

# Risk Assessment

## COVID-19 – Working Safely (Retail Distribution Centre)

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. <b>See below for definition</b></p>	<p>Those in the vulnerable and extremely vulnerable groups. BAME Staff /Volunteers</p>	<ul style="list-style-type: none"> <li>• Before Staff/Volunteers are asked to return to work it will be determined if they fall into the categories defined</li> <li>• Staff in the extremely vulnerable group will not be asked to return to work</li> <li>• Bring vulnerable Staff/Volunteers back when necessary, and into the safest roles available. Additional PPE and extra hygiene measures may be an option for some</li> <li>• Consider clinically vulnerable Staff/Volunteers working from home or taking on other duties.</li> <li>• Before Staff/Volunteers who are in the clinically vulnerable group are asked to return to work an individual risk assessment will be completed to determine what action to take.</li> <li>• BAME Staff/Volunteers will undertake individual risk assessments before returning to work</li> <li>• Gaps in Volunteer resource, due to those who cannot safely return to work, will be addressed with Volunteer recruitment</li> </ul>

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Asymptomatic carriers spreading the virus	Staff and Volunteers	<ul style="list-style-type: none"> <li>• Martlets expects and strongly encourages Staff and Volunteers to undertake twice-weekly LFD testing</li> <li>• 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.</li> <li>• Prior to undertaking tests, you must complete the Lateral Flow Device (LFD) Registration and Agreement Form <a href="https://forms.office.com/Pages/ResponsePage.aspx?id=Xz21SPpLDUOt40gzf4upXmm5Cx9iwFJFgc2x9WXOVqtUNDhXUkRGRVRaTDM1M0NXVVZPNINPSUVIqi4u">https://forms.office.com/Pages/ResponsePage.aspx?id=Xz21SPpLDUOt40gzf4upXmm5Cx9iwFJFgc2x9WXOVqtUNDhXUkRGRVRaTDM1M0NXVVZPNINPSUVIqi4u</a></li> <li>• LFD tests should be done prior to your first shift of each week as well as a subsequent test on a non-consecutive day</li> <li>• LFD test results must be registered on the NHS portal <a href="https://www.gov.uk/report-covid19-result">https://www.gov.uk/report-covid19-result</a> using the Martlets Trading Unique Organisation Number (UON) 50136100 <a href="https://forms.office.com/pages/responsepage.aspx?id=Xz21SPpLDUOt40gzf4upXmm5Cx9iwFJFgc2x9WXOVqtURUEXR0xJRFRVnktYVVZWSdgyTilyQk1PNy4u">https://forms.office.com/pages/responsepage.aspx?id=Xz21SPpLDUOt40gzf4upXmm5Cx9iwFJFgc2x9WXOVqtURUEXR0xJRFRVnktYVVZWSdgyTilyQk1PNy4u</a></li> <li>• 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</li> <li>• 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</li> <li>• If you receive a positive test result you must arrange to get a PCR test via <a href="https://www.gov.uk/get-coronavirus-test">https://www.gov.uk/get-coronavirus-test</a> 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 <a href="https://organisations.test-for-coronavirus.service.gov.uk/register-organisation-tests">https://organisations.test-for-coronavirus.service.gov.uk/register-organisation-tests</a></li> <li>• 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</li> <li>• 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</li> </ul>
People who need to self-isolate being kept safe and not breaching government advice	Staff and Volunteers with Covid Symptoms or who have been in contact with others who have been Covid positive, those contacted via Track and Trace system.	<ul style="list-style-type: none"> <li>• Enable Staff to work from home whilst self-isolating if appropriate</li> <li>• Provide information to Staff in line with current government guidance</li> <li>• Follow current policy regarding sick pay and absence management</li> <li>• Contact manager and/or people services for support</li> <li>• Find other Staff or Volunteer cover for the individual where possible/if needed</li> </ul>

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Those who experience COVID 19 symptoms attending work and spreading the virus	Staff and Volunteers	<ul style="list-style-type: none"> <li>• Those who experience, or are in regular contact with anyone who experiences COVID 19 symptoms, to not report to work or any Martlets site</li> <li>• Staff and Volunteers to follow the sickness reporting process</li> <li>• Symptomatic people to request a PCR test immediately, or on behalf of any symptomatic dependents, and inform their manager of the result</li> <li>• Offer Staff and Volunteers the option to download the NHS COVID-19 tracing app</li> <li>• Those who experience, or are in regular contact with anyone who experiences COVID 19 symptoms, to create a record of those with whom they have had contact and dates of contact</li> <li>• If testing is delayed beyond the most accurate testing period Staff and/or Volunteers may be asked to self-isolate regardless of a negative result</li> </ul>
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, Carers	<ul style="list-style-type: none"> <li>• EDI policy in place.</li> <li>• Equal access to Wellbeing hub, Life Puzzles, Financial advice, Freedom to Speak Up Guardian</li> <li>• Safeguarding policy in place</li> <li>• Display information to Staff on notice boards as well as online</li> <li>• Signposted to contact Managers and People Services for advice and support</li> </ul>
Handling large bulky items may result in exposure to infection	Staff and Volunteers	<ul style="list-style-type: none"> <li>• Handling of large bulky items such as sofas/wardrobes to be carried out by two members of Staff within the same team.</li> <li>• Avoid mixing Staff for lifting. Normal procedures and policy on manual handling to be maintained.</li> <li>• When 2m distancing is not possible minimise the amount of time within that proximity and use additional PPE</li> </ul>
Transmission of virus when using public transport	Staff and Volunteers	<ul style="list-style-type: none"> <li>• Avoid using public transport where possible</li> <li>• Encourage use of bikes or personal transport</li> <li>• Make safe, secure bike storage available at location</li> <li>• 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 if a better option than Public transport</li> <li>• 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 onto site</li> </ul>

