

**Emmaus Brighton & Hove – COVID-19 Retail Risk Assessments**

**Version 9 - 23.9.20**

Version 8 - updated 31.7.20 - Version 7 – 20.06.20

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| <ol style="list-style-type: none"> <li>1. Working in the Welcome team</li> <li>2. Working in the Bedroom Store</li> <li>3. Working at the Main gate</li> <li>4. Working in the Undercroft</li> <li>5. Stewarding outside the Superstore/Greenhouse</li> <li>6. Working on the till, Superstore</li> <li>7. Working in the Vehicle</li> <li>8. Working on Delivery</li> <li>9. Working on Collection</li> </ol> |
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1.

<b>Task: Working in the Welcome team</b>
<b>Location: Front Entrance of Superstore by wooden double doors or Drove Rd Superstore Entrance</b>

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
Being struck by moving vehicle	ALL Companions Staff Visitors Volunteers Contractors	<ul style="list-style-type: none"> <li>• Wearing Hi Vis PPE</li> <li>• Speed bumps</li> <li>• Speed limit signs</li> <li>• Companion to act as banks person to direct customer to park</li> </ul>				1 2 2

Transmission of C19 by droplet infection	ALL Companions Staff Visitors Volunteers Contractors	<ul style="list-style-type: none"> <li>• Always maintain two metre distance even though the government advice changed to 1m on 4/7/8.</li> <li>• Customers can load and unload own vehicle</li> <li>• Ask customers to step out of their vehicle and remain at a safe distance while item/items are loaded and unloaded</li> <li>• Customers to manage social distancing when parking</li> <li>• Disposable gloves are available for Companions and staff to use</li> <li>• Wear face covering if 2m distancing cannot be maintained.</li> </ul>				1 3 3
Transmission of C19 by handling newly arrived donations	Companions Staff Volunteers	<ul style="list-style-type: none"> <li>• Wash down all donations of hard furniture with a 1 % bleach solution.</li> <li>• Disposable gloves available</li> <li>• Face coverings available</li> </ul>				1 3 3
Transmission of C19 by handling donations	Companions.	<ul style="list-style-type: none"> <li>• All soft furnishings to be quarantined for 72 hrs. (48 hours for hard surface items)</li> <li>• Ticket with time and date of arrival attached</li> </ul>	In designated zones in old Loading Bay			1 3 3

		<ul style="list-style-type: none"> <li>• Companions can wear one pair of disposable gloves per donation</li> </ul>				
Transmission of C19 from Handling Customer's Dockets for self-pickups	Companions Staff Companions	<ul style="list-style-type: none"> <li>• Companions and staff will not take docket from customers</li> <li>• Customers to read out docket number to Companions and staff for collected goods</li> <li>• Always observe Social distancing</li> </ul>				1 3 3
Transmission of C19	All	<ul style="list-style-type: none"> <li>• Use hand sanitiser provided</li> <li>• Practice regular hand washing</li> </ul>				1 3 3
Transmission of C19 while moving furniture	Companions Staff Customers Volunteers	<ul style="list-style-type: none"> <li>• If safe to do so, furniture to be moved by one person, using trolley/lifting aids as per manual handling guidelines</li> <li>• Disposable gloves provided</li> <li>• Hard furniture to be sprayed with cleaner and wiped down with single use cloth before handling</li> <li>• Cloth to be disposed of in bin provided.</li> <li>• As of 24 July 2020, customers are required to wear a face covering when in the shops.</li> </ul>				1 3 3

Transmission of C19 while moving large, bulky furniture.	Companions Staff Customers Volunteers	<ul style="list-style-type: none"> <li>If two people required to move item, faces are to be covered. Face coverings must be worn.</li> <li>Disposable gloves are available for use</li> </ul>				1 3 3
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Date completed 20/5/20	Date for revision: 29/10/20
Signed Originator A. Hobbs	Job Title: Retail Operations Manager

2.

<b>Task:C19 Risk Assessment Working in the Bedroom Store</b>
<b>Location: Bedroom store</b>

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 while working on the till	Companions Staff Volunteers Customers	<ul style="list-style-type: none"> <li>Maintain two metre distance at all times</li> <li>Customers, Companions, staff and volunteers all to wear face covering, whilst in our shops, even behind protective Perspex screens</li> <li>Protective screen used at tills</li> <li>Contactless payment where possible</li> <li>Sanitise card machine after each use</li> <li>Regular sanitising of till</li> </ul>				1 2 2

