

RISK ASSESSMENT / METHOD STATEMENT (RAMS) (Covid-19)

RAMS Title:	Coronavirus (COVID – 19) Risk Assessment Charity Shop – Southend High Street (SHS)	Revision No: 4	MBHS- HARP Safety Manual
Shop Location of Works:	112 High Street, Southend, Essex, SS1 1JT	Start Date	12th April 2021
Scope & Description of Works:	To apply task-specific risk assessments in support of controlling and preventing the spread of COVID-19. This must be read in conjunction with "Coronavirus (COVID-19) Company Guidance – Enhanced Measures, and the Government's recommendations on social distancing		

Likelihood Rating Key		Severity Rating Key		Likelihood Rating	Severity Rating					
						5	4	3	2	1
5	Frequent (1 or more per week)	5	Multiple or Single Fatality or Collapse of Structure		5	25	20	15	10	5
4	Probable (1 per month)	4	Major Injury or Major Damage to Property		4	20	16	12	8	4
3	Occasional (1 per year)	3	Reportable Lost Time Injury or Significant Damage to Property		3	15	12	9	6	3
2	Remote (1 in 10 years)	2	Other Lost Time Injury or Damage to Property		2	10	8	6	4	2
1	Improbable (1 in 100 years)	1	Minor Injury		1	5	4	3	2	1

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Residual Risk Rating Matrix Key

15-25 High (H)	Unacceptable level of risk. Risk level Must be reduced, Operations WILL NOT proceed until the level of risk is reduced to an acceptable level. Requirement for the works needs to be reviewed and alternative methodologies investigated where risk cannot be reduced to an acceptable level.
5-14 Medium (M)	Risks acceptable where principles of prevention have been applied and control measures implemented to reduce risk so far as is reasonably practicable. Activity, operation, or work screening the hazard & risk must be managed & supervised to ensure continued effectiveness and compliance with the control measures.
1-4 Low (L)	Acceptable level of risk. Risk associated with the hazard is considered to be of an acceptable level. Continual reviews to confirm hazards & risks remain adequately controlled.

Hazard Description	Person(s) At Risk	Potential Consequences	Initial Risk Rating			Control Measure(s)	Person(s) Responsible for Implementation & Monitoring	Residual Risk Rating		
			L	S	IRR			L	S	RRR
Spreading the coronavirus (COVID-19) When working in the charity shop	All personnel Shop Assistants Managers Volunteers Customers General Public Expectant Mothers	Serious illness or death	5	5	25	HARP Employees and volunteers have been made aware that any person showing symptoms of COVID 19 (cough or temperature) will be requested to leave premises and not work at any of the charity shops. Staff and volunteers who develop symptoms of coronavirus or test positive should self-isolate in line with the Government's guidance. https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches#shops-5-4 If a volunteer or staff member lives in a	Charity Shop Manager – Senior Assistant Managers – Assistant Managers – Shop Assistants - Volunteers	2	5	10

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						<p>household or is in a support bubble where someone else is unwell with symptoms of coronavirus then they must stay at home in line with the Government's guidance as should anyone advised to self-isolate as part of the government's test and trace program.</p> <p>HARP employees and volunteers have been made aware that any Person who is classified as a vulnerable person will only be permitted to work in a HARP shop after a personal Risk Assessment is conducted and agreed with the person, and that adequate mitigation factors have been introduced in line with the Government's relaxed shielding measures as at August 1st 2020. Persons who had been shielding or living with a vulnerable person will be permitted to work in a HARP charity shop provided adequate mitigation factors have been introduced, in line with the government's relaxed shielding measures as per August 1st 2020.</p>				
Coming into contact or spreading the coronavirus (COVID-19) When working in the charity shop	All personnel Shop Assistants Managers Volunteers Customers General Public Expectant Mothers Guidance	Serious illness or death				<p>HARP employees and volunteers have been advised to wash their hands thoroughly for 20 seconds at every opportunity that presents itself. Drying of hands with paper towels where possible https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-</p>	Charity Shop Manager – Senior Assistant Managers – Assistant Managers – Shop Assistants - Volunteers			

