

Risk Assessment Record

Company		Age UK (Coventry & Warwickshire)				Assessment Number				COVID002 Operation of Shop		
Task / Activity		Operation of shop under COVID-19 restrictions V5										
Date Conducted		15/07/2021		Date Reviewed		02/12/2021		26/01/2022				
Assessment Team		Assessors CBM										
1 Hazard	2 Hazard Effect	3 At Risk	4 Severity	5 Probability	6 Risk Rating	7 Existing Control Measures	8 Severity	9 Probability	10 Risk Rating	11 Acceptable?	12 Further Control Measures to Reduce Risk Further	13 Completed
Potential exposure to an infectious colleague	Infection with coronavirus leading to COVID-19	A	5	4	20	<ul style="list-style-type: none"> Government guidance on self-isolation / household isolation formally communicated to all workers Workers are formally instructed to adhere to self-isolation / household isolation guidelines Physical contact between staff should be minimised and a safe distance kept at all times. Work processes modified to minimise the number of people required in the workplace at any one time (back areas not too crowded). Workplace to be audited regularly to ensure enough PPE is available, hand-washing facilities are working, social distancing rules are adhered etc. Drying of hands with disposable paper towels Essential doors to be left open where possible Staff to sign in and out, sanitiser to be left near diary PPE must not be shared between workers Frequent cleaning and disinfecting to be carried out on objects and surfaces that are regularly touched, particularly in areas high of use such as door handles, light switches, taps and toilets Customers are not required by law to wear face coverings, but are encouraged to wear them. Staff and volunteers must not challenge customers. Appropriate posters within shops to encourage customers to wear face coverings. Staff and volunteers should continue to wear face coverings to protect themselves and colleagues, unless medically exempt. Meetings conducted remotely where possible 	5	2	10	M	<ul style="list-style-type: none"> Workers who have symptoms (new continuous cough, high temperature, loss of smell or taste) or are required to self-isolate as part of NHS Test and Trace must not come to work and follow the most up to date Government advice Workers isolating with symptoms to request a COVID-19 test as soon as possible and follow the most up to date advice regarding testing and self-isolating https://www.nhs.uk/conditions/coronavirus-covid-19/ Clare Baffin-Massie to be informed of any retail staff or volunteers that have a confirmed case or suspected case of COVID-19. This information will be passed to HR to monitor a potential outbreak and be reported accordingly to Local Authority and Public Health England Health Protection Team. Check guidance for updates daily and review controls; https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19 https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public 	

At Risk	Severity	Probability	Risk Rating
E - Employees	1 No Injury	1 Very Unlikely	1 – 5 LOW A - Acceptable
C - Contractors	2 Minor Injury	2 Unlikely	6 - 14 MEDIUM M - More Analysis Required
V - Visitors	3 +3 Day Absence	3 Likely	15 - 25 HIGH U – Unacceptable Risk
P - Public	4 Major Injury	4 Very Likely	
A - All	5 Death	5 Virtually Certain	

Risk Assessment Record

Potential exposure to an infectious visitor / shopper	Infection with coronavirus leading to COVID-19	A	5	4	20	<ul style="list-style-type: none"> Customers who have symptoms or are required to self-isolate as part of NHS Test and Trace must not enter the shop. Physical contact between staff and shoppers should be minimised, staff should keep a safe distance when dealing with customers Staff are not expected to assist customers with heavy items or moving stock to cars etc Donations do not need to be quarantined, but staff should utilise storage spaces to allow for smooth sorting of stock Essential doors to be left open Customers are not permitted to use staff toilets At Princes Drive Shop, Customers are to book on WCC online system to donate goods 'on wall'. WCC staff then will bring stock down to shop. Customers can park within shop car park. At Lower House Farm Shop, customers can access shop to donate and shop as normal. No booking is required. At Hunters Lane Shop, no cars are allowed on site for shop donations or customers. Customers must park on main road and walk to shop. At Cherry Orchard Shop, no cars are allowed on site for shop donations or customers. Customers must park on road outside and walk to shop. At Burton Farm & Wellesbourne Shops, customers can access shop to donate and shop as normal. No booking is required. No walk in customers. At Shipston Shop customers do not need to book to donate or shop. 	5	2	10	M	<ul style="list-style-type: none"> Posters at front of shop encouraging customers to wear a face covering when entering the shop. Posters at front of shop advising customers that they must not enter store if they have symptoms or are required to self-isolate as part of NHS Test and Trace Physically mark out the donation area with poster or tape Hand sanitising stations to be located at store entrance Check guidance for updates daily and review controls; Meetings conducted by phone, video call or email, wherever possible
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Risk Assessment Record

