

SAMPLE

Help For All COVID-19 Return to Work

Risk Assessment RA Ref No:

Assessor	Job
A.N. Other	Shop Manager

Assessment Date	Review Dates
1 August 2020	

Assessment Location Help For All Shop, High

Persons at Risk Retail Staff and Volunteer

Staff, Volunteers, Customers, Delivery Personnel

Staff, Volunteers, Customers, Delivery Personnel

The risk assessment and controls/measures below have been developed in respect of the Coronavirus and to eliminate/reduce the potential for spread and to maintain social distancing practices according to best practice as they enter and move through the shop.

To evaluate the risk to staff, volunteers, customers and delivery personnel in respect of entering the premises, contamination of surfaces and stocks of goods, measures will be undertaken by staff, volunteers, and delivery personnel and customers

This risk assessment has been completed in accordance with the COVID-19 Secure Notice are on display at selected parts of the Location.

Advice on managing the risk of COVID-19. Copies of the signed COVID-19

Factors Causing Spread of Virus	Example
Contact with infected persons	All staff/volunteers must complete a COVID-19 Health Check Declaration. All staff/volunteers travelling to work must wear face covering. All customers will be required to wear face covering before entering the shop.
Overcrowding and congestion	Number of customers within the shop (to ensure social distancing throughout the shop areas).
Proximity of Customers to Staff, Volunteers, and other Customers	Social distancing measures will be implemented in all parts of the shop where customers are present.

Example	Further Measures
Staff/volunteers entering the premises must complete a COVID-19 Health Check Declaration.	The Assessor will check each staff/volunteer member has completed the Declaration before they enter the premises and keep records of arrivals.
Staff/volunteers travelling to work must wear face covering.	
All customers will be required to wear face covering before entering the shop.	
Number of customers within the shop (to ensure social distancing throughout the shop areas).	The maximum number of customers shopping together that can be admitted to the store is 2. For further details see Workplace Premises below.
Social distancing measures will be implemented in all parts of the shop where customers are present.	Information, signs and markings will be distributed where practical at the entrance and throughout the premises/location to promote social distancing and hygiene. A one-way flow has been set up with floor markings and signs to manage customer traffic through the store.

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Factors Causing Spread of Virus	Example	Further Measures
		Queue management measures have been established for those parts of the store that are likely to get congested. For further details see Workplace Premises below.
Proximity of Staff/Volunteers to other Staff/Volunteers and customers	Social distancing measures in all parts of the shop and the backroom. All staff/volunteers interacting with customers must wear face masks. They must do this daily.	Staff/volunteer rotas agreed to ensure staffing/volunteering levels are sufficient to manage customer traffic and enabling safe distancing for staff/volunteers. Further details of measures for working in the shop, backroom office, and storeroom are below in Workplace Premises and Workplace Tasks.
Contaminated and potential contaminated surfaces	The premises have been cleaned and are applying approved sanitiser.	The premises will continue to be cleaned daily. Specific parts of the shop and office may need further cleaning during working hours – please see below.
Contamination and potential contamination of surfaces	Hand sanitiser will be provided in all areas of the workplace, as well as in the backroom.	At intervals during the working day the availability of hand sanitiser will be checked and replenished. Staff/volunteers should report any shortage of hand sanitisers to the Assessor.
Contaminated and potentially contaminated goods received by shop	Goods donated by the public must be contained in closed boxes or bags and sprayed with sanitiser. Staff/volunteers must wear gloves during process of unpacking and wear gloves for the purpose.	Each such container received into the shop on any day will be marked with the time and date of receipt and then stored in a location in the shop separate from the location where other containers of donated goods were stored on any previous day. No such container will be opened or unpacked until at least 72 hours has expired from the time of its receipt in the shop. As each container is unpacked, all items in it must be cleaned by using sanitiser spray or wipes. Only then may it be placed on sale in the shop.
Delivery to shop by donor of contaminated and potentially contaminated donated goods	Limit the days and times that donated goods are accepted to Tuesday, Thursday and Saturday, 11.00am-1.00pm. Donated items must be placed in a container (e.g. box or bag) next to stock (e.g. in the rear door area) next to stock from donors. Donor should not enter the shop but should place items in a container. Staff/volunteer opens door and picks up the container of goods. Social distancing should be maintained.	If a donor requires a receipt, if possible it should be sent by post or email rather than a paper copy being given at the time of delivery. Display prominent signs in the shop window or on front door giving times and days (see adjacent column) when donated goods may be brought to the shop, and explain on the signs that no goods may be left outside the front or rear of the shop whether or not the shop is open, and that goods must be brought to rear door and passed to staff/volunteer there). Explain on the signs that all of these restrictions are Covid 19 health & safety

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Factors Causing Spread of Virus	Example	Further Measures
	Staff/volunteer must wear	measures.
Proximity of staff/volunteer to each other or to donor Collection from donor's home of contaminated and potentially contaminated donated goods	Staff/volunteers collecting items from visiting donors' homes from donor's home even if invited, and for the donor's own safety and health of staff/volunteer. Collection should be by one person (staff/volunteer) if possible. If necessary, there should only be two people involved in the collection of donor/s.	not, when at donor's home for the collection of items, only one person is necessary to collect items. The collector should ensure that he/she and the donor at all times keep at least 2m apart, and the collector should wear a mask and gloves when at the donor's premises. Donated items to be placed by donor on step outside their home, and collector to then pick up items from the step after donor has moved back at least 2m. If a donor requires a receipt, if possible it should be sent by post or email rather than a paper copy being given at the time of collection. No donated items will be accepted by collectors unless in a box or bag. Before placing any such container in the collection vehicle, it must be cleaned by using sanitiser spray or wipes.

