

<i>What are the hazards?</i>	<i>Who might be harmed</i>	<i>Controls required to minimise Risk</i>	<i>Action by when?</i>	<i>Actioned</i>
<i>Transmission of virus to staff and volunteers who have been notified by the NHS that they are extremely vulnerable (sometimes referred to as the shielded group).</i>	Staff/ Volunteers	<p>Staff in the extremely vulnerable (shielded) group will be supported in staying at home as per the Government guidelines.</p> <p>Volunteers in the extremely vulnerable (shielded) group will be supported in staying at home as per the Government guidelines.</p> <p>This will be reviewed, as guidelines change.</p>	<p>12/06/2020</p> <p>Ongoing</p> <p>Ongoing</p>	
<i>Transmission of virus to staff and volunteers who are within the vulnerable group.</i>	Staff/ Volunteers	<p>We will be especially careful and take extra steps for any staff in the workforce who are in a vulnerable group. If they cannot work from home, they will be offered the option of the safest available on-site roles, enabling them to stay 2 metres away from others. If they have to spend time within 2 metres of others, we will carefully assess whether this involves an acceptable level of risk.</p> <p>We will hold individual discussions with affected staff members in the vulnerable group to consider the most appropriate course of action for them.</p>	<p>15/06/20</p> <p>15/06/20</p>	
<i>Virus transmission among people in shops</i>	Staff/ Volunteers & Customers	<p>We will plan for the minimum number of people needed on site to operate safely and effectively.</p> <p>Every reasonable effort will be made to comply with the social distancing guidelines (keeping people 2 metres apart). Where this cannot be followed in full, the following mitigating actions will be taken:</p> <ul style="list-style-type: none"> ➤ Keeping the activity times as short as possible ➤ Use of screens and barriers 	<p>12/06/2020</p> <p>Ongoing</p> <p>08/06/20</p>	

<p><i>Virus transmission among people in shops</i></p>	<p>Staff/ Volunteers & Customers</p>	<ul style="list-style-type: none"> ➤ Safety screens will be installed at the till point ➤ Back to back or side to side working will be used whenever possible. ➤ The work rotas will be based on using “fixed teams or partnering” to minimise contact. <p>Staff and volunteers who develop symptoms of coronavirus (a new, continuous cough and/or a high temperature) will need to stay at home for 7 days from onset of symptoms. If a volunteer or staff member lives in a household where someone else is unwell with symptoms of Coronavirus then they must stay at home in line with the Government’s guidance.</p> <p>We have assessed the maximum number of customers that can be in the shop at any one time based on shop size and layout so that the 2 metre social distancing can be observed. We have set a limit of 16 customers in the shop at any one time (based on 8 x couples) This limit will be reviewed, either up or down, as we gain experience of customer behaviours.</p> <p>Staff and volunteers will monitor customer numbers and regulate entry into the shop, as required.</p> <p>Signage will be in place to ask customers with symptoms not to enter the shop, and to remind people to always keep 2 metres from other people, wherever possible. This will include “A” board posters, window posters and internal signage.</p> <p>Staff and volunteers will be regularly encouraged to wash their hands with soap and water as often as possible and for 20 seconds every time.</p> <p>We will put up plexiglass barriers at all till points to further reduce the risk of infection for all parties involved. The barriers will be cleaned regularly.</p> <p>One member of the team will be allocated to answer the telephone on each shift and will clean the phone at regular intervals.</p>	<p><i>Ongoing</i></p> <p><i>Ongoing</i></p> <p><i>Ongoing</i></p> <p><i>15/06/20</i></p> <p><i>Ongoing</i></p> <p><i>15/06/20</i></p> <p><i>Ongoing</i></p>	
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<i>Virus transmission among people in shops</i>	Staff/ Volunteers & Customers	Cleaning materials will be provided to sanitise the till keyboard, credit card machine, counters etc. at regular intervals.	<i>Ongoing</i>	
		All sales transactions will be by credit or debit card, to prevent the need to handle cash.	<i>Ongoing</i>	
		Staff will be advised to keep 2 metres apart as much as possible.	<i>Ongoing</i>	
		We will encourage people to shop alone if possible and remind customers with children that they are responsible for supervising them. (by using signage)	<i>Ongoing</i>	
		We will provide floor markings inside and outside of shops to support social distancing measures in place.	<i>15/06/20</i>	
		Hand sanitiser dispensers will be installed at the shop entrance and customers will be encouraged to use this before handling stock.	<i>15/06/20</i>	
		The shop floor layout will be reviewed and amended to ensure aisles/walkways are as clear as possible to support 2m social distancing. We will also create a "one way" route through the shop for customers, supported by signage. Customers will be asked not to enter display bays, if there are other customers already in the bays.	<i>12/06/20</i>	
		The Hospice has a Covid-19 policy, which will be followed, if a member of staff or volunteer has a confirmed case of Coronavirus.	<i>Ongoing</i>	
		We will increase ventilation by running the air conditioning system, when the store is trading.	<i>Ongoing</i>	
		We will leave non-essential doors open to minimise the number of people who touch them. With the exception of any fire doors.	<i>Ongoing</i>	
We will provide staff and volunteers with hand sanitiser at a number of locations around the building.	<i>Ongoing</i>			