Potential transfer of virus through droplets in the air	Infection with coronavirus leading to COVID-19	A	5	3	15	<ul style="list-style-type: none"> Reasonable natural ventilation levels within workplace; doors and windows open when occupied It is not mandatory for customers to wear face coverings whilst in our shops, but it is encouraged. Staff are not to challenge customers who do not wear face coverings instead, posters will convey the encouragement of wearing one whilst in shop. Physical meetings observe safe distancing, only absolutely necessary participants (virtual attendees to reduce physical presence) no shared pens or resources Staff instructed to maintain a safe distance when in the workplace Toilet facilities limited to one person at a time High traffic areas regulated by barriers and signage Customer numbers within the shop no longer formally restricted, managers to use own judgement to ensure safe flow of customers Hard surfaces (toilet flush levers, door handles, fridge door handles, kettles, worktops and floors) cleaned regularly with disinfectant product Workers are formally encouraged to wash their hands for 20 seconds with hot water and soap often and on entry to work, before eating food, after using the toilet, before smoking or vaping, when leaving work and when returning to their homes Provision of sufficient handwashing facilities – hot running water, soap and disposable towels is maintained Regular formal inspection of handwashing facilities and corrective actions, when necessary NHS / Government Handwashing technique posters displayed in all welfare facilities. Only conduct financial transactions at the till point where sneeze guards are in place Nitrile/Vinyl gloves provided for all staff Staff encouraged to clean any shared items such as phones, keyboards mouse or desk areas with hand wipes once used Contactless purchases to be encouraged 	5	2	10	M	<ul style="list-style-type: none"> Check guidance for updates daily and review controls; https://www.gov.uk/guidance/working-safely-during-covid-19/shops-branches-and-close-contact-services Hold physical meetings outside or in well ventilated rooms Sneeze screens in place at till area to protect staff on till Encourage staff and volunteers to maintain a safe distance whilst wearing face covering Manage occupancy levels to ensure safe levels within shop and back areas Formally review records of cleaning and improve provision, if required Change door entry systems, where possible, to reduce physical contact (doors left open, nominated door operator)
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Risk Assessment Record

Potential transfer of virus through droplets on hard surfaces	Infection with coronavirus leading to COVID-19	A	5	3	15	<ul style="list-style-type: none"> Once building have been entered and the alarm has been deactivated staff must wash their hands as per NHS guidelines If more than one person activates and deactivates the alarm panel it must be wiped afterwards with the wipes provided Workers are encouraged not to share pens, pads, tools, etc. Disinfectant wipes and anti-bacterial spray made available to all workers Workers wipe hard surfaces at workstation (keyboards, phones, desks) with anti-bacterial spray or disinfectant wipes at end of shift Hard surfaces wiped with anti-bacterial spray or disinfectant wipes at end of any meeting Hand sanitisers provided at entry / exit points, customers encouraged by signage to use when entering shop, staff not to challenge non usage Workers handling cash encouraged to use nitrile gloves Workers encouraged to bring own drinks bottles, lunch containers & food to workplace Essential doors to be left open Contactless transactions in place (electronic or container transfer) where possible Customer changing rooms closed 	5	2	10	M		
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Risk Assessment Record

Effects of isolation from colleagues on well-being	Mental health issues	E	3	3	9	<ul style="list-style-type: none"> Regular contact with remote workers, through phone calls, email, video meetings Workplace colleagues provided with regular information and clear communication of changes to rules and practices Open discussion and consultation with the workforce about any changes made 	3	2	6	M	<ul style="list-style-type: none"> Maintain regular contact with workers and support, as required Communicate health and well-being support services; <p>https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19</p>	
Authorised by The Responsible Manager		Signed:					Dated:					

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Risk Assessment Record

I have been taken through this risk assessment and sign to acknowledge that I understand the content, and the requirements to ensure my health & safety and the health & safety of others affected by what I do							
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