



## Risk assessment document      On-site

<b>Address:</b>	Emmaus Cambridge, Green End, Landbeach. Cambridge. CB25 9FD
<b>Assessment completed by:</b>	Graham Haynes, John McGovern – Implemented by staff team.
<b>Assessment date:</b>	24.09.20
<b>Review date:</b>	24.10.20

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<b>Risk Matrix – High – Medium – Low (Risk)</b>						
Likelihood x Severity = Risk Rating		Likelihood				
		Certain 5	Very 4	Likely 3	May happen 2	Unlikely 1
severity	Critical (5)	25	20	15	10	5
	Significant (4)	20	16	12	8	4
	Moderate (3)	15	12	9	6	3
	Minor (2)	10	8	6	4	2
	Very minor (1)	5	4	3	2	1

## 1. Introduction

The purpose of this report is to provide an assessment of the risk to Emmaus Cambridge from Covid19 and to make recommendations to mitigate these risks.

Name of Company	Emmaus Cambridge	
Address	Green End, Landbeach, Cambridge. CB25 9FD	
Government Guidance Document	COVID-19 guidance for employees and businesses <a href="https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches">https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches</a> (Shops)	
Date of previous Risk Assessment	17 June 2020	
Part of the organisation affected	Shop re-opening and managing trading <b>On-site</b>	
Responsible Person	Joanne May/Graham Haynes/John Mcgovern	
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## Background

Coronavirus was first detected in China and has now been detected in almost 90 locations internationally, including in the United Kingdom. The virus has been named “SARS-CoV-2” and the disease it causes has been named “coronavirus disease 2019” (abbreviated “COVID-19”).

On January 30, 2020, the International Health Regulations Emergency Committee of the World Health Organization declared the outbreak a “public health emergency of international concern.

COVID-19 is a new illness that can affect your lungs and airways. It's caused by a virus called coronavirus. The COVID-19 (Coronavirus) outbreak presents specific risks to the homelessness sector. The people that we support are in the high-risk group, with long term conditions that mean, should the virus affect a member of staff, or someone experiencing homelessness including individuals who are sleeping rough, there could be severe consequences for services. COVID-19 was spreading fast with increasing numbers of infection each day this has now started to slow but it is very important that Emmaus Cambridge remains flexible and responsive to changing situations.

The UK Chief Medical Officers have reduced the risk from High to Moderate and the UK government is starting to unlock areas of the economy which is allowing us to open.

Health professionals are working to contact anyone who has been in close contact with people who have coronavirus. There are some countries and areas where there's a higher chance of coming into contact with someone with coronavirus. The East of England has had one of the lowest infection rates in the country.

**Government guidelines on social distancing-** Everyone needs to be following the government guidelines to continue to reduce social interaction between people. This will help reduce the transmission of coronavirus (COVID-19) [www.gov.uk](http://www.gov.uk) for current guidance.

### **Symptoms of coronavirus are:**

- Cough
- High temperature
- Loss of taste and smell
- Shortness of breath. But these symptoms do not necessarily mean you have the illness. The symptoms are similar to other illnesses that are much more common, such as cold and flu.

The re-opening of the site will require a change in the way we keep all staff/companions, volunteers and members of the public safe. The main priorities are keeping your distance from other people by 2 meters and maintaining vigilance with regard to hygiene. Infection can be spread by touching a surface, object or the hand of an infected person and then touching own mouth, nose or eyes and by close proximity to others.

We have taken all possible steps to provide a safe environment for staff and companions and members of the public all whilst managing the risks detailed in this document.

**For detail of mitigating measures see individual action plans below**

## Risk Assessment and action plan 1 (Social Distancing)

Area of concern	What are the risks involved	Who is at risk	Risk Rating L/M/H	Mitigating Measures	Risk Rating After mitigating measures L/M/H
Social distancing on site and in the shop	<ul style="list-style-type: none"> <li>• Spread of Covid19</li> <li>• Lack of understanding of the need for social distancing.</li> <li>• Companions and staff and public not adhering to rules.</li> <li>• People not following guidelines and signage or following others.</li> <li>• Controlling public movement around the site</li> <li>• New rules leading to conflict</li> </ul>	Staff, companions, volunteers and members of the public	H 3x4 12	<ul style="list-style-type: none"> <li>• Training for companions, staff and volunteers</li> <li>• Clear signage and messaging</li> <li>• Managing public flow and one-way systems</li> <li>• Using a consistent pairing system if people have to work in close proximity</li> <li>• Regularly review site layout</li> <li>• Children must be supervised and remain with their responsible adult at all times</li> </ul>	M 3x3 9

