

Risk Assessment: Coronavirus Shop and Collection Re-Opening, Draft 1

Please note all tasks, procedures and countermeasures will be closely monitored and amended as necessary, or as advised, throughout the initial re-opening.

1. UK Gov't Guidance - Working safely during COVID-19 in or from a vehicle, Guidance for employers, employees and the self-employed, 11 May 2020
2. Emmaus Hertfordshire Risk Assessment, House/Void clearances – Covid 19 Update, May 14th 2020

HILL END			Unmitigated Risk				Mitigated Risk		
Date identified	Risk	Description of risk and impact	Likeli hood	Impact	Risk (LxI)	Countermeasures (how will you prevent it from happening)	Likeli- hood	Impact	Risk (LxI)
14/5/20	Contamination from items collected	Contamination\ cross contamination of items collected and for onward sale or shop transfer. (inc. storage in warehouses)	4	5	20	<ul style="list-style-type: none">• Single Point of Contact booking system, with a pre-prepared list of questions when taking a booking• ‘14 days isolation’ if any risk of Covid in household• Re-booking advised if donor confirms anyone in the household has or had Corona or symptoms.• If Collection Crew are concerned household are not self -isolating collection will cease.• All van crews and shop personnel will EXCLUDE anyone with underlying health condition or in “at risk “group.• Centralised collection days limited to 2 days per week to control the volume of donations to be quarantined.• When possible collected items to be left in the collection van for the 72hr quarantine period.• There are also 2 designated quarantine warehouse sections-Hill End and Harpenden.• All collected stock to be clearly marked with the date of collection.• Designated collection and delivery vans and days to prevent cross contamination.	1	2	2

						<ul style="list-style-type: none"> No stock to be sorted, moved, transferred or put up for sale until after the 72hr quarantine period has passed. Relevant PPE to be worn by the dedicated, 2-person van crew throughout the collection and unloading to quarantine area process. Access to the warehouse quarantine section will be restricted for all but the Van crew to prevent cross contamination during the quarantine period Warehouse personnel may only assist the delivery crew once the stock has been quarantined. Warehouse stock ready for sale or transfer will be moved by the delivery crew and van to prevent cross contamination. Sold items will remain on the shop floor until delivery to prevent cross contamination in the Warehouse. All van crews issued with the relevant PPE and hand sanitisers. 			
14/05/20	Contamination from householders Collection	Householders not self-isolating at collection sites and placing crew at risk of infection and transference into the community.	4	5	20	<ul style="list-style-type: none"> Single Point of Contact booking system, with a pre-prepared list of questions when taking a booking 14 days isolation re-booking advised if donor confirms anyone in the household had or has Corona or symptoms. Only One crew member to initially enter the property to view the item prior to agreeing to collection The crew member initially viewing the item will be a member of Staff not living at the community. If that member of staff feels at all concerned they have been exposed to the Virus they must not return to the van or crew and must immediately contact the members of staff on duty in the community so arrangements can be made to collect the Companion and to get the member of staff safely home to self-isolate If they are at all concerned Householders are not self-isolating the viewing will cease and collection declined. 	1	2	2

						<ul style="list-style-type: none"> • All van crews issued with the relevant PPE and hand sanitisers. • Van crews limited to 2 with the gov. advised Bubble structure to reduce the risk of cross contamination. • 2m safe practices and no contact rule to be adhered to. • Customer advised at booking-in that Crew must have clear and safe access to the item and to remove the item to enable minimum contact throughout the process. • If this process has not been enabled by the customer and the crew are concerned about safety, they may cease the collection at any time and advise a re-book. 			
14/05/20	Spread of virus in shops	Risk of spread in crowded shops and through contact.	4	5	20	<ul style="list-style-type: none"> • Relevant gov. advised posters will be clearly displayed throughout the shop. • Signage at the door will show max no. of customers allowed in the store and a dedicated member of the shop crew will manage this throughout opening times. • Relevant PPE will be issued and worn by all shop crew. Hand sanitiser units will be placed at the entrance for customer usage with signage to encourage its use. • 2m directional floor markings at till point and shop flooring throughout. Shop frontage doors to be left open to minimise contact. • Till point fitted with sneeze barrier. • Shop issued with antibacterial solution and disposable cloths/paper roll. • Regular cleaning of all high- risk contact areas and points will take place throughout shop opening times and prior to opening. • Signage clearly displayed requesting customers pay by card or contactless as preferable to limit/minimise cash handling. • Shop floor personnel limited to 3 at any given time. 	2	2	4

