

Emmaus Brighton & Hove – COVID-19 Retail Risk Assessments

Emmaus by the sea, Southwick 4 May 2021

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

Maximum number of customers in shop whilst social distancing remains in place = 7

| 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 | <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 are available for Companions and staff to use • Wear a face covering if 2m social distancing cannot be maintained • Ensure front doors are open to allow good ventilation and air flow throughout the building. | | | | 1 3 3 |
| Transmission of C19 from Handling Customer Dockets for self-pickups | <p>Companions Staff Companions</p> | <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 |

| | | | | | | |
|--|--|--|--|--|--|----------|
| | All | <ul style="list-style-type: none"> • Use hand sanitiser provided • Practice regular hand washing • Wear a face covering if 2m social distancing cannot be maintained | | | | 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 | | | | 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, face coverings are to be worn • Face coverings are provided • Disposable gloves are available for use | | | | 1 3 3 |

3: 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 |
|-----------------------|------------------------------|--|---|-----------------|-----------------|---------------------|
|-----------------------|------------------------------|--|---|-----------------|-----------------|---------------------|

| | | | | | | |
|---|---|---|--|--|--|--|
| Transmission of C19 by being too close | All Companions Staff Visitors Volunteers Contractors | <ul style="list-style-type: none">• Max of two people working in the storeroom at any one time.• Social distancing to be maintained• 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 | | | | |
|---|---|---|--|--|--|--|

| | | | | | | |
|---|---|---|--|--|--|-------|
| 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 • All frequently touched surfaces to be regularly sanitised by spraying or using Clinell universal wipes • Storeroom to be cleaned daily • Donations to be restricted if volume is too high | | | | 1 3 3 |
|---|---|---|--|--|--|-------|

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 • Face covering to be worn even behind Perspex screens • Protective Perspex screens are in place • Contactless payment where possible • Regular use of hand sanitiser after each change of gloves • Disposable gloves are available • Counter surfaces to be sprayed or wipe regularly. • Sanitise keyboard and card machine regularly using Clinell wipes • Ensure doors are open to allow good ventilation and air flow throughout the building. | | | | 1 2 2 |
| Transmission of C19 handling cash | Companion Staff | <ul style="list-style-type: none"> • Only done if contactless not available • Disposable gloves available • Sanitise hands after handling cash | | | | 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 and pack own bag 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. * we recognize that there will be other times when two members of staff will need to be behind the counter at the same time, but these times needs to be minimized. • Operate social distancing where possible or work back to back • Disposable gloves and face coverings are provided • Same team to be maintained where possible | | | | 1 3 3 |

Transport Risk Assessments

5. 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 using Clinell wipes, 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> |
|---|-----------------------------|---|--|--|--|--------------|

| | | | | | | |
|--|------------------|--|--|--|--|-------|
| 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 | | | | 1 3 3 |
|--|------------------|--|--|--|--|-------|

6 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 |
|------------------------------|-------------------------------------|---|--|------------------------|------------------------|-----------------------------|
|------------------------------|-------------------------------------|---|--|------------------------|------------------------|-----------------------------|

| | | | | | | |
|--|--|--|--|--|--|--------------|
| <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> |
|--|--|--|--|--|--|--------------|

| | | | | | | |
|---|--|---|--|--|--|-------|
| 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 Deliveries to be restricted if volume is too high | | | | 1 3 3 |

7 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 |
|------------------------------|-------------------------------------|---|--|------------------------|------------------------|-----------------------------|
|------------------------------|-------------------------------------|---|--|------------------------|------------------------|-----------------------------|

| | | | | | | |
|---|--|--|--|--|--|--------------|
| <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> |
|---|--|--|--|--|--|--------------|

| | | | | | | |
|---|--|---|--|--|--|-------|
| Transmission of C19 signing docket 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 • Collections to be restricted if volume is too high | | | | 1 3 3 |

| | |
|--------------------------------------|------------------------------------|
| Date completed 14.4.20 | Date for revision: 27.04.21 |
| Signed Originator: Jane Davis | Job Title: Retail Manager |

| | | |
|--|---|---|
| <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> |
|--|---|---|

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