

COVID-19 Shop Risk Assessment – April 2021

(This version supersedes all previous versions)



Shop Name	
Completed by	
Position	
Date	
Signature*	

*A paper copy must be stored in the Coronavirus Management folder and must be physically signed by the Shop Manager and Assistant Manager

Version History

Document History		
All previous versions must be kept in the Coronavirus Management Folder in date order for ease of reference		
Document Name	Version No.	Date
COVID-19 Shop Risk Assessment	1	12 June 2020
COVID-19 Shop Risk Assessment – Updated Information August 2020	1a	7 August 2020
COVID-19 Shop Risk Assessment – Updated Information October 2020	1b	5 October 2020
COVID-19 Shop Risk Assessment – Summary November 2020	1c	9 November 2020

Area of Risk	Who might be harmed	Actions to Mitigate Risk	Action to be completed by	Date action to be completed by	Done
People					
Staff who have been notified by the NHS that they are extremely vulnerable Staff in the vulnerable group (70+, pregnant or with health conditions)	Staff	Staff offered roles that allow them to stay 2 metres away from others. Conversations to be had with individuals where this is not possible or individuals have concerns about returning to agree the best course of action. P&D to be emailed with detail of conversation and additional measures put in place	IG & P&D Teams		

<p>Staff who live in a household with someone in the vulnerable groups</p>	<p>Staff</p>	<p>Conversations to discuss concerns with individuals and try to resolve e.g. reduce working hours or trading hours to avoid travel on public transport Option to take time off as holiday or take unpaid leave. Details of conversation and agreed actions to be emailed to P&D Team</p>	<p>IG & P&D Teams AM's</p>		
<p>Volunteers who have been notified by the NHS that they are extremely vulnerable</p> <p>Volunteers in the vulnerable group (70+, pregnant or with health conditions)</p>	<p>Volunteers</p>	<p>Conversations with each individual to discuss the situation. Document the discussion and any points, including additional measures put in place. Consider if they are able to take up a role that allows them to stay 2m away from others. If not possible then consider each situation to carefully assess the risk involved. If the risk is too high then advise the Volunteer that they are not able to return at the moment and agree to keep in touch and dates to review this. Details of conversation and agreed actions to be emailed to P&D Team. All records to then be stored securely locked in line with data protection guidance</p>	<p>SM/ASM</p>		
<p>Virus transmission among people in shop</p>	<p>Staff, volunteers, customers, contractors, visitors, donors</p>	<p>Staff and volunteers must self-isolate for at least 10 days if:</p> <ul style="list-style-type: none"> • you have any symptoms of coronavirus (high temperature, a new continuous cough, or loss/change to your sense of smell • you've tested positive for coronavirus <p>Note: If you have had a positive LFT (lateral flow test) you can take a PCR (polymerase chain reaction) test to check the result. If the PCR test is negative, you no longer need to self-isolate</p> <p>Staff members will need to obtain an Isolation Note and send it to P&D. These are obtained from www.111.nhs.uk/isolation-note</p>	<p>SM/ASM</p>		

		<p>Staff and volunteers must self-isolate for 10 days if:</p> <ul style="list-style-type: none"> • you live with someone who has symptoms or has tested positive • someone in your support bubble has symptoms or has tested positive • you've been told by NHS Test and Trace you have been in contact with someone with coronavirus • if you are self-isolating and subsequently develop symptoms, you must continue to self-isolate for a further 10 days from the onset of symptoms <p>Staff members will need to obtain an Isolation Note and send it to P&D. These are obtained from www.111.nhs.uk/isolation-note</p>	SM/ASM	
		<p>Face covering to be worn by customers/staff/volunteers & visitors in all shops.</p> <p>There are some circumstances where people may not be able to wear a face covering. Please be mindful and respectful of such circumstances, noting that some people may be less able to wear face coverings and the reasons for this may not be visible to others.</p> <p>An individual may have a reasonable excuse for not wearing a face covering. This includes (but is not limited to):</p> <ul style="list-style-type: none"> • They are not able to put on or to wear a face covering because of a physical or mental illness, or because of a disability or impairment 	SM/ASM	

