

APPENDIX TWO

SAMPLE COVID-19 RISK ASSESSMENT

All employers must carry out an appropriate COVID-19 risk assessment in consultation with unions or workers. If you have fewer than five employees, you don't have to write anything down.

This document provides a starting point to enable you to produce your own risk assessment. We have started off the risk assessment for you by identifying risk areas but you should also add any additional risks which you identify. The following documents should assist you to identify suitable control measures to reduce the risk:

- The Charity Retail Association's reopening pack (<https://www.charityretail.org.uk/members/shop-reopening/>)
- Government guidance on working safely during coronavirus (<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>)
- British Retail Consortium for the re-opening of non-essential retail (<https://brc.org.uk/news/corporate-affairs/social-distancing-in-retail-stores-and-warehouses/>)

What are the hazards?	Who might be harmed	Controls Required	Action by who?	Action by when?	Done
Transmission of virus to staff and volunteers who have been notified by the NHS that they are extremely vulnerable (sometimes referred to as the shielded group).	Staff/ Volunteers	<ol style="list-style-type: none"> 1. Volunteers in the extremely vulnerable (shielded) group should be supported in staying at home as per the Government guidelines. 2. Oxygen SMT must be especially careful and take extra steps for anyone in their volunteer workforce who is in a vulnerable group. 3. Any details about an employee's medical condition must be kept confidential, unless the employee says it can be shared. 4. Hold individual discussions with affected staff members in the vulnerable group to consider the most appropriate course of action for them. Urge them to discuss their role with members of their family to reassure others of the precautions being taken. 5. Government advice in this area is likely to change on a regular basis. 6. Volunteers in the vulnerable group should be asked to consider not volunteering until Government advice changes. 	Shielded group and Oxygen SMT/ shop MT	Prior to opening and regular review.	y
Transmission of virus to staff and volunteers who are within the vulnerable group.	Staff/ Volunteers	<ol style="list-style-type: none"> 7. Oxygen Staff in the extremely vulnerable group should be supported in staying at home as per the Government guidelines. 8. Oxygen SMT must be especially careful and take extra steps for anyone in their staff workforce who is in a vulnerable group. 9. If they cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to stay 2 metres away (or whatever the government guidelines state) from others. If they have to spend time within 2 metres of others you should carefully assess whether this involves an acceptable level of risk. 10. Hold individual discussions with affected staff members in the vulnerable group to consider the most appropriate course of action for them. 	Shielded group and Oxygen SMT/ shop MT	Prior to opening and regular review.	y