- **Training for companions, staff and volunteers (how, what frequency)**
  - Daily briefing for companions on social distancing at morning meeting, 2-meter rule where possible, by staff member taking meeting:
  - Staff training in social distancing measures, to disseminate to companions, and volunteers.
  - Visual aids for training.
  - One-way system reiterated daily, staff and companions to politely ensure that one-way system is adhered to.
  - Conflict resolution managed by trained staff.
- **Clear signage and messaging.**
  - Request customers wear face coverings in line with government guidelines
  - Putting up signs to remind staff, companions and visitors of social distancing guidance (see signage list)
  - Gardens closed to public.
  - Staff member on site to renew signs where needed
- **Managing public flow and one-way systems**
  - Public to use top car park or middle car park if disabled.
  - Instructions for everyone to walk down the garden path to the shop

- Clearly visible one-way system using arrows and signage by the path on the ground.
- Access shop through the coffee shop entrance
- Floor tape and information spots to mark areas to help people keep to a 2m distance one way around the shop arriving at the till
- Continued one-way system out of the main entrance
- Clearly visible one-way system using arrows and signage along the left hand side of the drive back to car parks
- Staff and companions located in designated areas all day to inform customers. (car park, entrance to market area/ and exit from the shop)
- Close all changing rooms in the shop
- Vigilance with a shared dialogue to customers about social distancing and any current health conditions and symptoms
- **Using a consistent pairing system if people have to work in close proximity**
  - Rotas will be planned to reflect who is in what team working together
  - Where possible avoid people working face to face by working side-by-side or facing away from each other
  - All drivers will work with the same 2 companions in the van each working day. (Steve and Companions)
  - Mez working, same team of companions and staff member (Chloe)
  - Shop working, same team companions and staff members (Rachel and Mark)
  - There will be the same catering team and staff members (Wendy/Jack)
  - Car park and donations be the same team companions and staff (Gabi)
  - Emporium and market place same team companions and staff members (John and Marten)
- **Regularly review site layout**
  - Staff will review daily all areas to ensure that social distancing is still in safe and working as designed
  - Use floor tape and distance markers where possible to help maintain a 2m distance where possible
  - Use screens to create a physical barrier between people where possible (counter)
  - People working outside on the till to wear face shield/mask
- **Children must be supervised and remain with their responsible adult at all times:**
  - Clear messaging from staff and companions and signage “please can you make sure your children are with you all the time you are on site.”
  - They should maintain social distancing from others not in their family group/bubble, and importantly should not touch things unnecessarily.

## Risk assessment and action plan 2 (Customer Support)

Area of concern	What are the risks involved	Who is at risk	Risk Rating L/M/H	Mitigating Measures	Risk Rating After mitigating measures L/M/H
Customer Support (Restricting numbers on site)	<ul style="list-style-type: none"> <li>Non adherence to government guidance.</li> <li>Spread of Covid19</li> <li>Lack of understanding from public.</li> <li>Mirroring behaviours</li> <li>Conflict</li> </ul>	Staff, companions, volunteers and members of the public	H 3x4 12	<ul style="list-style-type: none"> <li>Training for companions, staff and volunteers</li> <li>Calculate the numbers allowed on site and ensure strict adherence to agreed numbers</li> <li>Limit numbers of people in shop area</li> <li>Manage numbers of people outside shop.</li> <li>Staggered collection times booked for customers collecting items, with a queuing system in place out of opening hours</li> <li>Clear signage to indicate direction of travel</li> <li>Use outside spaces for queuing where available and safe</li> </ul>	L 2x3 6

- **Training for companions, staff and volunteers**

- Full explanation of reasoning behind reduction of people on site in Companion meeting before opening
- Clearly designated and explained positions from which staff and companions can provide advice or assistance to customers whilst maintaining social distance
- Strategically placed staff and companion's to support customers
- Training for all staff and companions regularly updated in companion meetings
- Review of issues from previous day to be discussed each morning in companion meeting

- **Calculate the numbers allowed on site and ensure strict adherence to agreed numbers**

- Using charity retail calculation formula for amount of people in each sections as detailed below
- Clear signage of amount of people allowed in each of the shop areas
- Take into account total floor space as well as likely pinch points and busy areas
- Path and one-way system in the car park allowing one-way access to emporium and market place
- Shop areas:
  - Kitchen area 3 persons
  - Split path to main shop, bric-a-brac toilet or library
  - Main shop area and counter around the outside
  - DVD room (2 persons at a time)
  - Electrics sales (in and out)
  - Left past textiles
  - Enter clothing area down left hand side

