

Emmaus Brighton & Hove – COVID-19 Retail Risk Assessments

Emmaus by the sea Version 3 – 4.8.20

1. Welcome team, front door - donations
2. Stewarding outside shop door entrance
3. Working in the Storeroom
4. Working in on the till
5. Working in the Vehicle
6. Working on Delivery
7. Working on Collection

1: Working in the Welcome team (donations), front of shop

Location: Emmaus by the sea, Southwick

What are the hazards?	Who might be harmed and how?	What are you doing already? Control Measure(s)	Do you need to do anything else to manage the risk?	Action by whom?	Action by when?	Risk Level L S R
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Transmission of C19 by droplet infection	<p>ALL Companions Staff Visitors Volunteers Contractors</p>	<ul style="list-style-type: none"> • Maintain two metre distance at all times • Customers to load and unload their own vehicle • If we need to help load a large piece of furniture, ask the customers to step out of their vehicle and remain at a safe distance while item/items are loaded and unloaded • Customers to manage social distancing when parking • Disposable gloves and masks are available for Companions and staff to use 				1 3 3
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Transmission of C19 by handling newly arrived donations	Companions Staff Volunteers	<ul style="list-style-type: none"> • Furniture donations to go in the designated (old toilet) blocks for quarantining • Bric-a-brac to be placed in designated quarantine zone in the storeroom for minimum of 48 hours • Wash down donations of hard furniture with warm soapy water • PPE Face coverings and gloves are provided • All soft furnishings to be quarantined for 72 hrs (held at main site) • PPE face mask/coverings and gloves are provided 				1 3 3
Transmission of C19 from Handling Customer Dockets for self-pickups	Companions Staff Companions	<ul style="list-style-type: none"> • Companions and staff will not take docket from customers • Customers to read out docket number to Companions and staff for collected goods • Social distancing to be observed at all times 				1 3 3
Transmission of C19	All	<ul style="list-style-type: none"> • Use hand sanitiser provided • Practice regular hand washing • Face mask/coverings 				1 3 3

Transmission of C19 while moving furniture	Companions Staff Customers Volunteers	<ul style="list-style-type: none"> • If safe to do so, furniture to be moved by one person, using trolley as per manual handling guidelines • Disposable gloves are provided • Hard furniture to be sprayed with cleaner and wiped down with single use cloth before handling • Cloth to be disposed of in bag/bin provided 				1 3 3
Transmission of C19 while moving large, bulky furniture.	Companions Staff Customers Volunteers	<ul style="list-style-type: none"> • If two people are required to move item, faces masks are to be worn. • Face masks/coverings are provided • Disposable gloves are available for use 				1 3 3
Sunburn while managing the queue outside.	Companions Staff	<ul style="list-style-type: none"> • Stand in porch out of the sun • Use sunblock if outside • Wear a hat 				

2:C19 Risk Assessment Stewarding outside shop entrance

Location: Emmaus by the sea, Southwick

What are the hazards?	Who might be harmed and how?	What are you doing already? Control Measure(s)	Do you need to do anything else to manage the risk?	Action by whom?	Action by when?	Risk Level L S R
Transmission of C19 by not maintaining social distancing	ALL Companions Staff Visitors Volunteers Customers	<ul style="list-style-type: none"> • Stewards to inform all that social distancing to be maintained • Information panel installed inside lobby giving advice on H&S and the new shopping experience • Markings and signage on shop front/fencing/floor to indicate waiting spaces in queue to enter Shop • Customers encouraged to wear face coverings • One in one out policy maintained 				1 3 3

Transmission of C19 through frequently touched items	All Companions Staff Visitors Volunteers Customers	<ul style="list-style-type: none"> • Hand sanitiser provided in lobby and at the till point for customers • Stewards to ensure baskets are sanitised for customers • Stewards to spray and wipe any frequently touched surfaces regularly 				1 3 3
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2: C19 Risk assessment Working in the stock room

