



## The Shop at Crowle - COVID-19 Risk Assessment

Risk assessment carried out by: Eileen Roberts

Date assessment carried out: June 2020, revised 5 and 20 November; 2 December 2020; 5<sup>th</sup> January 2021; 12<sup>th</sup> April 2021

Date of review: April 2021

Date of next review: May 2021

Review period: monthly (sooner if Government guidance changes)

Risk identified	Who is at risk	Control measures	Reduction/Avoidance	Review Date
Exposure to coronavirus in the workplace	Covid infection to co-workers, customers, delivery personnel and contractors	<p><b>Ensure a Covid-19 secure workplace by:</b>            Washing hands regularly, or use hand sanitiser;            Wearing a face covering;            Maintaining good ventilation (keep windows and doors open);            Cleaning surfaces regularly, using appropriate PPE (gloves and plastic aprons);            Observe 2m social distancing from customers and other volunteers.</p> <p><b>Limiting the number of people (customers and staff) present in the shop at any one time.</b></p>	<p>All staff and volunteers to be strongly encouraged to take up vaccination against Covid-19 when offered.</p> <p>Maximum number or people allowed at any one time from April 12th:</p> <ul style="list-style-type: none"> <li>• 3 staff (manager + volunteers)</li> </ul>	May 2021

		<p><b>Table service only</b> for café customers.</p> <p>Provision of screens around the till and counter area.</p> <p>Signage in place re handling of goods – only handle what you intend to purchase</p> <p>All staff advised not to present for work if:</p> <ul style="list-style-type: none"> <li>• they or a member of their family/household or a colleague have in the last 10 days been ill with Covid-19 symptoms.</li> <li>• they have been instructed to self-isolate via NHS Track and Trace or other contact</li> <li>• they or a member of their family/household has tested positive for coronavirus by either a PCR or LFD test, or is awaiting a test result</li> </ul>	<ul style="list-style-type: none"> <li>• 2 customers. Encourage customers to shop alone if possible. Exceptions will be dependent children under 10, or with special needs.</li> <li>• Table service only for customers for café (outside tables only). Café orders to be taken and served at table and payment taken at the window</li> <li>• (Visiting suppliers entering the shop to be counted within the above, i.e., if a supplier needs to enter with deliveries during opening hours the next customer must wait until the supplier has left the shop).</li> <li>• D of E volunteers not permitted at this stage of roadmap</li> </ul> <p>See current guidance: <a href="https://www.gov.uk/guidance/stay-at-home-guidance-for-households-with-possible-or-confirmed-coronavirus-(covid-19)-infection">Stay at home: guidance for households with possible or confirmed coronavirus (COVID-19) infection - GOV.UK (www.gov.uk)</a></p>	
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		Any volunteer who becomes ill with symptoms consistent with Covid-19 following a shift must inform the shop manager Carolyn Bull as our designated “single point of contact” on 07815 885017		
Potential exposure to coronavirus (surface contamination)	Manager Volunteers Customers Delivery personnel	<p>Hourly cleaning schedule for all surfaces, doors, till and other points of contact.</p> <p>Use of 70% alcohol sani-cloth general surface wipes on all shared equipment (till, card machine, scales, mouse and phone).</p> <p>Use of EN 14476 compliant anti-viral disinfectant on outside tables and benches/seats, serving hatch area and outside bins after each customer use.</p> <p>Use of EN 14476 compliant anti-viral disinfectant on customer toilet after every use.</p> <p>Use of EN 14476 compliant anti-viral disinfectant on counters, worktops, serving hatch, door handles including chiller cabinets and other points of contact.</p> <p>Till screen in place.</p> <p>Wearing of gloves for cleaning and disposed of after single use.</p> <p>Removal of non-essential paper leaflets, forms, product information.</p>	<p>Manager to ensure cleaning between each person for shared equipment (e.g., till and phone). Clean card machine with alcohol wipes after every PIN transaction.</p> <p>Disposable utensils only to be used for customer food and drink. Outside tables to be decontaminated with anti-viral disinfectant and disposable cloth between parties and to be taken out of use until this is done (signage required) and observe 5 minute contact time.</p> <p>Customer toilet area to be decontaminated with anti-viral disinfectant after every use, observing 5 minute contact time for points of contact (taps, cistern flush and door handles).</p> <p>During busy periods 70% alcohol wipes may be used to decontaminate tables and customer toilet.</p> <p>Ensure volunteers are made aware of need for all areas of the shop to remain paper-free other than essential paperwork/related product items, and not to accept requests to</p>	May 2021

			display product information leaflets etc.	
Potential exposure to coronavirus (airborne contamination)	Manager Volunteers Customers Delivery personnel	Hand washing facilities (staff and volunteers) and alcohol gel (at customer entrance point) provided. Personnel advised to wash hands after every cash transaction or use alcohol gel.  Guidance provided on respiratory hygiene etiquette.  Ensuring effective ventilation (keep windows and doors open). Staff and volunteers advised to wash clothes after every shift and to launder (60°C minimum) and steam iron apron.  Face coverings or visors in use by staff and volunteers and customers including supply of disposable masks available if required	Customers to be reminded to use hand gel on entering and when using customer toilet.  Reminder about 'catch it, bin it, kill it' (notice in staff toilet). See above.  Face coverings are to be worn by all those who work in The Shop at all times whilst on Shop premises (this includes those working outside and/or out-of-hours).	May 2021
Handling waste which may contain Infected waste material such as used tissues, face covering	Manager Volunteers	Waste is already well managed but there is now an increased risk of exposure to Covid-infected material. Signage in place on waste bins (inside and outside) to include hazard information + action to take: <ul style="list-style-type: none"> <li>• wear gloves when taking bin bags out</li> <li>• dispose of gloves</li> <li>• wash hands afterwards</li> </ul>		May 2021
Exposure to coronavirus during servicing and maintenance	Service personnel	Certify that equipment has been decontaminated before service, or undertake sanitisation in accordance with contractor request	Coffee machine wiped hourly and cleaned daily; otherwise, comply with contractor requests	May 2021