- Close changing rooms closed
  - Split path to beds or other side of clothing
  - Around bed section
  - Exit through one-way system In clothes
  - Left hand side of main shop
  - Access to counter down split counter isle
- **Manage numbers of people outside shop.**
  - Car park numbers calculated and managed in top car park (staff and companions)
  - Counting of cars will be undertaken and reported daily
  - When full, system for one in one out of gate using radios
  - Person stood at entrance to outdoor market area counting customers and manning hand washing station
  - Training for staff and companions on exact numbers on site
  - Training for conflict (staff management)
  - Use outside spaces for queuing where available and safe
  - Suspend or reduce customer services that cannot be undertaken without contravening social distancing guidelines
- **Staggered collection times booked for customers collecting items, with a cueing system in place out of opening hours**
  - Collections to be organised where possible on Monday and Tuesdays or before 10 or after 4
- **Clear signage to indicate direction of travel**
  - One-way path designated from car park to shop
  - One-way path designated from shop to car park
  - One-way path designated around the shop area using floor tape and two meter spacing floor markings
  - Children must be supervised and remain with their responsible adult at all times
- **Use outside spaces for queuing where available and safe**
  - Ensure that customers are safe when queuing outside, with designated que monitors

## Risk assessment and Action plan 3 (PPE)

“Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.

Unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited. However, if your risk assessment does show that PPE is required, then you must provide this PPE free of charge to workers who need it. Any PPE provided must fit properly.”

Area of concern	What are the risks involved	Who is at risk	Risk Rating L/M/H	Mitigating Measures	After mitigating measures L/M/H
PPE and face coverings for staff, companions, Public and volunteers	<ul style="list-style-type: none"> <li>• Spread of Covid19</li> <li>• Companions and staff not adhering to rules</li> <li>• Public not wearing face masks</li> </ul>	Staff, companions volunteers and members of the public	L 2x2 4	<ul style="list-style-type: none"> <li>• Training for companions, staff and volunteers on how to use face coverings.</li> <li>• Provide adequate face masks and gloves where necessary</li> <li>• Supply individual face masks for Companions</li> <li>• Request that Customers wear face masks</li> <li>• Ensure companions and staff – washed face coverings daily or replace with disposable.</li> </ul>	L 1x2 2

- **Training for companions, staff and volunteers how to wear a face covering**

- Initial training on how to wear, with regular updates and challenge for those not wearing during trading
- A cloth face covering should cover your mouth and nose while allowing you to breathe comfortably.
- A visor can be used in cases where a mask is unsuitable
- Masks or face shields to be worn in all public areas when open to the public– Companions and staff can choose not to wear them on the mezzanine or in the offices.
- Public will be asked to wear face masks when on site to protect our community and in line with government guidelines
- Discourage shoppers from wearing gloves on site in line with the above
- Wash your hands or use hand sanitiser before putting it on and after taking it off. Avoid touching your eyes, nose, or mouth at all times and store used face coverings in a plastic bag until you have an opportunity to wash them.
- Do not touch the front of the face covering, or the part of the face covering that has been in contact with your mouth and nose

- Once removed, make sure you clean any surfaces the face covering has touched
- You should wash a face covering regularly. It can go in with other laundry, using your normal detergent. staff/companions team to facilitate this)
- When wearing a face covering, take care to tuck away any loose ends
- **Provide adequate face masks and gloves to staff and companions where necessary**
  - Daily check on face coverings at morning meeting by staff
  - Disposable masks/Face shields will be given out at the end of every morning meeting
  - Exemption badges should be worn if a face covering can't be used
- **Request that Customers wear face masks**
  - Include saying that face coverings must be worn on site be worn in all media posts
  - Entrance signage requesting face covers to be worn on site

## Risk assessment and Action plan 4 (Hygiene)

Area of concern	What are the risks involved	Who is at risk	Risk Rating L/M/H	Mitigating Measures	Risk Rating After mitigating measures L/M/H
Hygiene – Handwashing, sanitation facilities and toilets on site	<ul style="list-style-type: none"> <li>• Spread of Covid19</li> <li>• Cross- contamination</li> <li>• Skin diseases</li> <li>• Lack of understanding</li> <li>• Bad practice and mirroring of behaviours</li> </ul>	Staff, companions, volunteers and members of the public	H 3x4 12	<ul style="list-style-type: none"> <li>• Training for companions, staff and volunteers</li> <li>• Clear signage</li> <li>• Supply and manage strategically placed hand wash and sanitising stations</li> <li>• Provide PPE</li> <li>• Strict cleaning routine of public toilets, checked hourly</li> <li>• Enhanced cleaning for all areas</li> <li>• Maintain sufficient air flow through enclosed areas</li> </ul>	M 3x3 9