						<ul style="list-style-type: none"> Safe practices and procedures in place to minimise the risk of shop staff cross contaminating the community during breaks or shift changes. Adherence to the max no of 6 customers in the shop at any time will eliminate the risk of overcrowding and allow for safe distance measures to be observed. 			
14/05/20	Contamination from over-the-door donations	Risk of contamination from over-the-door donations and cross contamination from donated items being brought through the shop floor.	3	5	15	<ul style="list-style-type: none"> All over-the-door donations of Bric, clothing DVDs and books etc. are to be suspended until further notice. These prospective Donors to be advised of this with regular media posts and alerts, also with Shop signage at the door and around the shop. Media posts and shop signs will inform prospective donors of items of furniture we have listed as WHAT WE CAN AND CAN NOT TAKE Suggested (INITIAL) DROP-OFF points for 'CAN TAKE' furniture donations will be at HILL END and HARPENDEN Warehouses (separate risk assessment for Harpenden and section below for 'Drop-off') If a donor turns up to the shop with an over-the-door donation of suspended or NOT able to take items, they will be politely refused with a basic explanation. If a donor turns up with a CAN take item, they will be advised of our DROP OFF service points and procedure. 	1	2	3
14/05/20	Contamination from Drop off donor and donated items	Contamination of donated customer drop off items. Warehouse crew at risk of contamination and transference to Community.	3	5	15	<ul style="list-style-type: none"> Hill End drop-off warehouse staff issued with relevant PPE to be worn at all times. All drop-offs to be pre-arranged via a phone booking prior to arrival and warehouse staff made aware of the bookings. Warehouse crew must update a member of on-duty staff at the end of shift regarding capacity and raise any Health and safety concerns that may need monitoring. During book-in the procedure will be explained to the customer: Warehouse staff only there to 	1	3	3

						<p>oversee and manage the Drop-off not to help unload.</p> <ul style="list-style-type: none"> • Customer will need to ensure they can themselves facilitate the unloading directly into the Designated quarantine area. • No contact and safe distance between the customer, items and warehouse staff adhered to throughout the process. Risk assessment countermeasures for quarantined items in the warehouse must be followed by all shop, van and warehouse staff. • Warehouse staff reserve the right to refuse or cease any drop-offs if an un-booked customer turns up or a booked-in customer does not adhere to the guidelines and procedure clearly set out during booking-in If. • Shop staff and companions to inform a member of on duty staff if a problem occurs they cannot deal with themselves. 			
14/05/20	Contamination from householders at delivery site	Householders not self-isolating and placing crew at risk of infection and transference to Community	2	5	10	Countermeasures as Collections - Delivery crew will leave the delivery item/items at the threshold except in exceptional circumstances whereby a delivery into the property has been prior agreed.	1	2	2
14/05/20	Contaminated stock being transferred to shop floor for sale or other shops.	Risk of cross contamination	3	4	12	<ul style="list-style-type: none"> • Quarantine countermeasure and procedures in place to eliminate risk. • Van crew to check quarantined stock dates to ensure 72hrs have lapsed before moving or transferring. • Same designated van for transfers as delivery to prevent transit cross contamination of stock. • In the event of human error Staff on duty must be informed and steps taken to isolate and control the incident. 	1	2	2
	The risk of volume containment and control from uncontrolled donations that	<p>The risk of a 'dump' and 'run' of a possibly contaminated donation by customer.</p> <p>The risk of shop staff companions and customers in the shop handling and</p>	3	5	15	<ul style="list-style-type: none"> • All shop staff to remain vigilant in the same regard as to monitoring customer shop levels coming through the shop door to prevent a dump and run occurrence over the shop door threshold. • If a dump and run does occur, immediately alert a member of staff on duty so they can safely contain and remove the possible contaminated items and 	2	2	4

	would need to be quarantined for 72hrs prior to shop staff handling, sorting or moving.	moving the donation around the shop floor and causing cross contamination.				any items out for sale that have been exposed to the possibility of cross infection. <ul style="list-style-type: none"> A member of the shop team must isolate the item where it has been left, whilst remaining at a safe distance, to prevent shop customers coming into contact with the items until a member of staff can deal with it. If it occurs outside the shop, follow the same procedure. 			
	Contamination of shop surfaces and stock on sale (by customers, Emmaus staff and visitors)	The risk of cross contamination.	3	5	15	<ul style="list-style-type: none"> Hand sanitiser units placed at all shop entrances with signage to encourage use. Signage posted requesting customers not enter shop with symptoms. All staff to wear PPE (gloves) Hand sanitizer in all shops and cleaning of surfaces to be carried out throughout the day. Items at risk of higher handling e.g. Bric-a-brac, books, dvds, etc. temporarily suspended in Hill End. 	2	2	4

Assessed by:	Karina Griffiths (Retail Manager)	Date:	14/05/2020
Reviewed by:	John Chesters	Date:	18/05/2020
	Next Review date- Aug 2020		
Reviewed by:		Date:	

Risk Scoring Key:

Likelihood and Impact scored to a maximum of 5. Scores of 1 or 2 are low, 3 is medium and 4 or 5 are significant

Overall Risk is a factor of Likelihood and Impact. Scores below 4 are low, from 4 to 9 are medium and additional precautions *may* be necessary for consideration and the activity only carried out led by Emmaus staff trained and aware of all risks. Scores above 9 are significant and will result in a review of the safety of the continuation of the activity. Unless a Risk can be managed below 9, it is likely not to be continued.