



Risk Assessment / Safe Procedures

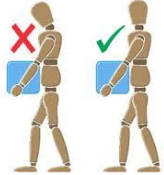


TASK:	Retail
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- The purpose of this Risk Assessment is to consider all potential risks, reduce risks to the lowest reasonably practicable level by taking preventative measures in order of priority.
- Age UK Lincoln & South Lincolnshire will continually monitor whether it is safe or appropriate for the shop to function and close if or when the risks to staff or the public are unacceptably high.
- Risk assessments are regularly reviewed and amended as necessary.
- Staff should refer to the staff portal and Guidance for Staff along with the risk assessment.
- Managers will ensure that staff are up to date on all mandatory training in addition to the training highlighted within the risk assessment (COVID19 and infection control training).

Hazard Category	What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Supervisor Confirmed. ✓
COVID 19 Transmission	Social Distancing	Staff & Volunteers	<p>Where possible all Staff and Volunteers are to remain 2 meters apart and remain socially distanced.</p> <p>Where feasible, have doors and windows open in the building to increase airflow.</p> <p>Appropriate PPE issued.</p> <p>Staff are provided with ongoing training which is inclusive of infection control.</p> <p>Staff have completed Covid19 Awareness training.</p>	<p>PPE to be provided where necessary. This will include support on the effective and safe usage of. AUKLSL will remain accountable for supply and training, but staff will be accountable for ensuring they follow the directions and guidelines provided</p> <p>Staff to be referred to the Staff portal for current guidance and information</p> <p>Staff should contact Manager if any concerns.</p>	Staff/Volunteers/ Manager		

	Virus transmission among people	Staff, volunteers, customers	<p>Social distancing rules shared with all staff and volunteers, posters displayed to highlight to customers. Hand sanitiser available for use by all.</p> <p>A poster is displayed in the door asking customers to wear a mask or face covering.</p>	<p>Discussed at Supervision sessions with staff and volunteers.</p> <p>Staff/volunteers will NOT approach customers who are not wearing a mask to ask them to wear one.</p> <p>If any customers complain to staff about others not wearing a mask staff will explain that there are exceptions to wearing a mask, we don't know everyone's situation and will respect their privacy by not asking. Staff will report any problems to the Operations Director asap.</p>	Staff, volunteers, managers.		
	Virus transmission while processing stock/donations	Staff, volunteers	Guidance for staff explains the procedure for processing stock/donations. No stock/donations will be processed before the 72hrs quarantine period has past.	Reviewed by managers.	Staff, volunteers.		
	Virus transmission from surfaces	Staff, volunteers, customers	Regular cleaning rota shared with staff and volunteers.	Reviewed by managers.	Staff,		

	Virus transmission during deliveries	Staff, volunteers	Guidance for staff clarifies how deliveries should be handled. In addition, regular hand washing is encouraged.	Reviewed by managers.	Staff, delivery drivers.		
	Risk of transmission during meetings	Staff	All meetings will be held with social distancing rules in mind and will not go ahead unnecessarily.	Managers to plan meetings .	Managers.		
	Verbal abuse or assault 	Staff may suffer verbal abuse, and possibly assault, from customers and others.	<ol style="list-style-type: none"> 1. Trained to provide a good, polite service that takes account of customers and other's needs. 2. Staff trained in dealing with difficult and/or confrontational situations. 3. Staff report all instances of abuse 	Reminded to investigate all instances of abuse and inform manager of findings and action taken.	Directors		
	Slips and trips 	Maintenance Staff and others, including the public, risk injuries such as fractures and bruising if they trip over objects, or slip on spillages or on wet floors, and fall.	<ol style="list-style-type: none"> 1. The right equipment is used for the right job, and staff follow safe systems of work. 2. Warning signs placed around area of work. 3. Maintenance staff do not leave tools / equipment / materials unattended. 4. Most portable tools are battery operated negating the risk of training cables. 5. All areas to be well lit. 	Tool box talks to raise awareness of risk of slips and trips. Maintenance workers reminded to wear sensible footwear, e.g. flat shoes with a good grip.	Supervisors		

	<p>Musculoskeletal disorders (MSDs) and injuries</p> 	<p>Maintenance staff risk problems such as back pain if they try to lift objects that are heavy and / or awkward to carry, such as machines or heavy waste bags, or if they are required to often work in awkward postures.</p>	<ol style="list-style-type: none"> 1. Staff trained in lifting safely. 2. Trained in the use of any lifting equipment for materials. 3. Staff using equipment or machines fully trained in their use. 4. Staff do not overfill bags and buckets. 5. Transport heavier loads using elevator rather than stairs. 	<p>Staff to report any defects of lifting equipment to supervisor.</p>	<p>All</p>		
	<p>Fire</p> 	<p>Staff, customers and public could be seriously harmed if a fire was started.</p>	<p>Staff are briefed on fire evacuation procedures at the premises.</p>	<p>Brief staff on emergency procedures before commencing work.</p>	<p>supervisor</p>		
	<p>Lone Working</p> 	<p>Staff at risk when working alone if they were to be injured.</p>	<p>Lone workers are not to carry out hazardous operations with a high risk of injury. If this is unavoidable then a safe system of work involving a reliable means of communication or lone worker alarm will be provided.</p>	<p>Managers to brief shop staff on work to be completed and limit of their own initiative. Staff not to conduct maintenance tasks until premises occupied by other staff and details of work approved by Managers.</p>	<p>Managers</p>		

	<p>Injuries to members of the public</p> 	<p>Age UKLSL shop is visited by members of the public and may be in close proximity to maintenance work being conducted.</p>	<p>Planned maintenance work will be carried out outside opening hours as far as possible. Where this is not an option, areas where maintenance work is being conducted will be adequately secured so that no members of the public can enter the area of work. Staff will ensure rubbish is disposed of correctly so as not to create a hazard for others, ensuring no maintenance equipment / tools are left unattended.</p>	<p>Details of the potential hazard should be communicated to customers upon arrival.</p>	<p>Shop Staff</p>		
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Reviewed: 3rd July 2020 by Amanda Sowerby, Operations Director

Updated:

Approved by the Trustees on 29th July 2020

Signed: Michele Jolly (Chief Executive Officer) *M. Jolly* (e-signature)

Signed: Carol Liggins (Chair of Trustees) *CL Liggins* (e-signature)

The following personnel have read and understood the Risk Assessment, and agree to comply with the instructions and control measures identified.

Print Name	Signature	Date
██████████	Emailed 6/7/20	6/7/20
██████████	Emailed 6/7/20	6/7/20

Print Name	Signature	Date

Risk Assessment Review Record			
Print Name	Signature	Date	Remarks