



Emmaus South Wales Risk Assessment for Emmaus South Wales social enterprise post covid-19 lockdown.

This risk assessment has been carried out to ensure risks are minimised when carrying out work duties within the Emmaus Tremains Branch. This risk assessment is active and will be reviewed in line with any changes to government advice or policy.

Hazards Identified	Severity (S)	Control Measures Currently in Place	Likelihood (L)	Score (S x L)	Rating
Contracting / spreading COVID-19	5	Government guidelines will be followed in all instances by all staff, companions and volunteers including washing hands upon arrival to site and regular handwashing or use of sanitiser thereafter.	2	10	Medium
Lack of information, instruction, and training.	5	In advance of returning to the workplace all employees, companions and volunteers will have received training on Covid-19 and measures required to prevent contracting and spreading Covid-19. In addition, all employees will have read this risk assessment and any operating procedures to confirm understanding of supplementary control measures required in place within the workplace.	2	15	Medium
Inadequate personal hygiene	5	Regular use of hand-sanitiser and washing facilities; employees & Volunteers have access to hand sanitiser for use during their time in the store and at regular intervals after touching door handles, light switches and other communal appliances or switches etc. Alcohol wipes to be used on door handles and other work surfaces as well as donated stock coming into the store. Hand sanitiser is readily available for use within the store for customer use. All customers will be asked to use hand sanitiser on entry or be provided with gloves to wear. Employees to follow company measures in place for use of toilet facilities which may include 1 in 1 out access.	3	15	High
Lack of supervision	5	Work areas & tasks planned to avoid any close proximity working. Store manager to monitor control measures are in place to avoid contracting COVID-19, spreading COVID-19 and appropriate social distancing.	2	10	Medium

		<p>Senior management will continually monitor all work activities to ensure continued compliance with control measures required to minimise the risk of contracting Covid-19.</p> <p>Store manager to ensure no equipment is shared/or if required to ensure all work equipment is subject to ongoing cleaning, especially prior to each/after every use.</p>			
<p>Routine store activities (whilst maintaining the 2-metre distance).</p>	5	<p>Store manager to monitor staff/volunteer levels daily to ensure suitable distancing within the store.</p> <p>Refrain from physical contact i.e. handshakes in all instances.</p> <p>Break times staggered to reduce contact with store colleagues e.g. within welfare areas etc.</p> <p>Employees should always keep the windows of enclosed spaces open for ventilation and be careful to avoid touching their face.</p> <p>Encourage customers to pay by electronic means to reduce cash payment.</p> <p>Ensure that after every transaction the touch points are thoroughly cleaned.</p> <p>All Employees are reminded whilst at the store, Emmaus Shall:</p> <ul style="list-style-type: none"> ✓ Maintain high standards of hygiene and ensure enhanced cleaning procedures are implemented particularly in customer/communal areas and at touch points. ✓ Plan, monitor and maintain all employees working within the store to ensure a safe working distance is maintained. ✓ Stop all non-essential visitors to store. ✓ Use signage to ensure 2-metre distance is maintained to remind employees to follow Covid-19 guidelines. ✓ If the above measures are not in place, employees to liaise with Head of Retail to ensure enough controls in place at all times. <p>If used, all re-usable PPE must be thoroughly cleaned after use and not shared between employees.</p> <p>If used, all single use PPE must be disposed of so that it cannot be reused; this should be double bagged after use and stored for 72 hours. After 72 hours this can be disposed of as normal waste.</p>	3	15	High
<p>Working within proximity (within 2 metres).</p>	5	<p>Any employees, companions and volunteers required to work within 2-metres of each other (for essential / manual handling activities) will work together in teams (in as small groups as possible) and away from other employees.</p> <p>Minimise the frequency and time Employees are within 2-metres of each other. (Noted that this is in circumstances which are essential).</p>	3	15	High