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<p>Virus transmission among people in shops</p>	<p>Staff/ Volunteers and Customers</p>	<p>11. Every reasonable effort must be made to comply with the social distancing guidelines (Adhere to government latest guidance) Where this cannot be followed in full all mitigating actions possible must be taken including:</p> <ol style="list-style-type: none"> a. Keeping the activity time as short as possible b. use face masks c. Use of screens and barriers d. Back to back or side to side working e. Using “fixed teams or partnering” f. Staff and volunteers who develop symptoms of coronavirus (a new, continuous cough and/or a high temperature) should stay at home for 7 days from onset of symptoms. <p>12. If a volunteer or staff member lives in a household where someone else is unwell with symptoms of coronavirus then they must stay at home in line with the Government’s guidance.</p> <p>13. Oxygen team to assess the maximum number of customers that can be in the shop at any one time based on shop size and layout so that the social distancing can be observed with staff and volunteers working to regulate entry into shops. Maximum is Number of customers is 7 and three volunteers: 1 behind the till screen, 1 at the door and 1 floating / sorting at the rear of shop.</p> <p>14. A hygiene station will be set up to ensure that all customers entering the shop sanitise their hands before touching any stock</p> <p>15. All customers should wear a facemask as a condition of entry to the shop along with the requirement to use the hand sanitiser. The use of facemasks is recommended by the W.H.O. and will become mandatory in England from the 24th July 2020. Volunteer on the door must wear a face mask and (ideally) a face screen. Each volunteer to have a mask / screen if they are to be on the door or on the floor. Storage for masks to be in the kitchen in labelled box files 1 per volunteer. face screens should be cleaned with anti-bacterial spray after each use.</p> <p>16. A staff volunteer will need to be posted on the door to welcome and guide/manage this process. Training to be provided for volunteers to ensure they feel equipped for this role. See appendix 1</p>	<p>All staff/volunteers and customer.</p> <p>11. Purchase Shields/masks available.</p> <p>Gloves and belt key rings available for hand sanitisers.</p> <p>13. jt &LT</p> <p>Purchase screens and sanitiser spray, box files for storage.</p> <p>14. Construct hygiene station. train volunteers</p> <p>15. Purchase and Erect clear signage to ensure that areas clearly communicate guidance</p> <p>–</p> <p>Show Max numbers in shop signs.</p>	<p>Prior to opening and regular review.</p>	<p>y</p>
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		<p>17. People flouting rules/being aggressive: Close the shop, get everybody out, spray anti-bacterial aerosol and reopen ten minutes later. Keeps staff/volunteers safe and protects everyone</p> <p>18. You should put up signage to ask customers with symptoms not to enter the shop, and to remind people to always keep correct distance from other people, wherever possible.</p> <p>19. You should regularly encourage staff and volunteers to wash their hands with soap and water as often as possible and for 20 seconds every time.</p> <p>20. If feasible, you should also put up plexiglass barriers at all points of regular interaction to further reduce the risk of infection for all parties involved, cleaning the barriers regularly.</p> <p>21. Advise staff to keep socially distanced as much as possible.</p> <p>22. Changing room will remain closed, for the time being, given the challenges in operating the area safely.</p> <p>23. If changing room is closed we need to ensure that refund or exchanges policies are clearly shown if clothes do not fit.</p> <p>24. When the changing room can open, (to be decided by shop management) social distancing should be maintained and area cleaned regularly, between uses and stock should not be immediately returned to the sales floor.</p> <p>25. Encourage people to shop alone if possible and remind customers with children that they are responsible for supervising them.</p> <p>26. Providing floor markings inside and outside of shops to support social distancing measures in place.</p> <p>27. A review of the layout of the shop has been done to ensure aisles/walkways and routes are as clear as possible to support social distancing. This should be regularly reviewed.</p> <p>28. A clear process will be in place on what to do if a staff member or volunteer has a confirmed case of coronavirus.</p> <p>29. This includes notifying a senior member of the Oxygen team, temporary closure of the shop and a deep clean -including following any advice provided by Public Health England in particular around self-isolation for other staff and volunteers.</p>	<p>Purchase signage or make signs Signs in kitchen, toilet and back room to remind staff to wash hands regularly.</p> <p>Purchase floor signs/stickers</p> <p>Signage to indicate closure of changing room area and return/exchange policy.</p> <p>Rail erected to hold stock used.</p> <p>Directional arrows on floor and social distancing reminders.</p> <p>33. Put out rota for volunteers to sign up to</p> <p>All staff to be aware of process.</p>		
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		<p>30. Regular announcements and signs will be put up to remind people to follow social distancing advice.</p> <p>31. The ventilation in the shop will be increased, where possible (such as opening both the back and the front doors to improve air flow, while the weather is good.</p> <p>32. Consider one-way systems around shops where practical supported by signage.</p> <p>33. Leave non-essential doors open to minimise the number of people who touch them. This does not apply to fire doors.</p> <p>34. Reducing the number of staff and volunteers present in-store at any one time to make social distancing easier.</p> <p>35. Consider dividing staff and volunteers into A and B teams to reduce the likelihood of all staff/volunteers working in a particular shop being required to self-isolate.</p> <p>36. A clear AM and PM working rota will be devised for example:</p> <p>37. 9.30am – 12.30pm Team A -12.30pm – 1.30pm Lead clean and restock when less customers over lunch.</p> <p>38. 1.30pm – 4.30pm Team B 4.30pm – 5.30pm Lead clean and restock when shop closed.</p> <p>39. Consider restocking when shop is closed to reduce congestion on the shop floor.</p> <p>40. Provide staff and volunteers with hand sanitiser.</p> <p>41. CRA has produced some posters to help with social distancing advice: they can be found at: https://www.charityretail.org.uk/members/wp-content/uploads/sites/3/2020/05/Custom-Numbers-signs.pdf.</p> <p>42. Some form of queue management or regulated entry system for members of the public dropping off donations may be required to ensure people maintain distance between one another.</p>	<p>39. Notice to donors on where to drop off donations. Possible bucket/ trolley outside the front which could be wheeled to the garage. Also have qr code for gift aid form.</p> <p>Clear rota of where each volunteer to be posted to ensure maximum number of volunteers.</p> <p>Devise clear rota of AM and PM teams each day.</p> <p>Key rings on belts for individual sanitisers and sanitiser in shop</p> <p>Tape to be purchased and used on the floor to mark areas for social distancing etc.</p>		
