

Risk Assessment

COVID-19 – Working Safely (Vans and Drivers)

What are the hazards?	Who might be harmed and how?	Risk Control Measures
<p>Transmission of virus to staff and volunteers in the clinically vulnerable and clinically extremely vulnerable groups. See below for definition</p>	<p>Those in the vulnerable and extremely vulnerable groups. BAME Staff/Volunteers</p>	<ul style="list-style-type: none"> • 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 • Staff/Volunteers will complete an Individual Risk Assessment before returning • Efforts will be made to bring clinically vulnerable staff/volunteers back last and only when necessary, and into the safest roles available. Additional PPE and extra hygiene measures may be an option for some • Will consider clinically vulnerable Staff/Volunteers working from home or taking on other duties. • BAME Staff/Volunteers will undertake Individual Risk Assessments before returning to work • Gaps in Volunteer resource due to those who cannot safely return to work, will be filled with Volunteer recruitment
<p>Asymptomatic carriers spreading the virus</p>	<p>Staff and Volunteers</p>	<ul style="list-style-type: none"> • Martlets expects and strongly encourages Staff and Volunteers to undertake twice-weekly LFD testing • IF YOU HAVE RECEIVED A POSITIVE POLYMERASE CHAIN REACTION (PCR) TEST RESULT WITHIN 90 DAYS YOU DO NOT NEED TO LFD TESTING UNTIL THOSE 90 DAYS HAVE ELAPSED AS YOU WILL HIGHLY LIKELY SHOW AS POSITIVE. • Prior to undertaking tests, you must complete the Lateral Flow Device (LFD) Registration and Agreement Form https://forms.office.com/Pages/ResponsePage.aspx?id=Xz21SPpLDUOt40gzf4upXmm5Cx9iwFJFgc2x9WXOVqtUNDhXUkRGRVRaTDM1M0NXVVZPNINPSUVIqi4u • LFD tests should be done prior to your first shift of each week as well as a subsequent test on a non-consecutive day • LFD test results must be registered on the NHS portal https://www.gov.uk/report-covid19-result using the Martlets Trading Unique Organisation Number (UON) 50136100 https://forms.office.com/pages/responsepage.aspx?id=Xz21SPpLDUOt40gzf4upXmm5Cx9iwFJFgc2x9WXOVqtURUExR0xJRFRVnktYVVZWSDgyTilyQk1PNy4u • Testing must take place off site and you should not enter Martlets premises until you have received a negative test result confirmation by text and/or email. Testing kits will be issued to Staff and Volunteers, so testing takes place at home. You should possess enough tests for repeat self-testing • In the event of a positive test result you must not enter any Martlets site and must contact your manager to inform them of the result. If you receive an invalid test result, begin another test • If you receive a positive test result you must arrange to get a PCR test via https://www.gov.uk/get-coronavirus-test as these are more accurate. While you await the result of the PCR test you must not enter any Martlets site. You must also record the PCR test result using the NHS portal or by phone https://organisations.test-for-coronavirus.service.gov.uk/register-organisation-tests • If you had a positive PCR test result, you, and anyone you live, with must self-isolate to avoid spreading the infection to other people. The self-isolation period includes the day your symptoms started (or the day you had the test if you do not have symptoms) and the next 10 full days • Guidance will be delivered in the Return to Work pack, within a standalone document that can be posted within Martlets sites or taken home, and information and guidance will be available from managers

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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.	<ul style="list-style-type: none"> • 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
COVID 19 may result in some people not being treated equally in the workplace.	Staff and Volunteers Expectant mothers Disabled Staff /volunteers BAME Staff /Volunteers with caring responsibilities	<ul style="list-style-type: none"> • 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
Handling of large bulky items may result in staff being exposed to infection	Staff and Volunteers	<ul style="list-style-type: none"> • Delivery and collection services will resume as set out in the Furniture Collection and Deliveries guidelines. • Handling of large bulky items 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 • Avoid touching other items in the customers house, 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 Drivers coming in to contact with the infection, ground floor only deliveries and collections are our preferred option if doorstep contact is not available.
Transmission of virus when using public transport	Staff and Volunteers	<ul style="list-style-type: none"> • 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 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 necessary. Additional PPE/face coverings may be worn on public transport but not brought into the workplace.

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Cross infection between sites/shops/ Customers Houses	Staff and Volunteers	<ul style="list-style-type: none"> • Van drivers to keep regular routes to avoid visiting multiple shops • When delivering to/collecting from a shop, do not take used PPE into the shop and wear fresh gloves when handling stock. Upon return to the RDC do not bring used PPE into the RDC • Waste removal of PPE from the van using swing bins and bin liners and deposited into external waste bins • Drivers to maintain 2m distance from staff and customers when visiting shops. • Furniture collection should not be brought back to the RDC and delivered to the shop directly. • 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 <ul style="list-style-type: none"> ○ 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	<ul style="list-style-type: none"> • 2m social distancing to be maintained as far as possible. • 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. • 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. • Maintain social distancing if a customer seeks advice on an item or has questions regarding a purchase.

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Transmission of virus in the retail environment (Cleaning and PPE)	Staff and Volunteers	<ul style="list-style-type: none"> • 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 • Clean all surfaces in the van at the start and end of the working day, paying special attention to areas with a dot. • 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 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. • Disposable aprons to be worn when collecting and delivering at a customer's house, disposed of after every visit.
Transmission of virus whilst accepting donations and dealing with donated items	Staff and Volunteers	<ul style="list-style-type: none"> • One-man van operation if possible • Wear face coverings and gloves and sanitise the cab after each journey and maintain good hygiene measures • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 property immediately if you feel threatened or uncomfortable and report this to your manager. • Inform difficult individuals of the process for reporting grievances (trading@...) • Report any issues on Sentinel and to ASM • Notify the police of persistently difficult individuals
Cross contamination. Shifts teams, locations etc.	Staff and Volunteers in the shop as well as the wider Martlets organisation.	<ul style="list-style-type: none"> • 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 covering 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. Strict hygiene protocol must be followed • If sharing a van/moving between sites is unavoidable ensure good hygiene practice is maintained, and PPE worn • Van cleaning guidance to be drawn up and shared with team
Transmission of virus from customers and members of the public to shop teams - Face Coverings	Staff and Volunteers	<ul style="list-style-type: none"> • Face coverings are necessary in shared spaces including vans, shops, the RDC and offices • Those who declare themselves exempt to be told to observe social distancing • Do not challenge those who refuse to wear a face covering, declare themselves exempt, or refuse to use sanitiser • Staff and Volunteers to wear a face covering, not visor, when working in shared spaces except when exempt due to a medical condition or disability • Instruction on wearing face coverings issued to Staff and correct use to appear on signage • Staff and Volunteers should use single-use blue pleated face coverings • Face coverings should be disposed of once removed and replaced with a clean face covering • Washable, reusable or homemade face coverings should not be used • Face coverings and visors should be cleaned thoroughly with a cleaning agent after every use • Where possible individuals should keep and use the same visors, writing names on visors prevents one person wearing another's – face coverings should never be shared • Face coverings worn to get to Martlets sites by public transport must be disposed of or placed in a sealed container before entering buildings, only clean face coverings or visors to be worn in store • Face coverings may be used to protect from dust/dirt when handling stock
Transmission of virus due to poor hygiene standards and practice.	Staff and Volunteers	<ul style="list-style-type: none"> • Use signs and posters to indicate good practice. Clear information and instruction in all vehicles • Ensure cleaning products, hand sanitiser, wipes, gloves etc are always available and accessible in all areas.

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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.