		<p>Works to be kept to 15 minutes or less where possible.</p> <p>Employees & Volunteers should work side by side, or facing away from each other, rather than face to face.</p> <p>Regular cleaning in place i.e. common touchpoints, doors, buttons, handles etc.</p> <p>Ventilation increased within enclosed spaces.</p> <p>Employees, companions and volunteers to wash their hands before and after using any equipment.</p> <p>All re-usable PPE must be thoroughly cleaned after use and not shared between Employees.</p> <p>All single use PPE must be disposed of so that it cannot be reused; this should be bagged after use and stored for 72 hours. After 72 hours this can be disposed of as normal waste.</p>			
Deliveries to premises	5	<p>Distancing will be maintained during receipt of deliveries.</p> <p>Delivery operators shall use their own procedures for receipt of goods etc which shall be followed by the employee whilst maintaining the 2-metre distance.</p> <p>All Emmaus deliveries to be planned in advance to ensure stock can be brought into premises utilising roll containers / cages with minimal contact with staff, companions and volunteers.</p>	2	10	Medium
Retail activities	5	<p>Display posters at the entrance to the store</p> <p>Keep entrance / exit doors open so customers do not need to touch the door. If you have 2 doors, one should be the entrance and one for the exit. If you only have one shop door, the customer leaving the shop MUST be 2m away from the waiting queue so ensure the waiting queue is a safe distance away.</p> <p>Ensure 2 metres is maintained between customers and staff, companions and volunteers.</p> <p>Let people enter the shop only in small groups, to ensure that spaces are not crowded</p> <p>Limit the amount of people in the shop to 17 at any one time in Tremains and 7 at any one time in Caroline Street. This includes Staff, companions, volunteers and visitors.</p> <p>Controlling the entry and exit of customers to limit overcrowding</p>	2	10	Medium

		<p>Queue control may be required outside of shops.</p> <p>Provision of hand sanitisers at entrances and exits for customer use.</p> <p>Clear marking on floors to help customers maintain social distance.</p> <p>Messages via posters reminding customers and staff, companions and volunteers to maintain social distance</p> <p>Staff practicing social distancing on the shop floor</p> <p>Staff cleaning critical contact areas such as screens and debit card PIN pads after each transaction.</p> <p>Sneeze guards in place to protect staff at till point.</p> <p>Customers encouraged to make contactless payments. Put. Contactless payment is available for purchases up to £45</p> <p>Cash payments –At the till the operator has the option to wear a glove to take money. Cash is to be left on the till and collected by the operator. Change to be give the same way. No physical contact between operator and customer.</p> <p>Card payments shall be controlled whilst maintaining the 2-metre rule with PDQ machines & contact points sanitised after each transaction.</p> <p>Review your start/end of day procedures to ensure that the measures are suitable, checked & there is enough supply of sanitiser, soap & PPE.</p>			
Emergency procedures and first aid	5	<p>Emergency Procedures including the provision of First Aid maintained.</p> <p>First aiders should consult the latest advice on the NHS website https://www.gov.uk/government/publications/novel-coronavirus-2019-ncov-interim-guidance-for-first-responders/interim-guidance-for-first-responders-and-others-in-close-contact-with-symptomatic-people-with-potential-2019-ncov</p>	2	10	Medium
Manual handling (if two-person lift within 2 metres required)	5	<p>Manual handling activities may require employees to work within 2-metres of each other; if manual handling alone cannot be achieved the following measures will be implemented:</p> <p>Manual handling to be completed by teams of no more than 2 persons.</p> <p>Manual handling activity to be kept to 15 minutes or less.</p> <p>Single use PPE will be used during the activity & disposed of as above.</p>	3	15	High

		Additional supervision to be provided to monitor compliance. Note: Can all stock be handled by one person or be split to allow safe handling by a designated person.			
Travel to work / driving at work	5	Wherever possible employees should travel to the workplace alone or between locations using their own transport.	2	10	Medium

Additional control measures
<p>If a member of staff, companion or volunteer develops a high temperature or a persistent cough while at work, they must:</p> <ul style="list-style-type: none"> ○ Return home immediately ○ Avoid touching anything ○ Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow. <p>They must then follow the guidance on self-isolation and not return to work until their period of self-isolation has been completed. Senior management must be informed immediately.</p>

Severity (Worst Case Scenario)				
5	4	3	2	1
Fatality	Severe Injury	Lost Time Injury	Minor Injury	No Injury

Likelihood (Given Precautions in Place)				
5	4	3	2	1
Certain	Very Likely	Likely	Unlikely	Remote

Risk Rating Table				
Very High	High	Medium	Low	Very Low
20-25	15-19	5-14	3-4	1-2

Signed.....

Marc Roberts, Head of Retail, Emmaus South Wales

14 June 2020

Review date: Ongoing