

Risk Assessment

COVID-19 – Working Safely (Shops)

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 return to work it will be determined if they fall into the categories defined • Staff and Volunteers will undertake an Individual Risk Assessment before returning • 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 • Consider clinically vulnerable Staff/Volunteers working from home or taking on other duties. • All 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, we 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 in contact with others who have been Covid-19 positive or contacted via the government Track and Trace system.	<ul style="list-style-type: none"> • 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
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 Those 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"> • Handling of large bulky items to be carried out by two members of Staff, preferably in 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
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 does not expect or encourage car sharing but leaves it to individuals to decide if it preferred to public transport • 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
Cross infection between sites	Staff and Volunteers	<ul style="list-style-type: none"> • Avoid Staff visiting different sites • Use technology to manage meetings via Teams or Zoom • Where movement between sites cannot be avoided, managers to be made aware and to mitigate risk accordingly

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Transmission of virus in the public retail environment	Staff and Volunteers	<ul style="list-style-type: none"> • When counting cash use gloves and dispose of them according to SOP when complete • Fitting rooms will be closed except where a Shop Manager has guaranteed cleaning between each use and steaming of the clothes tried on • 2m distancing to be maintained wherever possible • Display clear advice to customers on social distancing inside and outside the shop • Clear floor markings and signs to be displayed showing entry and exit routes • Clear floor marking used to indicate 2m distancing • Individual shops to be assessed to determine maximum numbers of members of the public who are to be allowed in at any one time. Staff to manage public space • Ensure enough Staff are present to manage social distancing. Ensure paths are not blocked forcing people onto the road to maintain social distancing • Screens to be provided at till point to protect Staff from customers • Hand sanitiser available to customers when they enter and leave the shop • Encourage the public by posters not to handle goods they are not going to purchase • Display notice advising customers to supervise their children and maintain 2m distancing • Regularly review measures and adjust as necessary • Staff to maintain social distancing if customers seek advice or have questions regarding a purchase
Transmission of virus in the retail environment (Cleaning and PPE)	Staff and Volunteers	<ul style="list-style-type: none"> • Clean till points, toilets, and Staff rooms after closure and prior to daily opening • No public access to toilets in shops • Maintain regular frequent cleaning of surfaces during trading • Correct cleaning equipment, gloves, alcohol gel, sanitiser, etc. available. Hand sanitiser to be available in multiple locations within public and private spaces • Facilities made available for the correct disposal of PPE, clothes, wipes, etc. Additional bins to be emptied regularly • Staff and Volunteers to use wipes frequently to clean surfaces, particularly those touched frequently by multiple people • Staff and Volunteers to wipe surfaces in toilets and Staff rooms prior to and after use • Hand wash basins available. Kitchen sinks should not be used for hand washing. Where access to wash basin is restricted, hand sanitiser to be used. • Good hygiene practices to be encouraged and posters displayed detailing good practice • Staff and Volunteers 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 • Staff and Volunteers to maintain 2m distancing on entry and exit to the shop and while working • Customers to be given hand sanitiser on entering the shop • Maximise ventilation in shops using windows and doors that can be open without providing security or Health & Safety risks

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Transmission of virus whilst accepting donations and dealing with donated items and stock	Staff and Volunteers	<ul style="list-style-type: none"> • A list of acceptable donations to be available to reduce the volume of unwanted donations • PPE (gloves) to be worn when handling stock. Staff and Volunteers to be instructed in the safe and correct use of gloves and face coverings.
Transmission of virus in shared staff spaces i.e. toilets, Staff rooms etc.	Staff and Volunteers	<ul style="list-style-type: none"> • Maintain social distancing in shared spaces • Size of individual Staff rooms and kitchens assessed to determine maximum capacity. In most shops only one person allowed in the Staff room and kitchen • Use designated cutlery and crockery through the day and to wash it up after use and the end of the shift • Clearly display warning signs detailing maximum occupation of shared spaces • Use a designated locker for belongings to be kept safe during shifts and avoid sharing lockers • Shared biscuit tins not to be used, offer individually wrapped snacks on open plates instead. • 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 • Kitchen sink not for washing hands, hands to be washed in a hand basin before entering kitchen
Transmission of virus in problematic interactions i.e. difficult individuals, customers not maintaining social distancing, shoplifting, 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 i.e. dealing with a shoplifter • Do not challenge any shoplifter • Ask difficult individuals to conform to measures or leave the shop • Inform difficult individuals of the process for reporting their grievance (trading@...) • Report any issues on Sentinel and to ASM • Notify the police of persistently difficult individuals • In extreme situations if Staff or Volunteers are put at unacceptable risk, ask customers to leave, close and seek help
Transmission of virus when delivering or collecting items or delivering to shop network	Staff and Van Drivers	<ul style="list-style-type: none"> • Drivers will adhere to all local COVID safety measures in each shop visited • Drivers must wash their hands or use sanitiser on entering and leaving each shop • PPE worn in a van must not be worn in the shop. PPE worn in the shop must not be used in the van. See separate RA for Van Drivers
Visitors and contractors to Martlets sites spreading the virus	Staff, Volunteers and Visitors	<ul style="list-style-type: none"> • Visitors to Martlets sites must undergo signing in, hand cleaning, and PPE processes in place for Staff and Volunteers • Visitors who cannot, or do not comply cannot visit Martlets sites unless in cases of exemption • Visitors to site should be notified before arrival of policy and processes when possible

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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"> • Fixed shop teams to be used as far as possible • Reduce regular changes of Staff. Limit part time work and avoid Staff changes • Avoid moving Staff around different shops and sites • If Staff movement is unavoidable ensure that good hygiene practice is maintained 			
Transmission of virus due to poor hygiene standards and practice	Staff and Volunteers	<ul style="list-style-type: none"> • Use signage to indicate good practice • Ensure someone in the shop takes responsibility for managing good hygiene practices • Ensure cleaning products, hand sanitiser, wipes, gloves, etc, are always available and accessible in all areas • Paper towels to be available for hand drying together with disposal facilities for used towels • Waste collection/services to be frequent 			
Meetings	Staff and Volunteers	<ul style="list-style-type: none"> • Use Teams/Zoom for meetings when possible • In face to face meetings use well-ventilated spaces which allow 2m distancing and keep meetings as short as possible 			
Transmission of virus from customers and members of the public to shop teams - Face Coverings (guidance)	Staff and Volunteers	<ul style="list-style-type: none"> • Reinforce government guidance that face coverings are necessary to anybody wanting to visit our shops apart from those who declare themselves exempt, and make it a requirement of entry managed by Volunteers or Staff • Those who declare themselves exempt need to be told to observe strict social distancing • Staff and Volunteers to not challenge those who refuse to wear a face covering or declare themselves exempt • Wear a face covering when working in shared spaces except when exempt due to a medical condition or disability • Instruction on wearing face coverings to be issued to Staff and correct use to appear on signage within each shop • 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 • If face coverings are worn to get to Martlets sites by public transport, they must be disposed of or placed in a sealed container or bag before entering buildings, only clean face coverings to be worn in store • Volunteers must wear clean face coverings of their own when working in shared spaces • Face coverings may be used to protect from dust/dirt when handling stock 			
Signature:		Position:		Date:	

Clinically vulnerable people: Those with some underlying health conditions that make them more vulnerable to illness as listed on Government website

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. See Government guidance.