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Virus transmission whilst processing stock/donations	Staff/ Volunteers	<p>43. Measures to be introduced to reduce the risk of virus transmission from donated goods and other stock such as returns.</p> <p>44. (NB: Government advice is that while it is not yet clear at what point there is no risk from virus transmission via surfaces “studies of other viruses in the same family suggest that, in most circumstances, the risk is likely to be reduced significantly after 72 hours.”</p> <p>45. In March 2020, the Chief Medical Officer stated that that the virus is “probably largely gone by 48 hours and almost completely gone by 72 hours, on a hard surface”. It is believed that the virus survives for a shorter time period on soft surfaces)</p> <p>46. With the above advice in mind and for the safety of all staff and volunteers – all donated stock will now be stored for 72 hours before it is sorted and processed.</p> <p>47. We will introduce hand washing before and after sorting stock and the avoidance of people touching their facial features whilst handling stock.</p> <p>48. Hand sanitiser via a hygiene station at the front of the shop will be provided for use by customers before they enter the shop and handle any stock. (see above)</p> <p>49. Hand sanitiser will be available in the sorting areas.</p> <p>50. All sale items such as the 50p rail and the £1 pallet will be situated inside the shop (not outside) due to the need for sanitised hands only.</p> <p>51. Disposable gloves to be worn whilst sorting stock with a requirement that hands are washed before and after wearing and that the gloves are disposed of after use.</p> <p>52. Wash down donated goods with hard surfaces with standard cleaning products.</p> <p>53. A new drop off system will be put in place where donators can come to the back of the shop only and book a drop off slot. Enabling contactless drop offs of donations to reduce person to person interaction.</p>	<p>All staff, volunteer and Oxygen SMT</p> <p>The garage will be cleared down one side to store donated stock. No donations to be received until storage can be made available</p> <p>SMT seeking additional storage opportunities</p> <p>All staff and volunteers.</p> <p>Clear signage and social media awareness of new donation procedures.</p>	y n
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<p>Virus transmission from surfaces</p>	<p>Staff/ Volunteers and Customers</p>	<p>54. Staff and volunteers to wash hands regularly during the day.</p> <p>55. Providing handwashing facilities (or hand sanitiser where not possible) including at at entry and exit points.</p> <p>56. Encouraging the use of contactless transactions wherever possible.</p> <p>57. Consider using disposable pens for Gift Aid sign up and other written requirements.</p> <p>58. Alternatively the use of tablets could be considered which should be cleaned regularly and ideally between uses.</p> <p>59. Hard surfaces including tables, till counter, till screen, phones, kitchen worktops, door handles etc. to be cleaned down regularly.</p> <p>60. Providing staff and volunteers with disposable cleaning wipes so that the most touched areas in-store can be frequently cleaned throughout the day and especially those that are shared such as telephones, till systems and PDQ machines.</p> <p>61. Encouraging staff and volunteers to stick to their own cups and personal bottles for drinks and ensuring prompt cleaning of cutlery, plates and drain dry rather than using T.towels.</p> <p>62. Dry hands with paper hand towels, kitchen towels where possible.</p> <p>63. Tea towels and reusable towels or other drying cloths will be temporarily removed as they are used by multiple people.</p>	<p>Signage to be up to remind staff to regularly wash hands</p> <p>Signs at the till to show this preference.</p> <p>Oxygen pens to be available to give away to gift aiders after signing forms to minimise health risks?</p> <p>Shop lead and assistant lead to be responsible for cleaning surfaces after each session.</p> <p>Signs to be put up to remind staff and volunteers.</p>		<p>y</p>
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Virus transmission during deliveries and collections	Staff/ Volunteers and Customers	<p>64. Delivery teams must not enter the home of someone who is in self isolation or where somebody is shielding.</p> <p>65. Customers/donors need to be routinely asked and notify shop staff if they are in self isolation or shielding</p> <p>66. If workers have no option but to travel together, for example, delivery teams, the following should be encouraged: fixed work partners; maintaining good ventilation by keeping windows open; avoiding face to face contact and regular vehicle cleaning with emphasis on commonly touched surfaces.</p> <p>67. Drivers should always be given hand-sanitiser to be carried and used before and after each delivery.</p> <p>68. If at all possible, goods being delivered or collected should not be physically handed over but left in a place for the other party to pick up from.</p> <p>69. Wherever possible, entry into the homes of donors/ customers should be avoided.</p> <p>70. Drivers should feel comfortable to refuse to complete collection/delivery if the customer/donor appears unwell or it doesn't seem safe to proceed.</p> <p>71. The Government advise is that you should plan work to minimise contact between workers and avoid face-to-face contact.</p> <p>72. Where face-to-face contact is essential, this should be kept to 15 minutes or less wherever possible.</p>	Oxygen staff and volunteers		y
Risk of transmission during meetings and shop visits	Staff/ Volunteers	<p>73. Ensure social distancing when meeting in person.</p> <p>74. Only absolutely necessary participants should attend meetings in person and should maintain social distancing regulations throughout.</p> <p>75. Set up shop staff zoom conferencing (or similar) to reduce the number of face to face meetings.</p>	Oxygen staff and volunteers	Prior to shop opening	y
		76.			

