

# Risk Assessment



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Date of risk assessment update: 14/08/2020

**Covid-19 Reopening the Shop Risk Assessment**

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
Transmission of CV 19 to staff & volunteers working in the shop	Staff & volunteers contract CV 19 infection from other staff & volunteers, or members of the public	<ul style="list-style-type: none"> <li>- Staff and volunteers present in the shop will be limited to a minimum of 3, maximum of 4 at any one shift. The roles are 1. front door (typically lead role) 2. till 3. Calder Stones courtyard. An additional colleague can cover breaks or provide additional assistance by manning the back gate or exhibition area during busy periods. This breakdown of roles will allow for effective distancing between team members. In the event we cannot have 3 colleagues on shift, we will not open.</li> <li>- PPE available to all staff and volunteers working in the shop. A PPE station is set up in the volunteer welfare room including risk assessment, sign in sheet and a daily sheet recording how people are feeling physically in terms of potential symptoms, and any concerns or feedback on the measures in place. PPE includes aprons, gloves and masks. Masks and gloves are mandatory for all persons working in the shop. We will assess the efficacy of the protective screen for the till role, including feedback from colleagues, to decide whether use of masks should continue to be mandatory for that role. Aprons are available if people want them, but these are not mandatory. Training in the correct use of PPE will be given at a staff member or volunteer's first shift. Gloves &amp; masks to be changed regularly, and always if the PPE has been exposed to potential contamination, i.e. a colleague is handed something by a customer or accidentally comes into close contact with someone.</li> <li>- Alcohol hand gel will be available at the PPE station in the volunteer room, on the till and at the front door. The gel on the till is for the use of colleagues, the one on the door is for customers. The colleague on the door will encourage customers to make use of this upon entering the space.</li> <li>- Breaks are not be taken together</li> <li>- Shop colleagues have the use of a dedicated toilet and break/welfare room in the downstairs Volunteer Room 5G. No other staff will enter these spaces except for essential matters and cleaning.</li> <li>- The shop team will be provided with disinfectant spray for disinfecting high risk surfaces throughout the day, such as the card machine, surfaces around the till and door furniture. Where possible doors will be held open to reduce the need for customers to touch surfaces.</li> <li>- Customers are requested through signage to minimise touching of items they do not intend to buy, with measures such as book synopsis' in place to make this easier.</li> <li>- If any member of a shift shows symptoms they will immediately be sent home and the shop will close until a full deep clean can be completed. Other team members will then not come into work for 14 days. A colleague who is ill will not return to work for a full 7 days, regardless of recovery. It will also be made clear to staff that it is incumbent upon them to self-isolate in the event of suspected CV19 being present in their household and. Colleagues who become ill will be supported by their manager in the case of staff and by the Volunteer Team in the case of volunteers and encouraged to seek clinical advice where appropriate.</li> <li>- The Shop will be cleaned every day before opening, or after closing the day before.</li> <li>- Transparent screen used to protect the person on the till.</li> <li>- Colleagues to thoroughly wash hands at the start and end of each shift.</li> <li>- The queue is now indoors, with floor marking to support social distancing, with furniture used to segregate the queue system from persons wishing to browse books &amp; gifts.</li> <li>- Stock freezers for ice cream and drinks have been positioned behind the counter to prevent a vulnerable touch point on door handles.</li> </ul>	<p>Shift lead will seek feedback from staff at the end of each shift on the perceived efficacy of the measures taken, and any concerns colleagues have.</p> <p>These processes will be reviewed day to day, any changes noted in this document.</p> <p>All colleagues involved will read and digest this document and confirm they have done so.</p>	GH, AL, BW, AC, NW, JB	1/07/2020	Ongoing

		<ul style="list-style-type: none"> <li>- We expect the majority of customers will make a purchase and then leave via the one way system.</li> <li>- The shop lead will continuously monitor numbers and in the event the browsing area is becoming busy, they will temporarily ask people not to browse books the books until it clears. We will monitor this system and update the approach as necessary.</li> <li>- One-way system in place between the exhibition and the Stones courtyard</li> <li>- One entrance/one exit, monitored by colleagues at all times.</li> </ul>				
Transmission of CV 19 to members of the public in the shop/exhibition	Staff contract CV 19 infection from other staff members or the public	<ul style="list-style-type: none"> <li>- Measures above also serve to protect members of the public</li> <li>- Staff required to thoroughly wash hands at start and end of every shift, and if not using and changing gloves, to wash hands whenever they are able to step away from their station throughout their shifts, bearing in mind there should be minimal direct contact between colleagues and the public, e.g. passing items. Sink with appropriate hand cleaning chemicals available in the volunteer room. Enforcing this is the responsibility of all individual staff members, and particularly the most senior person on shift.</li> <li>- Colleagues to stick to specified stations. Colleagues, as far as possible, to at all times maintain awareness of the location of other team members and members of the public, to ensure social distancing is observed.</li> <li>- Colleagues to use the Volunteer Room for separate storage of all personal belongings.</li> <li>- Alcohol hand gel station provided</li> <li>- Shift lead will seek feedback from staff at the end of each shift on the perceived efficacy of the measures taken, and any concerns or suggestions colleagues have, to be recorded at the end of each shift.</li> </ul>	<p>Shift lead will seek feedback from staff at the end of each shift on the perceived efficacy of the measures taken, and any concerns colleagues have.</p> <p>Any feedback or concerns from members of the public will be noted and considered.</p>	GH, AL, BW, AC, NW, JB	1/07/2020	Ongoing
Risk to the psychological wellbeing of staff & volunteers	The perceived risk of returning to work in the circumstances damages the wellbeing of staff members & volunteers, or the stress of implementing new measures does the same.	<ul style="list-style-type: none"> <li>- There has been direct consultation with staff &amp; volunteers in advance of their return – only those who are keen to do so and are in a position to do so safely will return. Shift leads will continuously monitor wellbeing of team members. Any issues that need to be escalated will be passed to People Team for support.</li> <li>- Teams will be debriefed after each shift and encouraged to raise any concerns they have, and this will be recorded.</li> </ul>	Regular catch ups between senior team members to report any issues arising, and assess any developing support that team members may require.	GH, AL, BW, AC, NW, JB	1/07/2020	Ongoing