

R I S K A S S E S S M E N T



TITLE: COVID-19: SHOPS

DATE OF ASSESSMENT: 16 / 05 / 2020

ASSESSMENT CARRIED OUT BY: Gareth Pierce
 Updated by Andrea Kay 22.07.2020
 Updated by Andrea Kay 23.09.2020

DEPARTMENT/LOCATION: Trading

MANAGER'S NAME: Luen Thompson

HAZARD:	CONSEQUENCES:	RISK LEVEL:	WHO MIGHT BE HARMED:	CONTROL MEASURES (INCLUDING TRAINING GIVEN):	FURTHER ACTION:	RESIDUAL RISK:
Spread of COVID-19 Coronavirus	<ul style="list-style-type: none"> • Death • Serious illness • Short term absence resulting in reduction in workforce capacity • Increase in anxiety / decline in mental health and general wellbeing 	16	<ul style="list-style-type: none"> • Staff • Volunteers 	<p>Social distancing (objective is to maintain the required 2M social distance between staff, volunteers and customers where possible, 1M+ where this is not possible)</p> <ul style="list-style-type: none"> ▪ A staff / volunteer rota will be created to ensure that we do not have too many people in a shop at the same time. ▪ Customers will be limited to ensure that shop occupation is controlled – numbers are based on those detailed in the current COVID-19 shop procedure guidelines. ▪ Shop layouts will be adjusted to accommodate customer flows and limiting customer numbers where possible. ▪ Staff and volunteers will be asked to pass through communal areas as quickly as possible and breaks will be managed so that only one person is using the communal facilities at a time. ▪ Face to face meetings can only be held if absolutely necessary and there is enough room in the designated meeting space to house people safely 		6

- Staff and volunteers asked to consider taking breaks outdoors wherever possible.
- Where it is not possible to remain 2M apart, staff and volunteers should work side by side, or facing away from each other, rather than face to face if possible and use a face covering.

Hygiene and infection control

- Hand washing facilities with soap and water in place as well as multiple hand sanitiser points.
- Disposable paper towels provided for hand drying.
- Additional cleaning regimes in place to clean communal areas and 'high touch' areas such as kitchens / bathrooms and door handles
- Staff, volunteers and customers are required to use the hand sanitizer every time they enter the building.
- Effective from 24th September, all staff and volunteers (unless exempt) will be required to wear a face covering whilst on the shop floor, this includes shops with open sorting areas.
- Effective from 24th July, all customers (unless exempt) will be required to wear a face covering whilst in the shop.
- Customers wearing their own gloves will be asked to remove them and sanitise their hands or wear gloves provided by us. Customers who are unable to do so will be asked to use the sanitiser on their gloves.
- Staff and volunteers regularly reminded to frequently wash their hands for 20 seconds with soap and water and catch any coughs and sneezes in tissues.

- Allocated person to be assigned to the till to avoid multiple users. Till area to be cleaned between uses and credit card machine to be cleaned between uses.
- Sneeze guards in place at the till point in every shop.
- Staff and volunteers asked to clean any other objects or areas that they have come into contact with such as the printer, laptop and any kitchen spaces with the cleaning products provided.
- Staff and volunteers asked to remain on-site during break times, if not possible, ensure they maintain social distancing while off-site purchasing their lunch.
- Staff and volunteers asked to support the use of digital and remote transfers of material where possible rather than paper format, such as using e-forms, emails and e-banking.

Protecting people at higher risk

- Staff and volunteers who are “at risk” either due to their age or because of a medical condition, are advised to continue to follow the advice given by the government and / or their own health professional regardless of workspaces reopening.
- Staff and volunteers who are currently shielding due to their own condition or that of a family member are advised that they must continue to follow the advice given by the government and / or their own health professional regardless of workspaces reopening

People who need to self-isolate

- Employees and volunteers are regularly reminded that if they develop symptoms of coronavirus (COVID-19) (a new,

continuous cough and/or a high temperature) they should be sent home and stay at home for 10 days from onset of symptoms and an incident report form must be completed.

- If the member of staff or volunteer lives in a household where someone else is unwell with symptoms of coronavirus (COVID-19) then they must stay at home for 14 days, working from home if that is possible and follow the usual absence management reporting procedure

Mental wellbeing

- Staff are reminded of who to contact should they need support
- Managers are to be provided with a 'toolkit' for supporting their teams wellbeing
- Increased frequency of resilience sessions.
- Bereavement support offered to staff dealing with donation collections

Providing and explaining available guidance

- All staff will be issued with relevant procedures and regularly updated on any changes, this guidance will be cascaded down to volunteers at each location.
- Specific focus on guidance for staff returning to work following a period of absence / furlough
- All staff briefings will reinforce messages and provide updates
- Appropriate signage will be displayed throughout the shop which will inform customers, volunteers and staff of the measures in place.
- Social media posts will enforce messages to customers.

- Line managers to re-inforce the messages given during return to work and one to one meetings.

RISK MATRIX

Risk assessment is a careful examination of anything in your workplace that could cause people to suffer injury or ill health in the workplace, or for The Forget Me Not Children’s Hospice to suffer negative impact. Assessing risks allows you to identify and prioritise the action you take to control them. Please fill in the “risk level” by putting an *in the risk matrix below, as to where you believe the risk level is, using the probability & impact scoring below as guidance.

EXAMPLE:

An incident where the likelihood of reoccurrence is 3 and the potential impact of the incident is a 4, results in a risk rating of 12.

LIKELIHOOD:

Likelihood this will happen again (vertical axis).

- 1 = **Very unlikely** - There is a **1 in a million** chance of the hazardous event happening
- 2 = **Unlikely** - There is a **1 in 100,000** chance
- 3 = **Fairly likely** - There is a **1 in 10,000** chance
- 4 = **Likely** - There is a **1 in 1,000** chance
- 5 = **Very likely** - There is a **1 in 100** chance

IMPACT:

What is the impact of the incident if it were to happen again (horizontal axis).

- 1 = **Insignificant**
- 2 = **Minor**
- 3 = **Moderate**
- 4 = **Major**
- 5 = **Catastrophic**

		RISK MATRIX				
		Ins	Mn	Md	Mj	C
Likelihood this will happen again	VL	5	10	15	20	25
	L	4	8	12	16	20
	FL	3	6	9	12	15
	UL	2	4	6	8	10
	VUL	1	2	3	4	5

You don’t have to carry out the risk assessment yourself – if you’re not confident, get help from someone who is appropriately qualified or trained and knows about what they’re assessing. But remember, you’re responsible for seeing that’s its adequately done and followed up.

It’s always a good idea to involve others in the risk assessment process – particularly if you are assessing someone else’s job / responsibility. They might notice things that aren’t immediately obvious to you. By involving other people, you’re also helping them to think about what could go wrong and how to avoid problems.

When assessing risk, remember to think about things other than the immediate task, for example the environment, the ability of those that may undertake the task being assessed, why the task is necessary and the location of the task being assessed. Also remember that impact can be defined in terms other than personal harm, for example reputational risk or risk to Forget Me Not Children’s Hospice property.

ANYTHING SCORING ABOVE A 12 NEEDS TO BE ESCALATED TO THE DIRECTOR OF CARE OR C.E.O. FOR FINAL SIGN OFF