		<ul style="list-style-type: none"> <li>• Disposing of cloths/blue towel in dedicated bin</li> <li>• Regular use of hand sanitiser after each change of gloves</li> <li>• Disposable gloves provided</li> </ul>				
Transmission of C19 while handling cash	Companion Staff Customers	<ul style="list-style-type: none"> <li>• Only done if contactless not available</li> <li>• Exact money requested where possible</li> <li>• Customer asked if they wish to donate change</li> <li>• Change to be put on tray, tray to be sanitised</li> <li>• Disposable gloves used if handling cash</li> <li>• Hands sanitised after each transaction</li> </ul>				1 3 3
Transmission of C19 customers signing dockets/paperwork	Customers Staff Companions Delivery drivers Contractors	<ul style="list-style-type: none"> <li>• Customers to be asked to read T&amp;Cs instead of signing</li> <li>• Large print copy of T&amp;Cs displayed on shop counter – doorstep delivery only</li> </ul>				1 3 3
Transmission of C19 filling customers' bags	Customers Staff Companions	<ul style="list-style-type: none"> <li>• Customers asked to use own bag and pack if possible</li> <li>• If customer does not have their own bag, customer asked if</li> </ul>				1 3 3

		<p>they would rather have their bag packed or pack themselves</p> <ul style="list-style-type: none"> <li>• If customer opts to pack themselves, direct them to the packing area away from till point</li> <li>• If customer opts to have their bag packed, customer to be asked to retreat while bag filled</li> </ul>				
Transmission of C19 Companion/staff working behind counter	Customers Staff Companions	<ul style="list-style-type: none"> <li>• Only one Companion to work on till behind counter</li> <li>• Disposable gloves available</li> <li>• Face coverings are now (22.9.20) mandatory for shop staff.</li> <li>• Same team to be maintained where possible</li> </ul>				1 3 3
Transmission of C19 by not maintaining social distancing (by being too close)	ALL Companions Staff Visitors Volunteers Contractors	<ul style="list-style-type: none"> <li>• Social distancing to be maintained where possible</li> <li>• Customers to wear face coverings in shops from 24 July 2020</li> <li>• One-way system in shop marked on floor</li> <li>• 2m distancing marked on floor</li> <li>• Signage</li> <li>• Adequate walkways maintained</li> <li>• Number of customers restricted to four, plus two staff</li> </ul>				1 3 3

		<ul style="list-style-type: none"> <li>• Stock moved in and out of shop outside of opening hours where possible</li> <li>• One Companion using lifting aids where necessary to move furniture when safe to do so. If two Companions are needed, then face coverings to be worn</li> <li>• Customers to be asked to stay in place when furniture is moved to maintain social distancing</li> <li>• Sold items may be moved to customer's vehicle if required customer to stand 2m from car if heavy furniture is to be loaded by two people</li> <li>• If customer is loading the vehicle themselves, Companions can leave furniture at the vehicle and retreat</li> </ul>				
Transmission of C19 through frequently touched surfaces	ALL Companions Staff Visitors Volunteers	<ul style="list-style-type: none"> <li>• Hand sanitiser available for customers at control points</li> </ul>				1 3 3

	Contractors	<ul style="list-style-type: none"> <li>Frequently touched surfaces to be sprayed and sanitized and wiped regularly</li> <li>Shop to be cleaned daily</li> </ul>				
<b>Date Completed: 22.05.2020</b>			<b>Date for revision: 29/10/20</b>			
<b>Signed Originator A. Hobbs</b>			<b>Job Title: Retail Operations Manager</b>			

3.

<b>Task:C19 Risk Assessment Working at main gates, Drove Road C19</b>
<b>Location: Main Gate</b>

<b>What are the hazards?</b>	<b>Who might be harmed and how?</b>	<b>What are you doing already? Control Measure(s)</b>	<b>Do you need to do anything else to manage the risk?</b>	<b>Action by whom?</b>	<b>Action by when?</b>	<b>Risk Level L S R</b>
Being struck by moving vehicle	ALL Companions Staff Visitors Volunteers Contractors	<ul style="list-style-type: none"> <li>Wearing PPE</li> <li>Speed bumps</li> <li>Speed limit signs</li> <li>Two-way radio</li> <li>Training</li> </ul>				1 2 2
Transmission of C19 by droplet infection	ALL Companions Staff Visitors Volunteers Contractors	<ul style="list-style-type: none"> <li>Maintain two metre distance</li> <li>Where possible communicate with vehicle window up. Do not lean into vehicle</li> <li>Training</li> </ul>				1 3 3



Transmission of C19 by handling donations	Companions Staff Volunteers	<ul style="list-style-type: none"> <li>Companions to follow agreed procedures and send donations to lower gate or welcome team</li> </ul>				1 3 3
Transmission of C19	ALL Companions Staff Visitors Volunteers Contractors	<ul style="list-style-type: none"> <li>Restricting vehicle numbers to no more than 19 parking</li> </ul>				1 3 3

<b>Date completed 20/5/20</b>	<b>Date for revision: 29/10/20</b>
<b>Signed Originator A. Hobbs</b>	<b>Job Title:Retail Operations Manager</b>

4.