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	<p>Working safely during COVID-19 in shops and branches</p> <p>Guidance for employers, employees and the self-employed</p> <p>11 May 2020</p>		5	5	25	<p><u>dryers-17-04-2020/</u></p> <p>HARP employees and volunteers have been made aware, to avoid Multi contact points where noted inside the charity shop</p> <p>HARP employees and volunteers have been advised and to be aware to avoid large and small gatherings of people inside or outside the shop.</p> <p>HARP employees and volunteers issued with disposable cleaning wipes and antibacterial spray 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>HARP charity shop employees and volunteers have been made aware, once they enter any premises regardless of putting hand sanitiser on their hands or not, they must proceed to the bathroom to wash hands thoroughly for 20 seconds with soap and hot water.</p> <p>HARP employees and volunteers are aware that they should sit at least 2 metres apart when eating food during a lunch break to ensure social distancing of at least 2 metres.</p>		2	5	10
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						<p>HARP employees and volunteers are aware to have pre-prepared food and refillable drinking bottles with them. It is advised that where possible food should be eaten outside in the open.</p> <p>HARP staff and volunteers are to stick to their own cups for drinks and ensuring prompt cleaning of cutlery, plates, etc.</p> <p>HARP staff and volunteers are aware that the removal of tea towels and reusable towels or other drying cloths that are used by multiple people is essential to minimise the spread of COVID-19.</p>				
<p>Coming into contact or spreading the coronavirus (COVID-19) When working in the charity shop</p> <p>Guidance</p> <p>Pre- Planning</p>	<p>All personnel Shop Assistants Managers Volunteers Customers General Public Expectant Mothers</p> <p>Guidance Working safely during COVID-19 in shops and branches Guidance for</p>	<p>Serious illness or death</p>	5	5	25	<p>Pre- Planning HARP staff are made aware to plan the schedules for Deliveries.</p> <p>Restricted numbers of customers will be permitted to enter the shop and this will be enforced at all times by a robust shop e</p> <p>HARP staff are made aware to plan for customers outside the shop to enable them to keep social distancing of 2 metres while queuing.</p> <p>HARP staff are aware to plan for goods to have pre-arranged times of deliveries agreed on a daily basis to reduce and/or avoid</p>	<p>Charity Shop Manager – Senior Assistant Managers – Assistant Managers – Shop Assistants - Volunteers</p>	2	5	10

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	employers, employees and the self-employed 11 May 2020					transmission of (COVID-19) HARP senior charity shop Managers/supervisors will carry an in-charity shop safety guide to use as a daily reminder to explain to Shop Assistants -Volunteers - Customers the safety features and arrangements in place – example why windows and doors of the charity shop must be kept open to allow as much flow of clean air and ventilation through the shop as possible – what to do if there are more than the maximum people in the charity shop - explain that wipes are provided to clean the door handles and multi contact points – persons in close proximity have to wear masks – Paper handkerchiefs to catch coughs and sneezes. Follow Catch It, Bin It, Kill It and to avoid touching face, eyes, nose or mouth with unclean hands. https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/				
Pre- Planning Coming into contact or spreading the coronavirus (COVID-19) When working in the charity shop Pre – Planning	All personnel Shop Assistants Managers Volunteers Customers General Public Expectant Mothers	Serious illness or death	5	5	25	Any and all equipment used by HARP employees and volunteers is subject to cleaning by the employees using substances and methods approved by the manager. HARP employees and volunteers have been	Charity Shop Manager – Senior Assistant Managers – Assistant Managers – Shop Assistants - Volunteers	2	5	10