- **Training for companions, staff and volunteers**
  - Initial training for companions regarding good hand hygiene
  - Daily reminders at companion meeting about hygiene
  - Specific person each day to stand at cleaning stations on site
  - Repetition and consistent message
- **Clear signage**
  - NHS hand washing signage in all toilets and around the shop and community
  - Signage regarding use of hand sanitisers
- **Supply and manage strategically placed hand wash and sanitising stations**
  - Manned hand sanitizer stations at entrance to market place
  - Hand sanitizer station at exit from shop
  - Supply moisturiser/barrier cream at stations
  - Hand sanitizer placed strategically around the shop and outside area
- **Provide PPE**
  - Cleaners must wear face protections and gloves for all cleaning activity
- **Strict cleaning routine of public toilets**
  - Public toilet to be cleaned thoroughly at the beginning and end of each day
  - Instigate minimum of 1 hourly toilet cleaning rota
  - Companions asked to use own toilet and not communal

- Designate responsible person each day to clean and check (staff member)
- Supply cleaning material for customers to clean before using if required
- Empty bins regularly
- **Enhanced cleaning for all areas**
  - Designated person daily to clean and disinfect objects and surfaces that are touched regularly including:
    - Door handles,
    - Tills
    - Hard surfaces
    - Window ledges
- **Maintain sufficient air flow through enclosed areas**
  - Doors will be kept open where needed to stop constant contact with them
  - Windows to be opened each day in shop area to aid air flow
- **Follow specific guidance if cleaning after a known or suspected case of Covid19**
  - <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings#:~:text=Use%20disposable%20cloths%20or%20paper,parts%20per%20million%20available%20chlorine>

## Risk assessment and Action plan 5 (Health)

Area of concern	What are the risks involved	Who is at risk	Risk rating L/M/H	Mitigating Measures	Risk Rating After mitigating measures L/M/H
Health on site	<ul style="list-style-type: none"> <li>• Spread of Covid19</li> <li>• Those with symptoms of Covid19 on site</li> <li>• Anyone with serious underlying health conditions</li> </ul>	Staff, companions, volunteers and members of the public	M 2x5 10	<ul style="list-style-type: none"> <li>• Training for companions, staff and volunteers</li> <li>• Companions</li> <li>• Staff</li> <li>• Customers</li> <li>• Clear Signage</li> </ul>	M 1x5 5

- **Training for companions, staff and volunteers**

- **Companions**

- Individual risk assessment carried out with each companion to assess their level of risk
    - Companions who have been shielded will not work in any customer facing roles
    - Clear messaging that companions must not work, if they feel unwell, reiterated daily
    - Temperatures taken each morning and recorded
    - Procedure for sick companions followed, doctor, 111, 999
    - Any companions with symptoms to self-isolate
    - Repetition and consistent message

- **Staff**

- Individual risk assessment carried out with each staff member to assess their level of risk.
    - Clear messaging to staff that they must not work or come to work if they feel unwell. In supervision, and team meetings.
    - Temperatures taken each morning and recorded

- **Customers**

- Very clear messaging on social media and all communications asking people not to come on site if they are unwell
    - Vigilance with a shared dialogue to customers about social distancing and any current health conditions and symptoms
    - Explaining the vulnerability of our cohort of companions

- **Clear Signage**

- Signage at gate and on path to shop asking people not to shop if they are unwell.

## Risk Assessment and action plan 6 (Accidents)

Area of concern	What are the risks involved	Who is at risk	Risk Rating L/M/H	Mitigating Measures	After mitigating measures L/M/H
Accidents and incidents or illness	<ul style="list-style-type: none"> <li>• Spread of Covid19</li> <li>• Spread of infection</li> <li>• Lack of understanding</li> <li>• Risk of injury</li> </ul>	Staff, companions, volunteers and members of the public	L 1x4 4	<ul style="list-style-type: none"> <li>• Training for companions, staff and volunteers</li> <li>• In the event of an emergency people do not have to stay 2 metres apart if it would be unsafe</li> <li>• Nominated responsibility for First Aid</li> <li>• Clear Signage</li> <li>• Strict reporting and documentation of all accidents</li> </ul>	L 1x4 4

