

BOLTON HOSPICE RISK ASSESSMENT FORM

NAME/JOB TITLE:

Cathy Wright/Head of Retail

SIGNATURE

C D Wright

DATE:

09/06/2020

ASSESSMENT NO:

RA0299

LOCATION/TASK:

Furniture Plus Shop Floor and Warehouse/ Change to Charity Retail Trading environment while maintaining Safety & Social Distancing

Risk Identified	Who might be harmed	Controls already in place	Risk Factor			Further action required	Responsibility	Review date
			Likelihood 1 - 5	consequences 1 - 5	Total L x C=S			
Preventing Contracting Covid 19 while in the work place. Working safely together.	Staff Volunteers Customers	<p>Limiting the number of staff and volunteers to 10 maximum at any one time.</p> <p>Limiting the custom base to 20 maximum at any one time.</p> <p>Having clear "2 metre social distance" and "symptom" signage that must be adhered to by Volunteers, Staff and Customers.</p> <p>It is everybody's responsibility to ensure that this happens.</p> <p>Internal queue markers will be in situ at the till point.</p> <p>Staff will be trained on how to support social distance measures.</p> <ul style="list-style-type: none"> • PPE Provided for customers – Hand Sanitiser to be used on entry. • Wipes to clean the handles of baskets. • PPE Provided for Staff and Volunteers: – gloves, masks, hand sanitiser, disinfectant spray and hand towel. <p>Everyone to be mindful that Covid 19 has not gone and there is no vaccine.</p> <p>Hand wash with soap for 20 seconds regularly.</p>	2	3	6			01/10/2020

If you develop symptoms while on duty	Staff Volunteers Customers	Inform your Manager and let them know who you have been working with, go home and phone your GP to discuss a test. Inform your Doctor you are working for an organisation using Track and Trace. If you are tested and prove positive please let the Manager know straight away as they will need to comply with Test and Trace guide lines. You can visit NHS111 online or call 111. In an emergency call 999. For staff members who have worked with or helped someone who was taken unwell with a new, continuous cough or a high temperature, do not need to go home unless they themselves develop symptoms. They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell with symptoms consistent with coronavirus infection. It is not necessary to close the workplace or send any staff home, unless gvt policy changes	2	3	6			
Feeling anxious or afraid in an unprecedented working environment.	Staff Volunteers Customers	Safety measures will be in place to ensure your safety is paramount, however if a situation arises that you feel afraid or anxious, inform the Shop Manager straight away, move away from the working environment to a rest area and express your feelings. If these feelings continue we may offer the services of a councillor, you may be asked to go home and rest.	2	3	6			
Being in close contact with a customer at the point of sale	Staff Volunteers Customers	Counter volunteers to wear protective gloves or use the provided hand sanitiser regularly, masks should be worn by all parties who are in contact less than 2 metre rule. Perspex sneeze guard will be installed at the till point. Customers will be encouraged to use card payment. Each time cash changes hands, remove gloves if you are wearing them and dispose of	2	3	6			

Furniture Sales	Staff Volunteers Customers	<p>them, use the hand sanitiser provided and put on new gloves. If you aren't wearing gloves, sanitise your hands each time. Do not touch your face.</p> <p>The queuing area will be marked out at 2 metre distance and there will never be more than 20 customers in the shop until the next phase announcements are made by the gvt.</p> <p>Customers intending to purchase multiple pieces of furniture can attach an "I'm Buying" label on the items themselves. When they are ready for purchasing the items, a staff member will be notified, the staff member will remove the price label and "I'm Buying" label and take to the till counter for the till operator, the staff member will put "Sold" Labels on the items, another team member will deal with "collection" or "delivery" paperwork as necessary. If a customer is taking their goods home with them, it is their responsibility to have the man power to take the goods out of the shop themselves taking care of our social distance rules. A maximum time period of 30 minutes will apply to an item which a customer has left an "I'm Buying" label on.</p>	2	2	4			
Handling customer's goods prior to sale.	Staff Volunteers Customers	<p>The customer will have been given a shopping basket, the shopping basket will be placed on the counter. The till operator will empty the contents of the basket behind the screen and pass back to the customer. The transaction rang through the till as normal. The customer will pack their own goods into bags provided at the end of the counter. Hand washing should be done regularly with soap for 20 seconds. Do not touch your face.</p>	2	2	4			

Keeping clean touch point areas.	Staff Volunteers Customers	A cleaning point will be provided that consists of hand towel, disinfectant wipes or spray. Customers to wipe their baskets handles before use. Staff/Volunteers to wipe door handles, keypads, counter area, Perspex screen and other identifiable touch point regularly. A "cleaning sheet" will be signed for regulating cleaning checks at the end of trade. Staff/volunteers to keep clean tape measures.	3	2	6			
Customer who do not adhere to the Social Distance rules?	Staff Volunteers Customers	The person will be asked to conform to the rules, if they do not, they will be asked to leave, point out the CCTV cameras, worst case scenario would be to sound the panic alarm and close the shop. This would be recorded as an incident and depending on circumstance reported to the police.	3	2	6			
Customers who repeatedly pick items up and replace them?	Staff Volunteers Customers	Customers will have been asked not to do this via signage and leaflets, if they continue to do this after being told not to, they will be asked to leave.	2	2	4			
Social distancing at break time.	Staff Volunteers Customers	Breaks will need to be taken at pre-arranged times, the kitchen area will seat 1 staff member, the office one staff member and the rest area 3 staff members. Do not pass another staff member on the office corridor. Social distancing will be your own responsibility following hospice rules.	3	2	6			
Family group members visiting the shop with children.	Staff Volunteers Customers	We will be encouraging shoppers to shop alone, the maximum would be a couple or a single person with two children. Children who arrive in prams must stay in the pram, older children must stay by the side of their carer. If we feel a family is too large we will ask them to co-operate or leave.	2	4	8			

Aggressive Customers	Staff Volunteers Customers	<p>9.15 -3.15 opening times will reduce the volume of children in the shop during school times.</p> <p>Additional signage will be displayed asking our customer to be respectful and courteous. See RA0057 for Aggressive Customers.</p>	2	4	8			
Warehouse Staff working safely.	Staff Volunteers	<p>All incoming goods that are non-fabric must be wiped down prior to display and sale. Any clothing donations must go into the dolav tub and quarantined for 72 hours. (These may be taken to another shop for quarantine) A date label must be displayed on the dolav tub. These bags must not be opened. Sofas and any other fabric goods must remain in the warehouse for 48 hours prior to display on the shop floor. Use the "Dated Sheets" for managing this. When taking goods onto the shop floor – inform the Manager/Customers where your items are being displayed and ensure that customers vacate that area while you perform the task at hand. Deliveries and Collections to be moved to the correct location at safe times, asking customers to move from the area while you safely perform your task. If it is a two man job both staff/volunteers must wear a mask. Warehouse staff should only take goods "being taken home by a customer" to the front door. This to be undertaken safely with PPE asking customers to excuse you while you complete the task.</p> <p>HAND WASHING WITH SOAP AND HOT WATER FOR 20 SECONDS REGULARLY AND THROUGHOUT THE DAY.</p>	2	2	4			

ALL RISK ASSESSMENTS MUST BE RETURNED TO marie.chadwick@boltonhospice.org

If total risk rating is 9 or over, the risk assessment must ALSO go to Corporate Services Manager or Facilities Manager.

If your risk is rated 16 and over, alert the CEO or CSD immediately