| What are the hazards? | Who might be harmed and how? | Risk Control Measures | Comments |
| --- | --- | --- | --- |
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| Transmission of virus to staff and volunteers in the clinically vulnerable and clinically extremely vulnerable groups.See below for definition | Those in the vulnerable and extremely vulnerable groups.BAME staff/volunteers | * Before staff/volunteers are asked to return to work it will be determined if they fall into the categories defined
* Staff in the extremely vulnerable group will not be asked to return to work. Assessment will be undertaken to determine action to be taken
* Before staff/volunteers in the vulnerable group are asked to return to work an individual risk assessment will be completed to determine what action to take
* Efforts will be made to bring clinically vulnerable staff/volunteers back last and only when necessary, and then into the safest roles available. Additional PPE and extra hygiene measures may be an option for some
* Will consider clinically vulnerable staff/vols working from home or taking on other duties.
* All BAME staff/volunteers will undertake individual risk assessments before returning to work
* Where we have a gap in volunteer resource due to those who cannot safely return to work, we will recruit new volunteers to fill that gap
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| People who need to self-isolate being kept safe and not breaching government advice | Staff and volunteers with Coronavirus Symptoms or those who have been in contact with others who have been COVID-19 positive, those contacted via the government Track and Trace system. | * Enable staff to work from home whilst self-isolating if appropriate
* Provide information to staff in line with current government guidance
* Follow current policy regarding sick pay and absence management
* Contact manager and/or people services for support
* Find other staff or volunteer cover for the individual where possible/if needed
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| COVID 19 may result in some people not being treated equally in the workplace.  | Staff and volunteersExpectant mothersDisabled staff/volunteersBAME staff/VolunteersThose people with caring responsibilities | * EDI policy in place
* Provide equal access to Wellbeing hub, Life puzzles, Financial advice, Freedom to Speak Up Guardian
* Safeguarding policy in place
* Display information to staff on notice boards as well as online
* Signposted to contact Managers and People Services for advice and support
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| Handling of large bulky items may result in staff being exposed to infection | Staff and volunteers | * Delivery and collection services will resume as set out in the Furniture Collection and Deliveries guidelines.
* Handling of large bulky items such as sofas to be carried out by two members of staff preferably by the same team.
* Avoid mixing staff for lifting. Normal procedures and policy on manual handling to be maintained.
* When 2m distancing is not possible minimise the amount of time within that proximity and use additional PPE as necessary.
* Staff to avoid touching any other item in the customers house, they should only handle items to be collected and delivered.
* Doorstep appraisal is the preferred option for collection and deliveries. When this is not possible only one person should enter the house to appraise the item using full PPE.
* To reduce the likelihood of the Drivers coming in to contact with the infection, ground floor only deliveries and collections are our preferred option if doorstep contact is not available.
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| Transmission of virus when using public transport | Staff and volunteers | * Avoid using public transport where possible
* Encourage use of bikes or personal transport
* Make safe, secure bike storage available at location
* Car sharing of co-working colleagues to be considered and work times can be flexed to enable car share opportunities (Martlets will not expect or encourage car sharing but leave it to individuals to decide)
* Staff/Volunteers reliant on public transport will only return to work when absolutely necessary. Additional PPE/face coverings may be worn on public transport but not brought into the workplace.
 | No Change |
| Cross infection between sites/shops/ Customers Houses | Staff and volunteers | * Van drivers to keep regular routes to avoid visiting multiple shops
* When delivering to/collecting from a shop, drivers will not take used PPE into the shop and will wear fresh gloves when handling any stock which is not quarantined. Upon return to the RDC the drivers will not bring used PPE into the RDC
* Waste removal of PPE from the van using plastic swing bins and bin liners and deposited into external waste bins
* Drivers to maintain 2m distance from staff and customers when visiting shops.
* To prevent the cross contamination of furniture all items should be either sanitised and wrapped in shrink wrapped or in the case of material donations just shrink wrapped. All should be dated for quarantining purposes. This process should be completed before the loading of the van commences.
* It is not necessary to shrink wrap furniture items from the RDC that have already been quarantined.
* Quarantined stock and non-quarantined stock should not be carried in the same van. If this is not possible then the items should not have touch each other during this process.
* Furniture collection should not be brought back to the RDC and only delivered to the shop directly.
* Culled stock is not to be removed from one shop and delivered to another. Where possible furniture should be reduced in value to encourage sales and then disposed of if it isn’t sold.
* All storage areas to be identified as either quarantined or non-quarantined stock and kept separate.
* All furniture must be quarantined for a minimum of 48hrs, but the preferred period is 72hrs.
* Lifts are to be avoided to reduce the likelihood of crowding and touching buttons.
* Customers to be asked to keep 2m away, and if possible, to be outside the room the driver is in.
* Customers will be asked if they are shielding, self-isolating or have symptoms. Donors/customers will be asked
	+ when the booking is completed
	+ 24hrs before the visit takes place
	+ 30 minutes before the visit by drivers
 |  |
| Transmission of virus in the public retail environment | Staff and volunteers | * 2m social distancing to be maintained as far as possible.
* Van drivers to follow routes identified within individual shops and the retail distribution centre.
* Clear floor markings and signs to be displayed showing entry and exit routes to the retail distribution centre.
* Van drivers to follow clearly marked entrance and exit routes at the roller shutter doors when collecting and removing stock.
* Regularly review measures in place and adjust as necessary.