Action Required	Actioned By	Date
All measures to be reviewed in 2 weeks to ensure that staffing/volunteer controls have been sufficient to manage customer numbers and distribution, particularly in respect of congestion points.	The Assessor	

Workplace Premises	Further Measures
Entrance – Staff and volunteers	Staff and volunteers should be checked and will be admitted individually. The Assessor will control entry whilst checking staff and volunteers have completed the COVID-19 Health Check Declaration. For the purposes of the NHS Test and Trace Service, all staff and volunteers attendance records will be kept for at least 21 days. If any contractors attend the location then their attendance records will also be kept for 21 days for the purposes of the NHS Test and Trace Service. Hand sanitisers are available by the entrance.
Entrance/Exit - Customers	Gloves should be used when handling the boundary props. Customers should be encouraged to shop alone and to use the hand sanitisers made available at the entrance.

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Workplace Premises		Further Measures
	<p>A staff member will be responsible for directing the flow of customers into the shop and will ensure customers enter the shop at 2m intervals.</p> <p>Queue management measures will be implemented to ensure a 2m distance between customers.</p> <p>Agreement with neighbouring premises will be sought to ensure no overlapping of queues outside the shop.</p>	<p>Once the maximum number of customers have entered the shop at 2m intervals a new customer(s) will only be admitted once a departing customer(s) has exited the premises by at least 2m.</p> <p>Sanitised shopping baskets should be available at the entrance and marked as "clean".</p>
Shop walk through	Customers should be encouraged to take a one-way walk through for products.	A staff member will be available to remind customers of social distancing and keeping to the marked pathway as customers move through the shop.
Shop counter	<p>A separate queuing area will be maintained for payment to avoid conflict with the one-way walk through.</p> <p>A screen separates the queuing area from the shop.</p>	<p>Only one member of staff will carry out the payment and check out service at the counter.</p> <p>All payment will be by debit/credit card.</p> <p>Counter will be cleaned at regular intervals throughout the working day.</p> <p>Gloves and face masks are available to staff working at the counter (and elsewhere in the shop as required by the staff).</p> <p>Used shopping baskets will be left at the counter to be removed and sanitised before returned to the entrance as "clean".</p>
Backroom Office	<p>A maximum of only two staff members will be in the backroom office at any one time to maintain a 2m distance between staff. Only one person will be at the desk.</p> <p>A screen(s) has been set up to ensure social distancing between staff.</p>	<p>Staff should not congregate around any desks.</p> <p>There will be no sharing of desks/workstations, equipment or phones.</p> <p>Communal equipment such as copiers will be cleaned immediately after use by the user.</p> <p>Hand sanitisers are available by the door.</p>
Storeroom	With limited open space, the storeroom will be restricted to only one member of staff for safety and manual handling. A second member of staff is required for any tasks.	Where 2 staff members are necessary, they should try to work side by side rather than face on, and consistent work partnerships should be established for any shared tasks. See Deliveries below.

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Workplace Premises			Further Measures
Kitchen	Only one person can use the kitchen at any one time. Kitchen surfaces to be cleaned regularly. A rota will be agreed to ensure this is done. Toilet facilities surfaces to be cleaned regularly.		Tea/coffee and lunch breaks will be staggered to avoid possible overcrowding. Staff should wash and clear away all utensils they use when they have finished with these. Kettle handle and top, fridge and cupboard handles will be wiped clean immediately after use.
Toilets	No more than one person in the toilet at any one time. Anyone waiting should be directed to another toilet. Toilet facilities surfaces to be cleaned regularly.		All staff must maintain hygiene standards per government guidelines in hand washing. Hand dryers or disposable hand towels to be available, as well as hand sanitisers.
Corridor and access to rooms	Movement in the corridors to be staggered to avoid congestion including if someone is waiting for a room.		

Action Required	Completed	Actioned By	Date
Congestion points, particularly the entrance and counter queue area.	Completed	The Assessor	

Workplace Tasks			Further Measures
Deliveries of supplies and other non-donated items to Shop	Deliveries will not be signed for (to ensure continuity) and will only be accepted if the person is wearing a mask. 2m social distancing should be maintained.		If delivery must be signed for the signor should use their own pen and wear gloves when handling the signature sheet. Gloves are available for handling deliveries if requested by staff. If more than one member of staff is required to move the delivery to the storeroom, gloves & masks must be used by both staff members. This pair of staff should also continue to work together for any tasks that require more than one person in the storeroom.

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Workplace Tasks	
Processing purchases	Counter/till staff will wear gloves and process purchases
Packing purchases	Customer services for packing to customers.
Stocking shelves and racks	As far as practical re-stock working in pairs/teams.
Regular cleaning duties	Parts of the premises visited daily: counter; kitchen; t
Accidents, security and other incidents	Incident and emergency procedures ensure where practical maintained.
No other tasks which involve necessary sharing and/or proximity have been identified	Staff are requested to identify such tasks they consider high risk assessment.

Action Required

Assessor's Signature	
Approved by	
Approver's Signature:	

	Further Measures
	storeroom. Any lifting or carrying equipment such as a trolley must be cleaned at the start and end of every day, as well as after use.
handling	
not be offered	
not without	Any lifting or carrying equipment such as a trolley must be cleaned at the start and end of every day, as well as after use.
throughout the	A daily rota will be put in place so that this responsibility is shared by all staff.
viewed to can be	
mention any is risk	

	Actioned By	Date

Job Title	