<p><i>Virus transmission among people in shops</i></p>	<p>Staff/ Volunteers & Customers</p>	<p>We will remove sold stock and restock our displays when shop is closed to reduce congestion on the shop floor. Shop trading hours will be amended to make time for these activities, before and after trading hours.</p>	<p>Ongoing</p>	
<p><i>Virus transmission whilst processing stock/donations</i></p>	<p>Staff/ Volunteers</p>	<p>Government advice is that donated items should be stored for 72 hours or cleaned with usual cleaning products before being displayed on the shop floor.</p> <p>We will not accept donations at the furniture shop, we will offer a free collection service. Smaller items can be dropped off at our Donation Station.</p> <p>All donations will be delivered to a storage facility, and dated, so that we can impose a 72 hour quarantine period, before stock is brought to the shop.</p> <p>All items will be cleaned with standard cleaning products before they are displayed. Disposable gloves will be worn whilst cleaning products. Hands will be washed before and after cleaning and gloves safely disposed of after use.</p>	<p>15/06/20</p> <p>15/06/20</p> <p>Ongoing</p> <p>Ongoing</p>	
<p>Virus transmission during deliveries and collections</p>	<p>Staff/ Volunteers & Customers</p>	<p>Our deliveries and collection will be outsourced to a third party contractor, who will operate a fully risk assessed system, complete with track and trace, should any of their staff test positive for Coronavirus.</p> <p>The 3rd party delivery drivers will collect items for delivery from a container in the service yard to prevent them from having to enter the shop premises.</p> <p>All donations will be brought to an external storage site by the 3rd party drivers, and quarantined for a minimum of 72 hours.</p>	<p>15/06/20</p> <p>15/06/20</p> <p>15/06/20</p>	
<p>Virus transmission during deliveries and collections</p>	<p>Staff/ Volunteers & Customers</p>	<p>All administration from the contractor, including Gift Aid, will be electronic to prevent possible cross contamination.</p>	<p>15/06/20</p>	

		<p>We will implement a fixed team of our staff to collect stock from the storage facility to be brought to the shop for display. They will be supplied with gloves and hand sanitiser.</p> <p>The drivers will be encouraged to maintain good ventilation, by keeping windows open. Face coverings will also be provided for drivers to use.</p> <p>The van will be cleaned regularly, with emphasis on commonly touched surfaces.</p> <p>The van will not be used by any other staff members, unless it has been thoroughly cleaned and sanitised before and after use.</p>	<p>15/06/20</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	
Virus transmission from surfaces	Staff/ Volunteers & Customers	<p>Staff and volunteers will be instructed to wash hands regularly during the day. We will provide hand sanitiser at entry and exit points.</p> <p>We will encourage the use of contactless transactions wherever possible.</p> <p>Hard surfaces including tables, till counter, till screen, phones, kitchen worktops, door handles etc. will be cleaned down regularly.</p> <p>Staff will be asked to use their own pens for any written requirements.</p> <p>We will be providing staff and volunteers with disposable cleaning wipes so that the most touched areas in-store can be frequently cleaned throughout the day and especially those that are shared such as telephones, till systems and PDQ machines.</p>	<p>Ongoing</p> <p>15/06/20</p> <p>15/06/20</p> <p>Ongoing</p> <p>15/06/20</p>	
Virus transmission from surfaces	Staff/ Volunteers & Customers	<p>We will insist that staff and volunteers to stick to their own cups for drinks and ensuring prompt cleaning of cutlery, plates, etc. and dry hands with paper hand towels, kitchen towel or electric dryer where possible.</p> <p>We will remove tea towels and reusable towels or other drying cloths that are used by multiple people.</p>	<p>15/06/20</p> <p>15/06/20</p>	

Risk of transmission during meetings and shop visits	Staff/ Volunteers	<p>We will ensure social distancing when meeting in person.</p> <p>Only absolutely necessary participants should attend meetings in person and should maintain 2m separation throughout.</p> <p>We have set shop staff up on zoom conferencing to reduce the number of meeting and shop visits by field staff.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>08/06/20</p>	

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Company name: *St. Rocco's Shops Ltd.*

Date of next review: *01/07/2020*

Version 1.0

Assessment carried out by: *Eric Russell, Head of Income Generation*

Date assessment was carried out: *01/06/2020*

Page 6 | 6