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<p>Managers - Supervisors Shop Assistants</p> <p>Reviewing layouts to allow employees and volunteers to walk between each other</p> <p>Reviewing layouts to allow employees and volunteers to work further apart from each other.</p> <p>Using floor tape or paint to mark areas to help people keep to a 2m distance internally and possible external queuing</p> <p>Minimising contacts around transactions, for example, considering using contactless payments</p>	<p>Guidance <i>Identifying areas where people have to directly pass things to each other (such as job information, spare parts, samples, and find ways to remove direct contact between them</i></p> <p>Employees working face-to-face.</p> <p>Employees walking closely between each other</p>					<p>made aware that there will be enhanced cleaning in place particularly in communal areas including - Taps and washing facilities - Toilet flush and Seats - Door handles and Hand rails, sanitised wipes are required before touching them.</p> <p>HARP employees and volunteers have been made aware that they must also help by keeping surfaces clean and virus free by keeping the shop tidy and washing their hands frequently and to adhere to the strict hand washing protocol that has been established in the premises. Hard surfaces including tables, till counter, till screen, phones, kitchen worktops, door handles etc. to be cleaned down regularly with usual cleaning products. In the event of a confirmed or suspected case of coronavirus a deep clean will be required.</p> <p>HARP employees and volunteers have been made aware that they must follow the 2-metre markings layouts to allow employees and volunteers to work further apart from each other.</p> <p>HARP employees and volunteers have been made aware that whenever they handle cash payments, they must immediately wash their hands and use the hand rub sanitiser. Initially all shops will accept contactless card payments only on shop reopening (no cash).</p>	<p>Providing regular reminders and signage to maintain social distancing and hygiene standards.</p>	2	5	10
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						HARP employees and volunteers have been made aware that customers must also maintain a 2-metre distance when serving them. The shop will have a one way system in place with signage on the floors to guide customers safely around the shop.				
Pre- Planning Coming into contact or spreading the coronavirus (COVID-19) between members of staff – Toilets Eating areas Hand sensitisation stations Expectant Mothers Disabled Persons Overcrowding by customers Waste areas Defining the number of customers that can reasonably follow the 2mtr social distancing with in the shop and	All personnel Shop Assistants Managers Volunteers Customers General Public Expectant Mothers Guidance Looking at how people walk through the shop and how you could adjust this to reduce congestion and contact between customers, for example, queue	Serious illness or death	5	5	25	HARP employees and volunteers have been made aware that where there is staggering of break times to follow the instructions and clean utensils before and after use and place all waste products in the waste disposal bags provided. HARP employees and volunteers have been made aware that when using common areas such as Toilets, they must wipe the seat prior to use and after use with the wipes provided. HARP employees and volunteers have been made aware that they require specialist training to physically assist disabled persons to enter the shop and if not trained they should not assist, without wearing the correct PPE during the pandemic crisis - gloves, face coverings, face shields and sanitation wipes.	Charity Shop Manager – Senior Assistant Managers – Assistant Managers – Shop Assistants - Volunteers	2	5	10

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outdoor area	management or one-way flow, where possible.					<p>6.1 Government Guidance Face Coverings Staff have been advised that from 28th Sept it is compulsory to wear a face mask in the shop</p> <p>Keeping workers and customers safe during COVID-19 in shops and branches</p> <p>When wearing a face covering, avoid touching your face or face covering, as you could contaminate it with germs from your hands. ▪ Change your face covering if it becomes damp or if you've touched it.</p> <p>HARP employees and volunteers have been made aware that a maximum of nine customers will be permitted in the shop at any time. This will be managed by the staff team. This is two lower than the recommended maximum from the calculator at https://www.appointedd.com/retail-capacity-calculator based on SHS square meterage of 44.25.</p> <p>The shop will have a one way system in place with signage on the floors to guide customers safely around the shop.</p>				
Risk of infection during arrival at work and through exposure with multiple colleagues	Shop Assistants Managers Volunteers Customers	Serious illness or death	3	5	15	HARP employees and volunteers have been made aware that they should stagger arrival and departing times, this is to	Charity Shop Manager – Senior Assistant Managers – Assistant Managers – Shop	2	5	10

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	General Public Expectant Mothers					ensure social distancing can be adhered to safely. All paid staff are to remain in the team bubbles that they have been allocated to and must stick to the fixed jobs they have been given in store this is to protect cross contamination between staff the only time this may differ is when covering for a comfort break, all workstations must then be thoroughly cleaned with spray or wipes before and after leaving that station.	Assistants - Volunteers			
Risk of infection from donated stock	Shop Assistants Managers Volunteers Customers General Public Expectant Mothers	Serious illness or death	5	5	25	<p>HARP employees and volunteers have been made aware that all donations must be stored in quarantine for a minimum of 72 hours (an additional 24 hours above the minimum government recommendation) in the designated area before they can be sorted through. Wheelie Bins will be provided for the outside of the shop to minimise unnecessary queuing for people wishing to drop donations off. When the bin is full they must be emptied into the stage 3 designated area. If a customer requires their carrier bags back, HARP will provide the donor with a black sack or carrier bag so the <u>DONOR</u> can empty the contents into the bag provided.</p> <p>New donations must be rotated on a daily</p>	Charity Shop Manager – Senior Assistant Managers – Assistant Managers – Shop Assistants - Volunteers	2	5	10