* Van drivers to maintain social distancing if a customer seeks advice on an item or has questions regarding a purchase.
* Drivers must only place quarantined stock on the shop floor.
* Sold furniture must be wrapped and placed in the storage area to avoid further contamination and wrapping should not be removed before delivery
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| Transmission of virus in the retail environment (Cleaning and PPE) | Staff and volunteers | * Correct cleaning equipment, gloves, face coverings, alcohol gel, sanitiser, pedal bin with bin bags, and aprons to be available in each van
* Facilities to be made available for the correct disposal of PPE, clothes, wipes etc. in the vans
* Van drivers to clean all surfaces in the van at the start and end of the working day, paying special attention to those areas with a dot.
* Van drivers to clean all van surfaces during the working day and after visiting different locations
* All surfaces in the van to be cleaned between driver changes in the same vehicle
* As far as is practicable, vans to be individually allocated to drivers to ensure as few changes of staff as possible
* Van drivers to be provided with information, instruction, and training in the correct use of the PPE provided, safe disposal of used PPE, hand washing techniques and good hygiene practice
* Van drivers to follow agreed procedures for entry to and exit from all locations that they visit and ensure that local protocols are followed i.e. sanitise hands on entry and exiting the site
* After every collection fresh PPE should be used, disposing of the used PPE appropriately.
* When using face visors, these should be regularly sanitised and wiped clean. These should not be brought into the RDC or shop before they have been sanitised.
* Ensure that all visors have the owners name on for identification and should not be lent to someone else.
* Where social distancing is not possible, ensure a face covering is used and then either sanitised or disposed of in the appropriate manner.
* If entering a house is unavoidable then hand washing should take place immediately afterwards. If facilities are not available hand sanitiser should be used until the next opportunity to wash hands.
* All work phones, Sat Navs and clipboards to be sanitised before they are returned to the transport office. These must only be touched by the Driver’s Mate when in a multi-occupancy van.
* To avoid contamination to uniform, disposable aprons are to be worn when collecting and delivering at a customer’s house, these should be disposed of after every visit.
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| Transmission of virus whilst accepting donations and dealing with donated items | Staff and volunteers | * One-man van operation whenever possible
* If sharing a van cannot be avoided van drivers will wear face coverings and gloves and sanitise the cab after each journey and maintain good hygiene measures before and after the journey
* Separate space for quarantined goods to be stored and clearly identified at the RDC
* Van drivers to wear gloves when moving stock or equipment
* Ideally drivers will deliver quarantined stock only and will not carry non-quarantined stock in the same journey
* If that isn’t possible, drivers to ensure waste items and non-quarantined stock are kept separate from quarantined stock when on vans
* Drivers will adhere to COVID-19 safety measures in each shop
* Drivers must wash their hands or use sanitiser on entering and leaving each shop or property
* Any PPE worn in a van must not be worn in the shop. PPE worn in the shop must not be used in the van
 | . |
| Transmission of virus in shared staff spaces ie toilets, staff rooms etc. | Staff and volunteers | * Social distancing to be maintained in shared spaces
* Size of individual staff rooms and kitchens to be assessed to determine maximum capacity. It is very likely that in most shops there will only be one person allowed in the staff room and kitchen at the same time
* Clearly display warning signs detailing maximum occupation of shared spaces
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| Transmission of virus in problematic retail Interactions. Ie difficult customers, customers not maintaining social distancing, shoplifting, donations etc. | Staff and volunteers | * Training and clear instruction on what action to take in these circumstances so staff don’t put themselves at risk
* Do not challenge shoplifters or difficult individuals
* Ask difficult individuals to conform to measures or leave the shop/RDC
* Leave the property immediately if you feel threatened or uncomfortable with any situation and report this to your manager.
* Inform difficult individuals of the process for reporting grievances
* Report any issues on Sentinel and to ASM
* Notify the police of persistently difficult individuals
* Wear a Skyguard device if alone in a van
 |  |
| Cross contamination. Shifts teams, locations etc. | Staff and volunteers in the shop as well as the wider Martlets organisation. | * Van drivers to operate singularly i.e. one driver one van where possible.
* When sharing a van sit side by side, as far away from each other as possible.
* Keep vans well ventilated with the windows down when possible, and avoid windows being closed and AC on.
* Wear a face visor when in the van together and sanitise after use.
* Tail lifts to be operated by the same person during the day and all buttons should be sanitised after use.
* Operate fixed driver to the same van as far as possible. If this is not possible then strict hygiene protocol will be followed and clearly conveyed to the drivers
* If sharing a van/moving between sites is unavoidable ensure that good hygiene practice is maintained, and PPE worn
* Van cleaning guidance to be drawn up and shared with team
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| Transmission of virus due to poor hygiene standards and practice. | Staff and volunteers | * Use signs and posters to indicate good practice. Clear information and instruction in all vehicles
* Ensure that cleaning products, hand sanitiser, wipes, gloves etc are always available and readily accessible in all areas.
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| Face coverings (guidance) |  | * However, if travelling for more than 15 minutes with another driver less than 2m apart, a face covering may be worn
* Staff will be supported to wear face covering safely and will be provided with information on how to do this
 |  |
| Signature: |  | Position: |  | Date: |

**Clinically vulnerable people:** Those with some underlying health conditions.

**Clinically extremely vulnerable people:** will have received a letter telling them that they are in this group or will have been told by their GP.