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Cross infection between sites and spaces within units 5 and 6.	Staff and Volunteers	<ul style="list-style-type: none"> <li>• Avoid Staff visiting different Martlets sites during their shift/working day</li> <li>• Use technology to manage meetings via teams or zoom.</li> <li>• As far as is practicable, Staff to remain in their designated area.</li> <li>• If movement between units cannot be avoided, hand washing, and good hygiene practice must be in place when leaving or entering another unit/site</li> <li>• In shared areas, pinch points and corridors etc a one-way system will be in place in both Unit 5 and Unit 6 to reduce contact and allow social distancing</li> <li>• Social distancing must be followed wherever possible</li> <li>• Clear signage, posters and instruction detailing measures to be available and prominent</li> <li>• Staff and Volunteers to be inducted into new processes on first day back at work</li> <li>• <b>See separate risk assessment for Van Drivers</b></li> </ul>
Transmission of virus in the Retail Distribution Centre	Staff and Volunteers	<ul style="list-style-type: none"> <li>• Staff and Volunteers to be inducted into new processes on first day back at work</li> <li>• 2m social distancing maintained as is possible.</li> <li>• Display clear advice to staff and volunteers on social distancing.</li> <li>• Clear floor markings and signs to be displayed showing entry and exit routes</li> <li>• Clear floor marking used to indicate 2m distancing throughout walkways</li> <li>• Introduce and clearly sign-post a new one-way system to entrances, exits and corridors in Units 5 and 6</li> <li>• Sorting tables, Transport office, Fundraising office and Kitchen to have floor markings to indicate 2m distancing</li> <li>• Hand sanitiser to be available to staff and volunteers when they enter and exit the RDC along designated routes.</li> <li>• Handwashing to be frequent and on entry/exit and between tasks and breaks</li> <li>• Transport office windows and doors and shutters to be kept open where practical/safe to encourage air circulation</li> <li>• Staff and Volunteers to take regular breaks and have access to water in hot weather</li> <li>• Additional hand washing basin provided to ease congestion in Toilets</li> <li>• Gender neutral toilets to increase access to hand basins</li> <li>• Regularly review measures in place and adjust as necessary</li> </ul>

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Transmission of virus in the Retail Distribution Centre (Cleaning and PPE)	Staff and Volunteers	<ul style="list-style-type: none"> <li>• RDC offices, toilets and kitchen to be cleaned before opening</li> <li>• Opening times will be reduced to allow for increased cleaning and adaptation of the public spaces as required</li> <li>• Handwashing for Staff and Volunteers on arrival and before leaving and between tasks or when moving to another unit.</li> <li>• Regular cleaning of work and kitchen surfaces by individuals before and after use</li> <li>• Correct cleaning equipment, soap, detergent, gloves, alcohol gel, wipes, and sanitiser to be available and accessible</li> <li>• Facilities to be made available for correct disposal of PPE, wipes etc.</li> <li>• Avoid sharing phones, computer keyboards/mice. If items are shared, use alcohol wipes to clean equipment before and after use</li> <li>• Staff and Volunteers to wipe surfaces in toilets, kitchens and staff rooms before and after use</li> <li>• No public access allowed to staff areas, kitchen, or toilets.</li> <li>• Additional hand basin has been put in place. Kitchen sinks not to be used for hand washing</li> <li>• Good hygiene and regular handwashing encouraged, and posters clearly displayed detailing good practice.</li> <li>• Staff and Volunteers to be provided with information, instruction, and training in handwashing, social distancing, the correct use and disposal of PPE and good hygiene practice</li> </ul>
Spread of virus while accepting donations and sorting	Staff and Volunteers	<ul style="list-style-type: none"> <li>• Donors calling to be informed of what is being accepted and directed to less busy times.</li> <li>• PPE (gloves) worn when accepting donations. Staff and volunteers to be instructed in the safe and correct use of gloves.</li> <li>• The public to maintain 2m distancing when donating where possible</li> <li>• Normal procedures for opening bags and dealing with donated items is to be maintained.</li> </ul>
Transmission of virus in shared Staff spaces i.e. toilets, staff rooms etc.	Staff and Volunteers	<ul style="list-style-type: none"> <li>• 2m Social distancing maintained in shared spaces</li> <li>• No more than two people in the RDC kitchen at one time</li> <li>• Shared biscuit tins not to be used, offer individually wrapped snacks on open plates instead.</li> <li>• Shared items such as fridge, milk bottles, coffee jars etc to be kept clean through regular wiping and staff/vols to wash hands before and after use</li> <li>• No more than two people in the Quiet Room at one time</li> <li>• Staggered breaks scheduled to reduce risk of contact</li> <li>• Kitchen sink not for washing hands, hands to be washed in a hand basin before entering kitchen</li> <li>• Toilets gender neutral to prevent congestion</li> <li>• Clearly display warning signs detailing maximum occupation of shared spaces</li> <li>• Desks removed from offices and all remaining desks 2m apart to allow social distancing</li> </ul>