		<ul style="list-style-type: none"> • They are accompanying somebody who relies on lip reading where they need to communicate <p>Staff/volunteers who are exempt from wearing face coverings must wear visors instead. Visors cannot be worn instead of face coverings unless the individual is exempt.</p>			
		Visors must be cleaned regularly using warm soapy water and a soft disposable cloth	SM/ASM		
		Maintain good ventilation at all times. Keep doors and windows open on the shop floor and in backrooms wherever possible. Note: fire doors must remain closed	SM/ASM		
		Maximum number of people in the shop to include staff, volunteers and customers and to be adhered to at all times.	SM/ASM		
		Person on till to keep track of number of customers in the shop and alert SM/ASM if numbers too high. SM/ASM to take responsibility for asking people to leave. Where shops are struggling to keep to maximum numbers of people in the shop customers will be asked to come back later	SM/ASM		
		Posters provided to be on display at all times, and replaced as new/updated versions are issued	SM/ASM		
		Number of people in backroom and on shop floor restricted dependent on size of floor area	SM/ASM		
		Layout of shop floor regularly reviewed to ensure 2m social distancing can be maintained	SM/ASM		
		Hazard tape marking 2 metre distance from paying customers	SM/ASM		
		Sneeze screen on counter. Screen to be cleaned regularly as per cleaning guidance document	SM/ASM		

		Free standing hand sanitiser station for customers by entrance to shop	SM/ASM		
		Hand sanitiser to be always available by till and in backroom for staff/volunteers. Replacements to be purchased before bottles run out from Display Centre	SM/ASM		
		Correct use of hand sanitiser has been communicated to team to reduce risk of alcohol catching alight	SM/ASM		
		Gloves and masks available for staff/volunteers. Replacements available from Display Centre	SM/ASM		
		Staff and volunteers to wash hands regularly for at least 20 seconds	SM/ASM		
		Non-essential doors wedged open to minimise the number of people who touch them (fire doors must remain closed)	SM/ASM		
		Wherever possible, replenish the shop floor when the shop is closed	SM/ASM		
		One person to be on the till for the whole shift, where possible. Avoid people sharing till duties	SM/ASM		
		Area Manager and P&D Team to be notified if a staff member or volunteer has a confirmed case of Coronavirus. Advice will then be given on action to be taken in line with advice from Public Health England and Public Health Wales	SM/ASM		
		Staff & volunteers not to work opposite each other at sorting tables and maintain 2 metre distance at all times	SM/ASM		
		Where social distancing for tasks cannot be maintained, masks are to be worn	SM/ASM		
		Only current staff and volunteers allowed in backroom areas	SM/ASM		
		People who have been vaccinated must continue to follow guidance/use correct PPE	SM/ASM		
Donated Stock					

		Disposable gloves are provided and can be worn for sorting stock. Dispose of safely after use	SM/ASM		
		Hands to be washed thoroughly before and after sorting stock, including when gloves have been worn for sorting	SM/ASM		
		Where possible, ask donors to put donations down and not to hand them to you directly. Wait until the donor has moved away before picking up	SM/ASM		
Workplace					
Virus transmission from surfaces	Staff, volunteers, customers, contractors, visitors, donors	COVID-19 cleaning guidance document to be complied with at all times	SM/ASM		
		Cleaning of frequently touched surfaces carried out 3 times a day and cleaning recorded. Ensure (disposable) gloves are worn when cleaning	SM/ASM		
		Completed cleaning schedules to be filed in Coronavirus Management Folder	SM/ASM		
		Till, counter area and sorting table to be cleaned between users. Ensure (disposable) gloves are worn when cleaning	SM/ASM		
		Staff and volunteers to wash hands regularly throughout the day including at the start and end of shift, before and after breaks	SM/ASM		
		Hand wash to be purchased locally for kitchen and toilet	SM/ASM		
		Paper towels/kitchen roll to be purchased locally for drying hands	SM/ASM		
		Hand sanitiser provided next to the till and in backroom, and at front of shop for customers	SM/ASM		
		Tea towels and reusable towels removed from kitchen and toilet	SM/ASM		
		Mugs to be washed thoroughly in hot soapy water straight after use	SM/ASM		
		Hands must be washed before and after making drinks	SM/ASM		