Location: Emmaus by the sea, Southwick

What are the hazards?	Who might be harmed and how?	What are you doing already? Control Measure(s)	Do you need to do anything else to manage the risk?	Action by whom?	Action by when?	Risk Level L S R
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<p>Transmission of C19 by being too close</p>	<p>All Companions Staff Visitors Volunteers Contractors</p>	<ul style="list-style-type: none"> • Max of two people working in the storeroom at any one time • Social distancing to be maintained • Markings on floor to indicate quarantine zones and 2m • No access for customers • Contractors and all other visitors to maintain social distancing and to wear face covering • Only agreed person/s to be in storeroom. • Stock room not used for breaks • Same team to be maintained where possible • Face coverings and disposable gloves provided • A one-way system has been introduced. 				<p>1 2 2</p>
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Transmission of C19 though handling donations	All Companions Staff Visitors Volunteers	<ul style="list-style-type: none"> • Disposable gloves can be worn to handle donations by those who want them • New donations to be placed in quarantined zone for 48 hours • Trolleys to be sprayed and wiped after each new donation moved • All frequently touched surfaces to be regularly sprayed and wiped • Storeroom to be cleaned daily • All worn gloves and used cleaning clothes to be disposed of in dedicated C19 bag/bin • Donations to be restricted if volume is too high • Donations to be processed after quarantined period has ended 				1 3 3
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4 :C19 Working in on the till

Location: Emmaus by the sea, Southwick

What are the hazards?	Who might be harmed and how?	What are you doing already? Control Measure(s)	Do you need to do anything else to manage the risk?	Action by whom?	Action by when?	Risk Level L S R
Transmission of C19	Companions Staff	<ul style="list-style-type: none"> • Maintain two metre distance at all times • Protective screens used • Contactless payment where possible • Sanitise card machine after each manual use • Regular sanitising of till • Disposing of cloths/blue towel in dedicated bag/bin • Regular use of hand sanitiser after each change of gloves • Disposable gloves are available • Counter surfaces to be sprayed regularly • Sanitise or use clingfilm over keyboard and card machine 				1 2 2

Transmission of C19 handling cash	Companion Staff	<ul style="list-style-type: none"> • Only done if contactless not available • Exact money requested where possible • Cash to be put into container • Customer asked if they wish to donate change • Change to be put on tray, tray to be sanitised • Disposable gloves used if cash handled and thrown away in appropriate bag/bin • Hands sanitised after changing gloves 				1 3 3
Transmission of C19 signing docket	Customer Companion Staff	<ul style="list-style-type: none"> • Operate contactless paperwork • Customers to be asked to read T&Cs instead of signing 				1 1 1
Transmission of C19 filling customer's bags	Companion Staff Customer volunteer	<ul style="list-style-type: none"> • Customers asked to use own bag and pack if possible • If customer does not have their own bag, retail team to pack behind screens 				1 3 3

Transmission of C19 working behind till point	Companions Staff	<ul style="list-style-type: none"> • Only one team member to work behind the counter at any given time • Operate social spacing where possible or work back to back • Disposable gloves and face covering for those who want them • Same team to be maintained where possible 				1 3 3
Date completed 6.7.20			Date for revision two weeks after opening			
Signed Originator Joel Lewis			Job Title: Business Manager			

Transport Risk Assessments

Task: C 19 Safety in the vehicle

Location: Working in the Vehicle

What are the hazards?	Who might be harmed and how?	What are you doing already? Control Measure(s)	Do you need to do anything else to manage the risk?	Action by whom?	Action by when?	Risk Level L S R

<p>Transmission of C19 by droplet infection inside the cab of the vehicle</p>	<p>Companions Staff</p>	<ul style="list-style-type: none"> • Maintain safe distance <p>Consider:</p> <ul style="list-style-type: none"> • Making sure vehicles are well-ventilated to increase the flow of air, for example, by opening a window • Sitting side-by-side not face-to-face and increasing ventilation where possible • Vehicle cab to be sanitized and wiped down regularly, in particular, between different users • Two people in van including driver • Same team to be maintained where possible • Van crew to share eating and toilet facilities in the same residential building • Disposable gloves and face covering for those who want them 				<p>1 3 3</p>
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Contamination of Vehicle for C19 virus	Companions Staff	<ul style="list-style-type: none"> • Frequent cleaning of inside the vehicle and equipment between uses, using usual cleaning products • Frequent cleaning of objects and surfaces that are touched regularly, such as door handles, fuel pumps and vehicle keys, and making sure there are adequate disposal arrangements • Encouraging workers to wash hands before boarding and upon leaving vehicles at site • Retaining sufficient quantities of hand sanitiser / wipes within vehicles to enable workers to clean hands after each delivery / drop-off • Clearing and removing waste and belongings from the vehicle at the end of a shift • Vehicle cab to be sanitized and wiped down regularly, in particular, between different users • Furniture to be sprayed down with solution before loaded or unloaded into van 				1 3 3
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Date completed 20/06/2020	Date for revision: two weeks after Transport service is reintroduced
Signed Originator Christine Squince	Job Title : Chief Executive