**Task: C19 Risk assessment Working in the under croft**

**Location: Under croft**

<b>What are the hazards?</b>	<b>Who might be harmed and how?</b>	<b>What are you doing already? Control Measure(s)</b>	<b>Do you need to do anything else to manage the risk?</b>	<b>Action by whom?</b>	<b>Action by when?</b>	<b>Risk Level L S R</b>
Transmission of C19 by being too close	All Companions Staff Visitors Volunteers Contractors	<ul style="list-style-type: none"> <li>Only four people to work in Under croft at any given time</li> <li>Social distancing to be maintained</li> <li>Markings on floor to indicate 2m</li> </ul>				1 2 2

		<ul style="list-style-type: none"> <li>• No access for customers (donation table prevents access)</li> <li>• Donations by customers to be left on donation table while Companions retreat</li> <li>• Contractors and all other visitors to maintain social distancing</li> <li>• Only agreed team to be in Undercroft</li> <li>• Same team to be maintained where possible</li> <li>• Face coverings to be worn when accepting donations from donors if 2m social distancing cannot be maintained</li> <li>• Disposable gloves provided</li> <li>• Signage displaying “How to Donate” visible in prominent position for customers to see</li> </ul>				
Transmission of C19 though handling donations	All Companions Staff Visitors Volunteers	<ul style="list-style-type: none"> <li>• Disposable gloves can be worn to handle donations by those who want them</li> <li>• New donations to be placed in quarantined zone for 48 hours (soft furnishings 72 hrs).</li> <li>• Trolleys to be sprayed and</li> </ul>				1 3 3

		wiped after each new donation moved <ul style="list-style-type: none"> <li>All frequently touched surfaces to be regularly sprayed and wiped</li> <li>Under croft to be cleaned daily</li> </ul>				
		<ul style="list-style-type: none"> <li>All worn gloves and used cleaning cloths to be disposed of in dedicated C19 bin</li> <li>Donations to be restricted if volume is too high</li> <li>Donations to be processed after quarantined in different room</li> </ul>				

<b>Date completed 21/5/20</b>	<b>Date for revision: 29/10/20</b>
<b>Signed Originator A. Hobbs</b>	<b>Job Title: Retail Operations Manager</b>

5.

<b>Task:C19 Risk Assessment Stewarding outside Superstore and Greenhouse</b>
<b>Location: Outside Superstore and Greenhouse</b>

<b>What are the hazards?</b>	<b>Who might be harmed and how?</b>	<b>What are you doing already? Control Measure(s)</b>	<b>Do you need to do anything else to manage the risk?</b>	<b>Action by whom?</b>	<b>Action by when?</b>	<b>Risk Level L S R</b>
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Transmission of C19 by not maintaining social distancing	ALL Companions Staff Visitors Volunteers Customers	<ul style="list-style-type: none"> <li>• Stewards to ensure that social distancing to be maintained</li> <li>• Information graphics installed giving advice on H&amp;S and the new shopping experience</li> <li>• Marking on ground indicating 2m distance</li> <li>• Marking on fencing and signage to indicate route of waiting</li> </ul>				1 3 3
		<ul style="list-style-type: none"> <li>• spaces in queue to enter Superstore</li> <li>• Customers must wear face coverings whilst in our shops</li> <li>• One in one out policy maintained</li> <li>• Record number of people entering and exiting the shop to ensure maximum number in shop is not exceeded</li> </ul>				
Transmission of C19 through frequently touched items	All Companions Staff Visitors Volunteers Customers	<ul style="list-style-type: none"> <li>• Hand sanitiser provided for customers</li> <li>• Stewards to provide clean baskets for customers</li> <li>• Stewards to spray and wipe any frequently touched surfaces regularly</li> </ul>				1 3 3

<b>Date completed 21/5/20</b>	<b>Date for revision: 29/10/20</b>
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6.

**Task:C19 Working in on the till, Superstore**

**Location: Superstore**

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"> <li>• Always maintain two metre distance</li> <li>• Protective screens used</li> <li>• Contactless payment where possible</li> <li>• Sanitise card machine after each use</li> <li>• Regular sanitising of till</li> <li>• Disposing of cloths/blue towel in dedicated bin</li> <li>• Regular use of hand sanitiser after each change of gloves</li> <li>• Disposable gloves for those who want them</li> <li>• Counter surfaces to be sprayed regularly</li> <li>• Face coverings to be worn (since 22.9.20)</li> </ul>				1 2 2

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

Transmission of C19 working behind till point	Companions Staff	<ul style="list-style-type: none"> <li>• Only two dedicated Companions to work behind the counter at any given time</li> <li>• Operate social distancing where possible or work back to back</li> <li>• Disposable gloves for those who want them</li> <li>• Face coverings to be worn (since 22.9.20)</li> <li>• Same team to be maintained where possible</li> </ul>				1 3 3
Date completed 20/5/20			Date for revision: 29/10/20			
Signed Originator A. Hobbs			Job Title: Retail Operations Manager			

### Transport Risk Assessments

7.

