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**BOLTON HOSPICE RISK ASSESSMENT FORM**

C D Wright

Cathy Wright/Head of Retail

**NAME/JOB TITLE: SIGNATURE**

**RA0301**

01/07/2020

**DATE: ASSESSMENT NO:**

**Shop Floor/ Change to Charity Retail Trading environment while maintaining Safety & Social Distancing**

**LOCATION/TASK:**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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 the risk of Contracting Covid 19  while at work. Being in contact with colleagues and customers in a retail environment.  Preventing the risk of contracting CV-19 on a shop floor environment following gvt guidelines that face coverings must be worn in retail settings from July 24th 2020.  If you develop symptoms while on duty  Feeling anxious or afraid in  your working environment.  Being in close contact with a customer at the point of sale/Till area.  Handling customer’s goods prior to sale.  Social distancing and working safely in the sorting room  Keeping clean touch point areas.  Customer who do not adhere to the Social Distance rules?  Customers who repeatedly pick items up and replace them?  Social distancing at break times.  Family group members visiting the shop with children.  Aggressive Customers  Preventing the risk of contracting CV-19 for the over 70s, those who have shielded with underlying health issues and BAME background staff/volunteers returning to the workplace following the stricter shielding guidelines outlined by the gvt.  External Providers Collecting Rags and Waste.  Hospice Staff moving stock to other shops while preventing the spread of Covid19 | Staff  Volunteers  Customers  Staff  Volunteers  Customers  External visitors  Staff  Volunteers  Customers  Staff  Volunteers  Customers  Staff  Volunteers  Customers  Staff  Volunteers  Customers  Staff  Volunteer  Staff  Volunteers  Customers  Staff  Volunteers  Customers  Staff  Volunteers  Customers  Staff  Volunteers  Customers  Staff  Volunteers  Visitors  Staff  Volunteers  Customers  Staff  Volunteers  Staff  Volunteers  Ext providers | Limiting the number of staff, customers and volunteers on the shop floor at any one time to maintain a safe environment.  Having clear “2 metre social distance” and “symptom” signage that must be adhered to by Volunteers, Staff and Customers.  It is everybody’s responsibility to ensure the 2metre social distancing is adhered to.  External and internal queue markers will be in situ.  Staff will be trained on how to support social distance measures.  In addition to the fluid resistant masks that are provided, we are now providing visors, which should be wiped with an antibacterial wipe after each use ready for the next person to use. Please ensure you follow the SSOW on keeping visors clean before wearing one. In order to protect both volunteers and customers appropriate Personal Protective Equipment (PPE) must be worn. Volunteers can chose to wear either a mask (provided for you) or a visor and this must be worn on the shop floor. Staff and volunteers cannot wear their own material masks as they offer less protection that those we will provide for volunteers.  Customers entering the shop must have their own face covering on, they will be refused entry without one. We will offer anyone without a mask the choice to purchase one from us.  Inform your Manager and let them know who you have been working with, go home and follow the stay at home guidance. You can visit NHS111 online or call 111, you will be advised on how to get tested. In an emergency call 999. Your Manager will follow any Test and Trace guidance, please keep your Manager informed of CV-19 results.  In the first instance for staff members who have worked with or helped someone who was taken unwell with a new, continuous cough or a high temperature, they do not need to go home unless they develop symptoms themselves. They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell with symptoms consistent with coronavirus infection. Depending on Test and Trace results you may be informed individually of any change to the above.  It is not necessary to close the workplace or send any staff home, unless gvt policy changes  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.  Masks or visors must be worn at all times when you are on the shop floor, Customers will not be allowed to shop if they do not have a mask, customers can purchase a mask from the shop at a cost of £1  Perspex sneeze guard will be installed at the till point. Customers will be encouraged to use card payment.  **Handling Cash**  Each time cash changes hands, remove your gloves and dispose of them, use the hand sanitiser provided and put on new gloves. Do not touch your face.  If your preference is not to wear gloves. Hand sanitise after each transaction.  The queuing area will be marked out at 2 metre distance.  Clean ‘touch points’ regularly with disinfectant wipes. *Till, card machine, phones.*  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 the transaction rang through the till as normal.  The customer will collect their purchase(s) and bag their own goods in the designated area.  Coat hangers will be boxed and taken to the sorting room at regular intervals to be wiped with disinfectant wipes before next use.  There will be signage to say how many staff/volunteers can work in the sorting room adhering to the 2 metre social distance rule. All donations must be at their “Quarantine End Date” before handling.   * If you wear protective gloves, remove the gloves regularly following the SSOW on “Removing Gloves”. Hand sanitise before replacing with new gloves. * If you choose not to wear gloves, hand sanitise your hands regularly.   When taking new stock onto the shop floor, announce to the customers where you will be displaying the goods and ask them to give you space to safely re-stock.  Masks or visors to be worn at all times when on the shop floor..  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, stair rails, keypads, counter area, Perspex screen and other identifiable touch point regularly. A “cleaning sheet” will be operational for end of day checks.  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.  Customers will have been asked not to do this via signage and radio message, if customers continue to do this after being told not to, they will be asked to leave.  Breaks will need to be taken at pre-arranged times allowing the 2 metre ruling to be adhered to.  Social distancing will be your own responsibility following hospice procedures.  We will be encouraging shoppers to shop alone, this may not be possible with customers with 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.  Additional signage will be displayed asking our customer to be respectful and courteous.  See RA0057 for Aggressive Customers.  In addition to all listed precautionary measures. Employees/volunteers who have shielded due to underlying illness, being over 70 and being in the category of BAME background are to ensure they are never in a position in the workplace where a person(s) are within a space less than 2 metres without a mask.  The responsibility would be with this category to inform any non-conformers to the rules and ask them to put a mask on.  It would be the responsibility of this category to step back and distance themselves until the other party is masked. Any issues arising around this must be reported to the next senior line manager.  **External Providers, Hospice Staff and Collection Operative Volunteers visiting the shop to remove goods, must hand sanitise on entering and leaving the premises.**  **Scheduled slots to be arranged for collections. If collections are arranged during trading hours we will need to cordon off part of the shop while the collection takes place to prevent congestion.**  **If two people are working together within 2 metres, masks must be worn.**  **General Basic Rule**  Wash your hands regularly for 20 seconds with soap and hot water.  Wash hands before and after your shift. | 2  2  2  2  2  2  2  3  3  2  2  3  2  2  2 | 3  3  3  3  3  2  2  2  2  2  2  2  4  4  2 | 6  6  6  6  6  4  4  6  6  4  4  6  8  8  4 |  |  | 1/10/2020 |

**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**