

Persons at Risk		Employees, volunteers, visitors, contractors, members of the public, vulnerable workers, pregnant workers		
Hazard		Existing Controls, Safe Work Procedures & Reference to Safe System of Work (Where applicable)	Further Action	Date Completed
1	Exposure to COVID-19 - Contact with infected persons	<ul style="list-style-type: none"> • Limited workforce working on site i.e. 1 person front of house, 1 person back of house. • Where possible, the same employees/volunteers should work the same shifts to minimise inter-household contact • Breaks to be staggered to ensure only one person is in the kitchen area at any one time • All non-essential visitors are not permitted to visit the shop location. • Unless a repair is urgent, all contractors will only visit the shop during closing hours to minimise contact with staff/volunteers and customers. • Signage is displayed asking customers who are displaying symptoms not to enter the shop. • Customer numbers are limited depending on the retail space. A traffic light system is managed at each shop by the retail staff/volunteers. • Queueing outside the shop is clearly marked and sign posted, encouraging shoppers to queue along the front window to prevent congestion around the shop entrance and other shops. • Doorways are marked out to allow a clear 2m exit space. • Restocking of shops is undertaken during closing hours to avoid contact with customers and congestion on shop floor. • Contactless donations should be carried out where possible – customers are encouraged to telephone in advance to check there is capacity to leave donations. • Local infection rates will be monitored • QR Codes are required by law and have been displayed in the retail premises. 	<ul style="list-style-type: none"> • Review Government/ Public Health Guidance which is likely to change on a regular basis. • Continue to review situation through SMT meetings • Continue to monitor practicality of control measures in terms of customers and work spaces 	<p>24/09/2020</p> <p>06/08/2020</p>

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2	Exposure to COVID-19 – Contact with or inhalation of aerosols / airborne virus.	<ul style="list-style-type: none"> Posters displayed throughout premises, clearly highlighting 2m distance requirement. All customers are required to wear face coverings unless exempt for health reasons. Good ventilation of all workspaces ensured by opening doors and windows (when and where possible). This must not compromise fire safety measures. Pedestrian traffic flow restricted – corridor and staircase single person use only. Congregation spaces access limited to 1 person at a time. Sneeze screen fitted at each counter area. Face-to-face meetings or contact with shop staff/volunteers is limited and undertaken digitally or by telephone where possible. Employees and volunteers are required to wear coverings in any areas open to the public and where they may come into contact with the public. These must not be used as substitute for all the control measures above, but in addition to. Good mask hygiene must be observed. 		<ul style="list-style-type: none"> Review Government/ Public Health Guidance which is likely to change on a regular basis. Continue to review situation through SMT meeting Continue to monitor practicality of control measures in terms of customers and work spaces 	24/07/2020 24/09/2020 06/08/2020				
3	Exposure to COVID-19 – Physical contact with virus or contaminated materials.	<ul style="list-style-type: none"> Only one employee or volunteer to be designated to working on the till, to minimise workspace sharing, where possible. Where sharing is unavoidable, the equipment should be cleaned regularly. Till areas, computer areas, kitchen areas and other hard surfaces regularly cleaned and disinfected. Employees instructed to avoid touching face, eye, and mouth with hands and wash hands regularly. Shop doors will be kept open, weather permitting, to limit contact with door surfaces. Customers are instructed to use hand sanitiser on entering the shop. Customers are encouraged only to touch items they wish to purchase. Contactless card payments, no minimum charge, are preferable and encouraged but cash will be accepted. Changing rooms are closed, with curtains removed, and returns policy offered in place. Donors are encouraged to ring the shops before dropping off donations to ensure there is capacity to accept them to allow 48 hour storage. All new donations are handled whilst wearing disposable gloves. Disposal of worn gloves and paper masks (where used) - placed in a separate waste PPE bag in an enclosed bin. When full, the bag is labelled and left for 72 hours before being disposed of in the general waste bin. Employees and volunteers must wash hands for a minimum of 20 seconds before and after removing disposable gloves, and avoid touching their faces whilst handling donations/cash. All new donations and returns are clearly labelled and left aside for a minimum of 48 hours to prevent transmission of any Covid-19 present on surfaces. Once past the 48 hours, all clothing is steamed thoroughly and all bric-a-brac cleaned with warm soapy water. 		<ul style="list-style-type: none"> Review Government/ Public Health Guidance which is likely to change on a regular basis. Continue to review situation through SMT meeting Continue to monitor practicality of control measures in terms of customers and work spaces 	31/07/2020 06/08/2020				
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4	Interruption of existing emergency, first aid and supervisory procedures following implementation of COVID-19 controls.	<ul style="list-style-type: none"> We don't provide a qualified first aider in each shop. However, a first aid box with guidance leaflet is located in each shop. Instructions are to dial 999 for assistance in an emergency. Telephone contact can always be made with the Hospice for over-the-phone advice for non-emergencies. All shop managers are fire wardens – this will be deputised to key staff in the shops in the absence of managers. A list of fire-warden duties will be available in the fire log books. 	<ul style="list-style-type: none"> Review Government/ Public Health Guidance which is likely to change on a regular basis. Continue to review situation through SMT meeting Continue to monitor practicality of control measures in terms of customers and work spaces 	06/08/08
5	Property/Premises/ Work Equipment – Risks to employees due to lack of maintenance, test and inspection.	<ul style="list-style-type: none"> Fire system maintenance is carried out by Castle Alarms – this has not been interrupted by Covid-19 restrictions where a maintained system is in place. Routine fire systems checks and tests will be carried out before reoccupation of the building and resumed once employees and volunteers are present. Emergency Lighting Test & Maintenance has been completed in accordance with required timescales in relevant shops. Carried out by Castle Alarms – this has not been interrupted by Covid restrictions. Routine in-house testing will be undertaken before reoccupation of the building and resumed once employees and volunteers are present. Legionella risk assessment has been carried out and any checks/tests undertaken before reoccupation of the building. PAT testing has been carried out and all items up to date. 	<ul style="list-style-type: none"> Review Government/ Public Health Guidance which is likely to change on a regular basis. Continue to review situation through SMT meeting Continue to monitor practicality of control measures in terms of customers and work spaces 	
6	Reduced occupancy & modified working procedures – Lone Working	<ul style="list-style-type: none"> All tasks now identified to include lone working as a result of COVID-19 measures are subjected to individual lone working risk assessment & appropriate controls implemented. Contact is maintained with lone-working shop employees and volunteers. 	<ul style="list-style-type: none"> Review Government/ Public Health Guidance which is likely to change on a regular basis. Continue to review situation through SMT meeting Continue to monitor practicality of control measures in terms of customers and work spaces 	

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7	Travel to Work – Travel For Work	<ul style="list-style-type: none">A more specific risk assessment has been completed for undertaking collections/deliveries in the Hospice vans.	<ul style="list-style-type: none">Review Government/ Public Health Guidance which is likely to change on a regular basis.Continue to review situation through SMT meetingContinue to monitor practicality of control measures in terms of customers and work spaces	

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Links to Further Support & Sector Specific Information	
The Health & Safety Executive (HSE) Coronavirus Advice Pages	https://www.hse.gov.uk/news/working-safely-during-coronavirus-outbreak.htm
COVID Secure Workplaces – Office	https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres
Charity Retail Association – Guidance on returning to work	https://www.charityretail.org.uk/wp-login.php?redirect_to=/members/coronavirus-covid-19/ (Members only access)
COVID Secure Workplaces - Shops	https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches
Wellbeing and Mental Health During Covid-19	https://www.every-life-matters.org.uk/ 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

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