- **Training for companions, staff and volunteers**
  - All staff trained in the use of the accident book
  - Staff and companions trained on what constitutes an accident (anything with blood, someone falling ill quickly)
  - Training in 111/999 calls
  - Repetition and consistent message
- **In the event of an emergency people do not have to stay 2 metres apart if it would be unsafe**
  - If someone is in distress and requires help, anyone involved in provision of assistance should be pay particular attention to all hygiene measures above in action plan 2 and 3 during and after any contact
  - Staff to debrief Companions after any accident or incident.
- **Nominated responsibility for First Aid**
  - All staff with up to date first aid certificates to be identified across the site on H&S first aid posters
  - All first aid boxes to be completely filled to include gloves and masks for emergency use, n top of all other PPE.
- **Clear Signage**
  - All first aid signage checked and renewed if necessary
- **Strict reporting and documentation of all accidents**
  - All accidents to be recorded including near misses and minor accidents
  - Companions and staff to discuss in the next morning meeting any incidents or accidents that take place, to ensure everyone understands what happened

## Risk assessment and action plan 7 (Fire)

Area of concern	What are the risks involved	Who is at risk	Risk Rating L/M/H	Mitigating Measures	After mitigating measures L/M/H
Fire procedure	<ul style="list-style-type: none"> <li>• Spread of Covid19</li> <li>• Risk of injury</li> <li>• Risk of death</li> <li>• Damage to property</li> <li>• Lack of understanding</li> <li>• Bad practice and mirroring of behaviours</li> </ul>	Staff, companions, volunteers and members of the public	L 1x4 4	<ul style="list-style-type: none"> <li>• Training for companions, staff and volunteers</li> <li>• Clear signage</li> <li>• Nominated responsibility</li> <li>• Adequate provision of maintained equipment</li> <li>• Social distancing at muster points</li> <li>• Children must be supervised and remain with their responsible adult at all times</li> </ul>	L 1x4 4

- **Training for companions, staff and volunteers**
  - Trained fire officers identified in community house and shop (companions and staff)
  - Fire training session to be conducted with companions and staff before opening.
  - Fire drills to be conducted regularly in line with current policy
  - Fire alarms tested weekly and in line with current policy
  - All fire exits to remain accessible after shop move and before opening
  - Repetition and consistent message
- **Social distancing at muster points**
  - Review muster point to ensure social distancing can be maintained in dedicated points
- **Nominated responsibility (John McGovern)**
  - The senior person on site to take responsibility for evacuations in the event of fire alarms in line with current policy
  - Dedicated staff member to go to muster point as soon as fire alarm goes off to support customers and companions
- **Adequate provision of maintained equipment**
  - New fire plan drawn for new lay out of shop
  - All fire equipment checked weekly as per requirement
  - All fire equipment placed in appropriate sites in the shop, house and on site
- **Clear signage**
  - New signage put up to designate muster points
  - All fire exits adequately signed and illuminated
  - Children must be supervised and remain with their responsible adult at all times
  - All fire equipment to have appropriate signage next to them

## Risk assessment and action plan 8 (Shift patterns)

Area of concern	What are the risks involved	Who is at risk	Risk Rating L/M/H	Mitigating Measures	After mitigating measures L/M/H
Shift patterns and working groups	<ul style="list-style-type: none"> <li>• Spread of Covid19</li> <li>• Lack of understanding</li> <li>• Companions not remaining in designated work area.</li> </ul>	Staff, companions volunteers and members of the public	H 3x4 12	<ul style="list-style-type: none"> <li>• Training for companions, staff and volunteers</li> <li>• Use the minimum number of staff, companions and volunteers to operate safely</li> <li>• Minimising contact between individual companions and staff</li> <li>• Provide PPE</li> </ul>	M 3x3 9

- **Training for companions, staff and volunteers**

- Weekly rota produced for companions with specific work areas, break times and days off
- Weekly rota produced for Staff with specific work areas, break times and days off
- Rotas detailed daily at Companions and staff meeting
- Importance of remaining in designated work area reiterated each day in companion meeting
- Repetition and consistent message

- **Use the minimum number of staff, companions and volunteers to operate safely**

- Each area of the business assessed to allocate appropriate number of staff and companions in any one area
- Staff with individual responsibility for their working group of companions

- **Minimising contact between individual companions and staff**

- As far as possible, where workers are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people
- Staggering break times to reduce pressure on communal rooms and eating areas