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						<p>basis (ie stage 3, stage 2, stage 1) once the donations reach stage 1 they can then be prepped for sorted ready for shop distribution. All staff must wear the correct PPE this includes gloves, masks, disposable aprons and face shields which are provided when sorted.</p> <p>HARP employees and volunteers have been made aware that when sorting through donations they must wear the correct PPE this includes gloves, masks, disposable aprons and face shields which are provided. Anything unsuitable, ripped or soiled must be disposed of in the normal way either rag or general waste.</p>				
Risk of transmission through interaction with rag collectors	Shop Assistants Managers Volunteers Customers General Public Expectant Mothers	Serious illness or death	5	5	25	HARP employees and volunteers have been made aware that all rags where possible must be kept near to the back door to minimise the amount of time the rag merchants are entering the shop, social distancing must be adhered to at all times. HARP staff and volunteers must offer hand sanitizer to the rag staff.	Charity Shop Manager – Senior Assistant Managers – Assistant Managers – Shop Assistants - Volunteers	2	5	10
Risk of transmission through rotated stock	Shop Assistants Managers Volunteers Customers General Public Expectant Mothers	Serious illness or death	5	5	25	HARP employees and volunteers have been made aware that the only stock to be rotated is from the shop floor, raw stock is not to be sent to another store it is to be sorted at the store it arrives in after 72 hours. All rotated stock must be clearly marked with the destination of the shop it is going to.	Charity Shop Manager – Senior Assistant Managers – Assistant Managers – Shop Assistants - Volunteers	2	5	10
Risk of donation through	Shop Assistants	Serious	5	5	25	HARP employees and volunteers have been	Charity Shop Manager –	2	5	10

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high-risk donated items	Managers Volunteers Customers General Public Expectant Mothers	illness or death				made aware that shoes should be taken off the shop and stored in the stock room until further notice. All handbags and bric must be wiped down after every customer has manhandled it. All returned/refunded items must be stored in a plastic container with a lid and kept for 72 hours before putting back out for resale or rotated to another store.	Senior Assistant Managers – Assistant Managers – Shop Assistants - Volunteers			
Risk of transmission during meetings and shop visits	Serious illness or death	Serious illness or death	5	5	25	HARP employees and volunteers have been made aware to ensure to adhere to social distancing when meeting in person. Only absolutely necessary participants should attend meetings in person and should maintain social distancing throughout. Setting shop staff up on Zoom conferencing (or similar) to reduce the number of meeting and shop visits by management.	Charity Shop Manager – Senior Assistant Managers – Assistant Managers – Shop Assistants - Volunteers	2	5	10
Negative impact on team mental health	Shop Assistants Managers Volunteers	Serious illness or death	3	5	15	HARP will promote mental health & wellbeing awareness to all staff during the coronavirus outbreak and will offer support via: Existing free and confidential counselling service that any staff can access. This has been well advertised and will continue to be so. Charity Shops Manager to take an active role in checking on staff welfare at least once per week for all employees Reference – https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/	Charity Shop Manager – Senior Assistant Managers – Assistant Managers – Shop Assistants - Volunteers	2	5	10

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EMERGENCY ARRANGEMENTS

What are the specific arrangements required in the event of an emergency?

- In the event of an emergency, the customer's premises emergency procedures are to be followed.
- In the event of injuries and near misses, the Customers premises manager should be informed initially, and first aid provided by a qualified first aid provider
- In case of fire, the alarm is to be raised immediately and proceed to the customers premises muster points

Risk Assessment / Method Statement Acknowledgement

The following HARP Employees and volunteers have read this risk assessment / method statement.

Their signatures are confirmation that they have read and understood all which is within its contents.

Simple steps to follow

1. If you feel unwell you must not come to work and self-isolate as per government guidelines
2. Those who are deemed to be extremely vulnerable to COVID 19 according to government guidance will have received a letter, this will also involve the direct household that you live in... you must also stay at home as per government guidelines
3. Wash your hands regularly and always wear protective gloves "mandatory"
4. Follow the sanitation station guidelines
5. Wherever possible you should travel to work alone using your own transport unless you are with a family member that lives in the same household
6. Always use practical common sense
7. Housekeeping must be kept at 100% - keep bins empty – keep your, tools – workstations – hand scanners – keyboards – keep pads – door handles – banisters, disinfected regularly...
8. Keep yourself safe as well as everybody else around you...
9. Employees and volunteers are instructed to use a tissue to cover their nose and mouth when coughing or sneezing, and then dispose of it as soon as possible.

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10. If you have been notified that you are a new expectant mother, you must notify your employer to enable them to carry out a suitable and sufficient risk assessment

Name	Signature	Date	Name	Signature	Date



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