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Spread of virus in problematic interactions i.e. difficult individuals, lack of social distancing, shoplifting, etc.	Staff and Volunteers	<ul style="list-style-type: none"> <li>• Training and clear instruction on what action to take in these circumstances so staff don't put themselves at risk i.e. dealing with a shoplifter</li> <li>• Ask difficult individuals to conform to measures or leave the shop</li> <li>• Inform difficult individuals of the process for reporting their grievance (trading@...)</li> <li>• Report any issues on Sentinel and to ASM</li> <li>• With persistently difficult individuals notify the police</li> <li>• Use of radios to facilitate better communications across the site and to manage queues and deliveries</li> </ul>
Transmission of virus when receiving deliveries	Staff, Volunteers, stock sorters and Van Drivers	<ul style="list-style-type: none"> <li>• Contractors and delivery staff to drop deliveries at the rear shutters and not to enter the premises</li> <li>• Rag merchant to be allowed to access rag bins but Staff and Volunteers to keep 2m social distance</li> </ul>
Cross contamination. Shifts teams, locations, etc.	Staff and volunteers in the RDC as well as the wider Martlets organisation.	<ul style="list-style-type: none"> <li>• Fixed teams to be used as far as possible in the RDC on sorting benches, in offices, on vans etc.</li> <li>• Minimise changes of Staff. Limit part time work and avoid Staff changes during hours of operation</li> <li>• Avoid hot-desking. If unavoidable, keep rotations to as few as possible. Ensure sanitising wipes are available at all desks</li> <li>• Access and egress to be conducted via separate points</li> <li>• Hands must be washed on arrival on site and before leaving</li> <li>• Avoid movement of Staff around different sites</li> <li>• If Staff movement is unavoidable ensure good hygiene and handwashing practice is maintained</li> </ul>
Transmission of virus due to poor hygiene standards and practice.	Staff and Volunteers	<ul style="list-style-type: none"> <li>• Use signs and posters placed in prominent locations to indicate good practice</li> <li>• Someone in the RDC to take responsibility for managing good hygiene practices</li> <li>• Cleaning products, soap, detergent, hand sanitiser, wipes, gloves etc are always available and readily accessible</li> <li>• Paper towels to be available for hand drying together with disposal facilities for used towels</li> <li>• Waste collection/services to be regular and frequent</li> </ul>

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Transmission of virus from customers and members of the public to shop teams - Face Coverings	Staff and Volunteers	<ul style="list-style-type: none"> <li>• Face coverings are necessary for anybody visiting site apart from for those who declare themselves exempt</li> <li>• Those who declare themselves exempt to be told to observe social distancing</li> <li>• Staff and Volunteers to not discriminate against those who refuse to wear a face covering, or declare themselves exempt</li> <li>• Staff and Volunteers to wear a face covering, not visor, when working except when they are exempt</li> <li>• Instruction on wearing face coverings issued to Staff and correct use to appear on signage</li> <li>• Staff and Volunteers should use single-use blue pleated face coverings</li> <li>• Face coverings should be disposed of once removed and replaced with a clean face covering</li> <li>• Washable, reusable or homemade face coverings should not be used</li> <li>• Visors should be cleaned thoroughly with a cleaning agent after every use</li> <li>• 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</li> <li>• 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</li> <li>• Face coverings may be used to protect from dust/dirt when handling stock</li> </ul>	
Heat	Staff, Volunteers, and visitors	<ul style="list-style-type: none"> <li>• Protective lotion to be worn when managing queues in sunlight</li> <li>• Protective clothing that covers the skin and hats to be worn when working outside</li> <li>• Regular breaks from exposure to heat or cold and rotation of the roles that require outdoor working</li> </ul>	
Meetings	Staff and Volunteers	<ul style="list-style-type: none"> <li>• Use Teams/Zoom for meetings when possible</li> <li>• If face to face meetings are necessary, ventilate spaces and allow 2m distancing and keep meetings as short as possible</li> </ul>	
Signature:		Position:	Director of Income Generation

**Clinically vulnerable people:** Those with some underlying health conditions and those aged over 70 years.

**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.