<b>Task: C 19 Safety in the vehicle</b>
<b>Location: Working in the Vehicle</b>

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 inside the cab of the vehicle	Companions Staff	<ul style="list-style-type: none"> <li>• Maintain safe distance</li> </ul> <p>Consider:</p> <ul style="list-style-type: none"> <li>• Making sure vehicles are well-ventilated to increase the flow of air, for example, by opening a window</li> <li>• The van 'mate' to wear a face shield /face covering</li> <li>• Sitting side-by-side not face-to-face and increasing ventilation where possible</li> <li>• Vehicle cab to be sanitized and wiped down regularly between different users</li> <li>• Two people in van including driver</li> <li>• Same team to be maintained where possible</li> <li>• Disposable gloves for those who want them</li> </ul>				1 3 3
Contamination of Vehicle for C19 virus	Companions Staff	<ul style="list-style-type: none"> <li>• Frequent cleaning of inside the vehicle and equipment between uses, using usual cleaning products</li> <li>• 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</li> <li>• Encouraging workers to wash hands/use sanitiser before boarding and upon leaving vehicles at site</li> </ul>				1 3 3



		<ul style="list-style-type: none"> <li>• Retaining sufficient quantities of hand sanitiser / wipes within vehicles to enable workers to clean hands after each delivery / drop-off</li> <li>• Clearing and removing waste and belongings from the vehicle at the end of a shift</li> </ul>				
		<ul style="list-style-type: none"> <li>• Vehicle cab to be sanitized and wiped down regularly between different users</li> <li>• Furniture to be sprayed down with solution before loaded or unloaded into van</li> <li>• Hand sanitiser to be stored out of direct sunlight</li> </ul>				

<b>Date completed 20/06/2020</b>	<b>Date for revision: 29/10/20</b>
<b>Signed Originator Christine Squince</b>	<b>Job Title: Chief Executive</b>

8.

<b>Task: C 19 Safety in the vehicle</b>
<b>Location: Working on Delivery</b>

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

Transmission of C19 by handling items being delivered		<ul style="list-style-type: none"> <li>• Disposable gloves can be worn to handle donations by those who want them</li> <li>• All worn gloves and used cleaning clothes to be disposed of in dedicated C19 bin</li> <li>• Deliveries to be restricted if volume is too high</li> </ul>				1 3 3
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Date completed 20/06/2020	Date for revision: 29/10/20
Signed Originator Christine Squince	Job Title: Chief Executive

9.

<b>Task: C 19 Safety in the vehicle</b>
<b>Location: Working on Collections</b>

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 droplet infection at the donor's property		Manage contact: <ul style="list-style-type: none"> <li>• Ensuring collection and receipt confirmation can be made contactless and avoiding physical contact when collecting goods from the customer</li> <li>• In advance, communicate collection procedures with the customer</li> </ul>				1 3 3

		<ul style="list-style-type: none"> <li>• Preparing for goods to be collected from a previously agreed area to avoid virus transmission</li> </ul> <p>Providing and explaining available guidance:</p> <ul style="list-style-type: none"> <li>• In advance, and at point of collection, providing guidance and explanation on social distancing</li> <li>• Understanding the protocol for collecting and distributing items across different locations and agreeing these in advance</li> <li>• Regularly briefing van crew</li> <li>• Communicating to customers and providing in-vehicle guides and reminders for vehicle crew</li> </ul>				
Transmission of C19 signing docketts and Gift Aid forms		<ul style="list-style-type: none"> <li>• Operate contactless paperwork</li> <li>• Customers to be asked to read T&amp;Cs instead of signing</li> <li>• Take the donor's mobile number or email address so that we can confirm that they would like to Gift Aid their donations</li> </ul>				1 1 1

Transmission of C19 by handling items being collected		<ul style="list-style-type: none"> <li>• Disposable gloves can be worn to handle donations by those who want them</li> <li>• All worn gloves and used cleaning clothes to be disposed of in dedicated C19 bin</li> <li>• Donations to be restricted if volume is too high</li> </ul>				1 3 3
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<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

**Update 22.9.20** Face coverings now compulsory for bar staff and non-seated customers, **shop workers** and waiters

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