- **Provide PPE**

- All staff and companions to wear appropriate PPE for role being undertaken

## Risk assessment and action plan 9 (Donations)

Area of concern	What are the risks involved	Who is at risk	Risk Rating L/M/H	Mitigating Measures	After mitigating measures L/M/H
Receiving donations on site from the public in own transport	<ul style="list-style-type: none"> <li>• Spread of Covid19</li> <li>• Handling contaminated goods</li> <li>• Security</li> <li>• Lack of understanding</li> <li>• Risk of injury</li> <li>• Damage to property</li> <li>• Safety on site</li> <li>• Conflict</li> </ul>	Staff, companions, volunteers and members of the public	H 3x4 12	<ul style="list-style-type: none"> <li>• Training for companions, staff and volunteers</li> <li>• Safe handling of Donations</li> <li>• Provide PPE</li> <li>• Receiving donations</li> <li>• Storage of Donations</li> <li>• All donations will be quarantined on site for 72 hours before sorting unless fogged in a van (furniture only)</li> <li>• Clear Signage</li> <li>• Conflict Resolution</li> <li>• Collections of Donations by Emmaus Staff</li> </ul>	M 2x4 8

- **Training for companions, staff and volunteers**

- Full instruction as detailed below given to staff and companions on exact procedure to be followed
- Staff to ensure that procedures are followed at all times.
- 72-hour rule will be fully explained to staff and companions
- Drivers and mates to be trained in the use of disinfectant foggers for furniture and collections in the vans upon return to site
- Repetition and consistent message

- **Safe handling of Donations**

### Receiving donations

- Handling donations will be kept to a minimum of and will be left for 72 hours before sorting
- Furniture alone can be loaded into vans and fogged for immediate use
- All donations received in top car park even from disabled vehicles
- Car park will be manned every day by a member of staff and companions to facilitate donation.
- Customers are asked to open their car boot and stand back while companions and staff take items from the car.
- Social media posts request customers donating to place items in bags and boxes and not donate loose small items.
- The customer must be asked if anyone in their household has been in contact with or had symptoms of Covid19 before handling donations. (where the answer is yes, customers should be asked to return when well)
- Companions and staff must wash hands after every interaction with new donations, where support has been given to customers.

- Hand washing and hygiene rules to be followed from action plan 3 above
- All children must remain in car and be supervised by their responsible adult at all times

#### **Storage of Donations**

- **All donations will be quarantined on site for 72 hours before sorting (Furniture may be fogged separately)**
  - Strict vehicle access and control of donations on site, designated staff team to ensure compliance. (see rota in business office)
  - Designated Marquee for all donations received from customers.
  - All donations grouped will be labelled with the date of donation
  - Companions will support customers to unload their vehicles
  - All donations will be left tidy at the end of the day
  - Furniture alone can be loaded into vans and fogged for immediate use
- **Provide PPE**
    - Companions and staff unload cars wearing face masks at all times
    - Normal PPE boots and gloves to be worn as usual
  - **Clear Signage**
    - All signage will be clear and accessible to all and referred to regularly
    - Review regularly to comply with changing guidelines
    - Parking and disabled access clearly designated in middle car park (after donating)
  - **Conflict Resolution**
    - All customers with a complaint will be referred to the member of staff present
  - **Collections of Donations by Emmaus Staff (see vehicle risk assessment)**
    - Staff and companions to unload Bric-a-brac and clothing into the appropriate bay in the marquee before using disinfectant fogger on all furniture remaining in the van. 5 minutes fogging, 30 minutes stand, all furniture can then be unloaded into the warehouse for immediate use.
    - Staff and companions to adhere to safe handling of donations above.
    - See Vehicle risk assessment

## Risk assessment and action plan 10 (Sorting)

Area of concern	What are the risks involved	Who is at risk	Risk Rating L/M/H	Mitigating Measures	After mitigating measures L/M/H
Sorting donations on site	<ul style="list-style-type: none"> <li>• Spread of Covid19</li> <li>• Safety on site</li> <li>• Bad practice</li> <li>• Mirroring behaviours</li> <li>• Lack of understanding</li> </ul>	Staff, companions volunteers	L 1x2 2	<ul style="list-style-type: none"> <li>• Training for companions, staff and volunteers</li> <li>• All donations will have been on site for a minimum of 72 hour before sorting (excluding fogged furniture)</li> <li>• Provide adequate PPE for staff and companions</li> </ul>	L 1x2 2

