.</p> <p>Drivers should always be given hand sanitiser to be carried and used after each delivery. If possible, goods being delivered or collected should not be physically handed over but left in a place for the other party to pick up from.</p> <p>Drivers should feel comfortable to refuse to complete collection/delivery if the customer/donor appears unwell or it doesn't seem safe to proceed.</p> <p>Where more than one person is required to deliver an item, you should consider whether the delivery is necessary and if so, what steps you can take to minimise the risks of transmission of the virus between people working in close proximity of each other.</p> <p>Check if donors can leave items outside of the house for collection or that goods can be left at the door to avoid entering into premises.</p> | <p>(See Appendix D – best practice guidelines)</p> |
| <p>Managing contractors and visitors</p> | <p>Before starting work in a shop, contractors or visitors should complete a quick survey to ensure they confirm they are not knowingly at risk of having or spreading the virus.</p> | <p>See Appendix E for questionnaire</p> |

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| | If they answer “yes” to any of the questions they must not be admitted on to the premises. | |
| Virus transmission from surfaces | <p>Staff and volunteers to wash hands regularly during the day. Hard surfaces including tables, till counter, till screen, phones, kitchen worktops, door handles etc. to be cleaned down regularly.</p> <p>Providing staff and volunteers with disposable cleaning wipes so that the most touched areas in-store can be frequently cleaned throughout the day and especially those that are shared such as telephones, till systems and PDQ machines.</p> <p>Encouraging staff and volunteers to stick to their own cups for drinks and ensuring prompt cleaning of cutlery, plates, etc.</p> <p>Encouraging the use of contactless payment methods</p> <p>Dry hands with paper hand towels, kitchen towel or electric dryer where possible. Removing tea towels and reusable towels or other drying cloths that are used by multiple people.</p> | |
| Risk of transmission in Common Areas of the workplace | <p>Stagger break times to reduce people in communal area at any one time.</p> <p>Encourage staff to take their break outside and get from fresher if possible</p> <p>Redesign the break area removing unwanted obstacles to create more space.</p> | |

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| | <p>Use signs and posters to remind and build awareness.</p> <p>Increase waste removal and more frequent rubbish collection and double bag bins liners.</p> <p>Where possible use paper towels instead of hand dryers or cotton towels.</p> | |
| Risk of transmission during meetings and shop visits | <p>Ensure social distancing when meeting in person</p> <p>Setting shop staff up on zoom conferencing (or similar) to reduce the number of meeting and shop visits by field staff.</p> | |
| Risk of insufficient PPE in place | <p>3 groups of PPE have been designated for staff/volunteers:</p> <p><u>Drivers:</u></p> <ul style="list-style-type: none"> • Head visors (to be cleaned regularly) • Disposable vinyl gloves (that fit over safety gloves) • Hand sanitizer <p><u>Shop Staff:</u></p> <ul style="list-style-type: none"> • Perspex screen (TBC) • Head visors (to be cleaned regularly) for a limited number of staff e.g. when working on the till • Disposable face masks • Disposable gloves • Hand sanitizer • Handwash in rest rooms • Paper towels <p><u>Generic Items:</u></p> | <p>Hot running water should be available in all premises to support regular and frequent handwashing.</p> <p>Face masks are currently optional under Government guidelines unless working in health and care services.</p> <p>Government guidelines also state that workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.</p> |

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| | <ul style="list-style-type: none"> • 2 metre signage at the entrance to all projects • Signage to indicate number of people allowed in a shop at any one time • Distance tape for hard surface floors | |
| <p>Risk that appropriate signage is not visible in projects</p> | <p>Ensure that there is professional and consistent signage up across all projects to remind staff and visitors of guidelines.</p> <div data-bbox="824 549 1124 847" data-label="Image"> </div> <div data-bbox="1133 523 1393 847" data-label="Image"> </div> <div data-bbox="824 922 1352 1145" data-label="Image"> </div> <div data-bbox="824 1187 1034 1302" data-label="Text"> <p> Poster staying - covid -19 - sec</p> </div> | <p>Do not make homemade signs, this does not provide staff/consumer confidence.</p> <p>Once a project has completed its RA and all necessary steps outlined in the Gov requirements, it should display saying it is a COVID-19 secure work area.</p> <p>A number of SVP internal signs have been provided as well as H&S signs from the PPE supplier.</p> |

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