Task: C 19 Safety in the vehicle

Location: Working on Delivery

What are the hazards?	Who might be harmed and how?	What are you doing already? Control Measure(s)	Do you need to do anything else to manage the risk?	Action by whom?	Action by when?	Risk Level L S R
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<p>Transmission of C19 by droplet infection at the customer's property</p>		<p>Manage contact:</p> <ul style="list-style-type: none"> • Ensuring delivery and receipt confirmation can be made contactless and avoiding physical contact when handing goods over to the customer • In advance, communicate delivery procedures with the customer • Preparing for goods to be dropped off to a previously agreed area to avoid virus transmission <p>Providing and explaining available guidance:</p> <ul style="list-style-type: none"> • In advance, and at point of delivery, providing guidance and explanation on social distancing • Understanding the protocol for collecting and distributing items across different locations and agreeing these in advance • Regularly briefing van crew • Communicating to customers and providing in-vehicle guides and reminders for vehicle crew 				<p>1 3 3</p>
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Transmission of C19 signing docket		<ul style="list-style-type: none"> Operate contactless paperwork Customers to be asked to read T&Cs instead of signing 				1 1 1
Transmission of C19 by handling items being delivered		<ul style="list-style-type: none"> Disposable gloves can be worn to handle donations by those who want them All worn gloves and used cleaning clothes to be disposed of in dedicated C19 bin Deliveries to be restricted if volume is too high 				1 3 3

Date completed 20/06/2020	Date for revision: two weeks after Transport service is reintroduced
Signed Originator Christine Squinice	Job Title : Chief Executive

Task: C 19 Safety in the vehicle
Location: Working on Collections

What are the hazards?	Who might be harmed and how?	What are you doing already? Control Measure(s)	Do you need to do anything else to manage the risk?	Action by whom?	Action by when?	Risk Level L S R
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<p>Transmission of C19 by droplet infection at the donor's property</p>		<p>Manage contact:</p> <ul style="list-style-type: none"> • Ensuring collection and receipt confirmation can be made contactless and avoiding physical contact when collecting goods from the customer • In advance, communicate collection procedures with the customer • Preparing for goods to be collected from a previously agreed area to avoid virus transmission <p>Providing and explaining available guidance:</p> <ul style="list-style-type: none"> • In advance, and at point of collection, providing guidance and explanation on social distancing • Understanding the protocol for collecting and distributing items across different locations and agreeing these in advance • Regularly briefing van crew • Communicating to customers and providing in-vehicle guides and reminders for vehicle crew 				<p>1 3 3</p>
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Transmission of C19 signing docketts and Gift Aid forms		<ul style="list-style-type: none"> • Operate contactless paperwork • Customers to be asked to read T&Cs instead of signing • Take the donors mobile number or email address so that we can confirm that they would like to Gift Aid their donations. 				1 1 1
Transmission of C19 by handling items being collected		<ul style="list-style-type: none"> • Disposable gloves can be worn to handle donations by those who want them • All worn gloves and used cleaning clothes to be disposed of in dedicated C19 bin • Donations to be restricted if volume is too high 				1 3 3

Date completed 20/06/2020	Date for revision: two weeks after Transport service is reintroduced
Signed Originator: Christine Squinice	Job Title: Chief Executive

<p>Likelihood: (L)</p> <p>1 Hazard exists very infrequently; limited numbers exposed</p> <p>2 Likely to occur: hazard exists intermittently or occurs occasionally</p> <p>3 Likely to occur soon: permanent hazard or occurs daily/repeatedly; many may be exposed</p>	<p>Severity of hazard: (S)</p> <p>1 Could cause a minor injury only</p> <p>2 Could cause a minor injury/5 day or more absence</p> <p>3 Could cause a fatality/severe injury</p>	<p>Risk level (R) is the product of (L) and (S)</p> <p>Very high score 6 or 9</p> <p>Moderate risk score 3 or 4</p> <p>Low priority risk score 1 or 2</p>
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VERY HIGH RISK SCORES (6 TO 9) NEED ADDITIONAL ACTION. ACTIVITY MUST NOT COMMENCE

Guidance for the use of Face Coverings:

- When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands
- Change your face covering if it becomes damp or if you've touched it
- Continue to wash your hands regularly
- Change and wash your face covering daily
- If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste
- Practice social distancing wherever possible
- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it

Other points:

No van crew tea breaks at Emmaus by the sea.