- **Training for companions, staff and volunteers**
  - Nominated staff member working on Mezzanine at all times
  - Repetition and consistent messaging
- **All donations will have been on site for a minimum of 72 hours before sorting (excluding fogged furniture)**
  - See action plan 9
  - Use the minimum number of staff, companions and volunteers to operate safely
  - Review process regularly to comply with changing guidelines
- **Provide adequate PPE for staff and companions**
  - Normal safety procedures for handling donations continue to be in place.
  - Staff and companions trained in safe systems of work when sorting, e.g. not to thrust hands into bags, to use the sorting table, do careful initial sift, bag rubbish safely as normal practice
  - Gloves and masks provided if required
  - Regular hand-washing and use of sanitiser to be used regularly throughout the day
  - Daily rubbish removal
  - Hand sanitiser stations on Mezzanine

## Risk assessment and action plan 11 (Security and cash)

Area of concern	What are the risks involved	Who is at risk	Risk Rating L/M/H	Mitigating Measures	After mitigating measures L/M/H
Security on site/cash handling	<ul style="list-style-type: none"> <li>• Spread of Covid19</li> <li>• Risk of injury</li> <li>• Safety on site</li> <li>• Lack of understanding</li> <li>• Conflict</li> </ul>	Staff, companions, volunteers and members of the public	M 2x4 8	<ul style="list-style-type: none"> <li>• Training for companions, staff and volunteers</li> <li>• Clear signage</li> <li>• <b>Secure cash handling procedures in place</b></li> <li>• PPE</li> <li>• CCTV</li> </ul>	L 1x4 4

- **Training for companions, staff and volunteers**
  - All companions and staff to wear Emmaus uniform when customer facing
  - Normal security measures to be continued after re opening
  - Companions, staff and volunteer vigilance at all times.
  - Repetition and consistent message
- **Clear signage**
  - No entry signs
  - CCTV camera signs up
  - All exit signs visible and appropriate
  - Review regularly to comply with changing guidelines
- **Secure cash handling procedures in place**
  - Nominated staff and companions responsibility for cash handling
  - Normal cash handling procedures in place
  - All banking done in the cash office
- **PPE**
  - Mask to be worn when counting cash
- **CCTV**
  - All CCTV cameras checked daily
  - All CCTV cameras cleaned weekly

## Risk assessment and action plan 12 (Serving customers)

Area of concern	What are the risks involved	Who is at risk	Risk Rating L/M/H	Mitigating Measures	After mitigating measures L/M/H
Handling cash and serving customers Till use	<ul style="list-style-type: none"> <li>• Spread of Covid19</li> <li>• Bad practice</li> <li>• Cross- contamination</li> <li>• Conflict</li> <li>• Lack of understanding</li> </ul>	Staff, companions, volunteers and members of the public	H 3x4 12	<ul style="list-style-type: none"> <li>• Training for companions and staff</li> <li>• Provide adequate PPE for staff and companions</li> <li>• Hygiene on till</li> <li>• Nominated responsibility for cash handling limiting contact with cash and till floats</li> </ul>	M 2x4 8

- **Training for companions and staff**
  - Normal training for till use continued
  - Staff members always present to facilitate ongoing training on counter
  - Repetition and consistent messaging
  - Microphone system in operation on the main counter to help staff and companions
- **Provide adequate PPE for staff and companions**
  - Screens in place at the counter
  - Masks to be worn at all times when behind the counter and serving the public
  - Face shields/masks to be worn on till outside
- **Hygiene on till**
  - Tills, monitors and card terminals to be cleaned at regular intervals throughout the day
  - Preference of card payments where possible
  - Till area to be deep cleaned at the beginning and end of every day
  - Regular hand-washing and use of sanitiser
- **Nominated responsibility for cash handling limiting contact with cash and till floats**
  - Use the minimum number of staff, companions and volunteers to operate safely
  - Fixed work groups staying in designated work areas
- **Secure cash handling procedures in place**
  - Nominated staff and companion responsibility for cash handling
  - Normal cash handling procedures in place

## Risk assessment and Action plan 13 (Market place)

Area of concern	What are the risks involved	Who is at risk	Risk Rating L/M/H	Mitigating Measures	After mitigating measures L/M/H
Shopping in the outside space, serving customers	<ul style="list-style-type: none"> <li>• Spread of Covid19</li> <li>• Companions and staff not adhering to rules</li> <li>• Public not wearing face masks</li> </ul>	Staff, companions volunteers and members of the public	M 2x3 6	<ul style="list-style-type: none"> <li>• Training for companions, staff and volunteers.</li> <li>• Lay out stalls in a way to minimise customer contact.</li> <li>• Vigilant cleaning of items and hygiene</li> <li>• Clear instructions on handling payments</li> </ul>	M 2x3 6