		Changing room to be taken out of use and curtain closed. Signage available to state fitting room out of use	SM/ASM		
		Encourage customers to pay by contactless methods	SM/ASM		
		Cleaning materials and (disposable) gloves provided	SM/ASM		
		Bin liners to be used and bins to be emptied at the end of every day	SM/ASM		
Changes to processes	Staff, volunteers	Information provided for shop teams in document Changes to Ways of Working. All staff and volunteers to read and sign that they understand and will follow these	SM/ASM		
		All information relating to COVID-19, including information documents and Risk Assessment kept in the red Coronavirus Management folder and available. This must be available to staff and volunteers at all times. The SM/ASM is responsible for keeping the folder up to date and correctly filed as new, updated or changing information is sent out	SM/ASM		
		All previous Risk Assessment and documentation to be kept in the Coronavirus Management folder in date order (with most recent first)	SM/ASM		
		COVID-19 Shop Risk Assessment – Summary April 2021 document to be displayed on notice board at all times	SM/ASM		
Lone Working (a copy of the Lone Working Policy is in the Shop Handbook in Section I.1.12)					
Staff & volunteers working alone	Staff, Volunteers	SM/ASM to inform Area Manager if working alone, letting them know how long you will be on your own for. AM to monitor and maintain regular contact	SM/ASM		
		Make sure someone in your household has the contact details of both the Area Manager and	SM/ASM		

		another key holder so they can raise the alarm and access the shop if you don't come home			
		If you live alone, contact your Area Manager when you have left the shop for the day. Ensure your Area Manager has the contact details for another key holder	SM/ASM		
		If you are by yourself for the day, the shop can be closed for an hour for lunch. Notify your Area Manager if you are doing this	SM/ASM		
		Where possible, the ASM is to spread their hours throughout the week to minimise the time the SM is trading alone	SM/ASM		
		Close the shop if you feel vulnerable or threatened and inform your Area Manager or the P&D Team immediately	SM/ASM		
		Follow the guidance in Section A3 of the Shop Handbook. Further information is available in the Lone Working Policy	SM/ASM		
Staff / Volunteer Welfare (a copy of the Whistleblowing Policy is in the Shop Handbook in Section I.1.18)					
Feeling of fear or anxiousness while at work	Staff, volunteers	Staff & volunteers to speak to Line Manager or P&D Team to highlight feelings and discuss concerns	SM/ASM AM		
Legionella					
Risk of infection from bacteria growth in stored or stagnant water	Staff, volunteers, contractors, visitors	Shops checks carried out a maximum of every 45 days during periods of lockdown	HoR SM/ASM		
		Taps run for 5 minutes during shop checks and on reopening shop after lockdowns	SM/ASM		
		Toilets flushed with lid down during shop checks and on reopening shop after lockdown	SM/ASM		

Posters		
Shops must display blue posters with white text. Posters with white background must be taken down		
Name	Description/Location	Done
Staying COVID-19 Secure	5 Steps to Safer Working Together. Behind the till, easily visible to customers	
Coronavirus General Advice	General coronavirus information. Notice board in backroom	
Hand Sanitiser Point	Remind customer to disinfect hands. Back to back on hand sanitiser station	

Restricted Numbers/Wear a Mask/Stay 2 metres apart	By entrance to shop	
2m Social Distancing	Reminder to maintain 2m social distancing. For use around the shop but particularly in busy areas/pinch points	

Reporting a Case of COVID-19

If you have a confirmed or suspected case of COVID-19 in your shop:

- Contact your Area Manager as soon as possible
- If you cannot get hold of your Area Manager, contact the P&D Team

You will need to provide the following information. If two or more people are affected we will need to report to Public Health England & Public Health Wales:

- Contact details of the person/people affected
- When the individual became unwell
- When they were last present on the premises
- Number of people with which the individual had close contact

Actions to be Taken Following a Reported Case of COVID-19

If the affected individual has been in the shop within the previous 48 hours at the point of reporting:

- Close the shop and keep the shop closed for 48 hours from when the individual was last in the shop
- Before reopening, carry out a deep clean wearing disposable gloves and a mask. Thoroughly clean the following areas
 - Kitchen
 - Toilet
 - Touch points and flat surfaces on shop floor
 - Touch points and flat surface in backroom
- Pay particular attention to areas where the individual worked
- Dispose of gloves, mask and cleaning cloth in a sealed bag and place in outside bin

If the individual has not been in the shop within the previous 48 hours at the point of reporting:

- Close the shop
- Carry out a deep clean as detailed above
- Reopen the shop once the cleaning has been completed