Assessment carried out by	Date	Key Changes since last assessment	CRA Guidance version	To be reviewed by
John Trend	12 th June 2020	N.A.	4	
John Trend	25 th June 2020	Reduction in length of quarantine for donations from 72 hours to 48 hours	5	
John Trend	17 th July 2020	Face coverings advised until 24 th July then mandatory in England	5 + Update no 63	

Company

Appendix 2a

Face coverings

Insert guidance from C.R.A. guidance (leaders update no. 63)

“Obviously the most significant issue with which we will have to deal shortly is the introduction of the requirement for shoppers to wear **face coverings**. The UK Government has announced that wearing face coverings in shops in England will become mandatory from next Friday 24 July. Children under 11 and those with certain disabilities will be exempt. The Government has indicated that the responsibility for not wearing a face covering will sit with the individual rather than with the business and that enforcement will be a matter for the Police - not shops or their staff. The Health Secretary stated that retailers could call the police if people refuse to wear a face covering. Not that the requirement is not to wear a full mask - a face covering is defined as any cloth covering that covers someone's mouth and nose whilst allowing them to breathe comfortably. The Government state that this can be "as simple as a scarf or bandanna that ties behind the head". CRA will be producing some more specific guidance around this when the Government releases more details. “

People flouting rules/being aggressive:

- Close the shop, get everybody out, and reopen ten minutes later. Keeps staff/volunteers safe and protects everyone
- Avoid lone working as much as possible
- Use pre-existing policies on dealing with abusive behaviour/update to include specific measures for those flouting rules
- Ask customers to abide by social distance, face masks and sanitising guidance, but don't enforce unless it becomes a matter for the police
- Friendly signage to remind people e.g. “this is what 2m looks like” and in-store radio reminders in between music playing.
- Some customers may wish to bring their dogs into the store with them. If any treats are given they should be one at a time in a bowl rather than provided at the counter

APPENDIX THREE

Extremely Vulnerable (Shielded Group)

Clinically extremely vulnerable people may include the following people. Disease severity, history or treatment levels will also affect who is in the group.

1. Solid organ transplant recipients.
2. People with specific cancers:
 - people with cancer who are undergoing active chemotherapy
 - people with lung cancer who are undergoing radical radiotherapy
 - people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment
 - people having immunotherapy or other continuing antibody treatments for cancer
 - people having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
 - people who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs

3. People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe chronic obstructive pulmonary (COPD).
4. People with rare diseases and inborn errors of metabolism that significantly increase the risk of infections (such as Severe combined immunodeficiency (SCID), homozygous sickle cell).
5. People on immunosuppression therapies sufficient to significantly increase risk of infection.
6. Women who are pregnant with significant heart disease, congenital or acquired.

People who fall in this group should have been contacted to tell them they are clinically extremely vulnerable.

APPENDIX FOUR

Vulnerable group

This group includes those who are:

- aged 70 or older (regardless of medical conditions)
- under 70 with an underlying health condition listed below (ie anyone instructed to get a flu jab as an adult each year on medical grounds):
- chronic (long-term) respiratory diseases, such as [asthma](#), [chronic obstructive pulmonary disease \(COPD\)](#), emphysema or [bronchitis](#)
- chronic heart disease, such as [heart failure](#)
- [chronic kidney disease](#)
- chronic liver disease, such as [hepatitis](#)
- chronic neurological conditions, such as [Parkinson's disease](#), [motor neurone disease](#), [multiple sclerosis \(MS\)](#), a learning disability or cerebral palsy
- [diabetes](#)
- problems with your spleen – for example, [sickle cell](#) disease or if you have had your spleen removed
- a weakened immune system as the result of conditions such as [HIV and AIDS](#), or medicines such as [steroid tablets](#) or [chemotherapy](#)
- being seriously overweight (a body mass index (BMI) of 40 or above)
- those who are pregnant