- **Training for companions staff and volunteers**
  - Staff supervision and support for companions working outside.
  - Two-meter rule still applies outside where possible
  - Reminded daily in companion and staff meeting.
- **Lay out stalls in a way to minimise customer contact**
  - Lay tables out so that companions and staff an maintain social distancing
  - Minimise space between customers, staff and companions.
- **Vigilant cleaning of items and hygiene**
  - Hygiene station at each point of sale for staff, companion and customer use
  - Bottles of sanitizer, and tissues readily available
- **Clear instruction on handling payments**
  - Contactless mobile card readers used where possible
  - Clean hands regularly after handling cash
  - Emporium till moved to improve social distancing

## Risk assessment and action plan 14 (Reboot)

Area of concern	What are the risks involved	Who is at risk	Risk Rating L/M/H	Mitigating Measures	After mitigating measures L/M/H
Reboot staff on site	<ul style="list-style-type: none"> <li>Spread of Covid19</li> </ul>	Staff, companions, volunteers and members of the public	L 1x2 2	<ul style="list-style-type: none"> <li>Staff and companion training</li> <li>Maintain strict social distancing between Reboot staff and companions</li> <li>Donations</li> <li>Hand washing and hygiene</li> </ul>	L 1x2 2

- **Staff and companion training**
  - All companions and staff understand what is going on with reboot
  - Repetition and consistent messaging
- **Maintain strict social distancing between Reboot staff and companions**
  - Reboot room is separate with its own entrance
  - Companions not to work with Reboot whilst social distancing regulations in place
  - Staff will work from home where possible
  - Fixed work groups staying in designated work areas.
- **Donations**
  - All stock is stored for 72 hours securely and not in the main marquee before work starts on items
- **Hand washing and hygiene**
  - Regular hand-washing and use of sanitiser
  - Daily rubbish removal by staff.

## Risk assessment and action plan 15 (Maintenance)

Area of concern	What are the risks involved	Who is at risk	Risk Rating L/M/H	Mitigating Measures	After mitigating measures L/M/H
Maintenance on site during re-opening of shop and market place	<ul style="list-style-type: none"> <li>• Spread of Covid19</li> <li>• Safety on site</li> <li>• Risk of injury</li> <li>• Companions and staff not adhering to rules.</li> <li>• People not following guidelines and signage</li> <li>• Controlling public movement around the site</li> <li>• Access to garden by customers</li> </ul>	Staff, companions, volunteers and members of the public	M 2x3 6	<ul style="list-style-type: none"> <li>• Staff and companion training</li> <li>• Creating safe working areas separating the public</li> <li>• Provide PPE</li> <li>• Using a consistent pairing system if people have to work in close proximity</li> <li>• Restrict access to gardens for public</li> <li>• Clear Signage</li> </ul>	L 1x3 3

- **Staff and companion training**
  - Maintenance team to be trained alongside all other companions and staff as in all risk assessments
  - Daily communication with the business team regarding maintenance activity
- **Creating safe working areas separating the public**
  - All working areas to be physically separated from any customer access
- **Provide PPE**
  - All usual PPE to continue to be worn by staff, volunteers and contractors on site
  - Additional PPE such as face masks to be worn where maintenance team are working in public areas and when open to the public
- **Using a consistent pairing system if people have to work in close proximity**
  - Maintenance team to have consistent work force on rota
- **Restrict access to gardens for public**
  - Garden maintenance in enclosed areas to be undertaken with companions who are not customer facing
- **Clear Signage**
  - Signage reviewed regularly in areas which are not open to the public
  - Clear signage for contractors coming on site
  - Contractors encouraged to deliver items or do work on days we are closed to the public

## 4. Review and Monitoring

This Risk Assessment document will be reviewed on a monthly basis or whenever any material changes take place on site.

First Review due:- 24.09.20

Carried out by: - .....Graham Haynes.....

Date:- .....24.09.20.....

Signed:- .....x.....

Second Review due:- 24.10.20

Carried out by: - .....

Date:- .....

Signed:- .....

Third Review due:-

Carried out by: - .....

Date:- .....

Signed:- .....

Forth Review due:-

Carried out by: - .....

Date:- .....

Signed:- .....