

**Retail Risk Assessment : Public**

Hazards / Dangers	Who is Affected	What is the harm	Controls	By Who / When
Exposure to coronavirus	<ul style="list-style-type: none"> <li>▪ Employees / Volunteers (staff)</li> <li>▪ Customers</li> <li>▪ Contractors</li> </ul>	COVID-19	<b>Hand Washing and Hand Sanitising</b>	Everyone <i>On-going</i>
			<ul style="list-style-type: none"> <li>▪ Staff reminded of need for regular and thorough hand washing during shift</li> <li>▪ Hand washing facilities (fully stocked) available for staff</li> <li>▪ Hand sanitiser points provided at key points in the shop for staff and customers – all clearly signed</li> <li>▪ Adequate supplies of sanitiser currently available and replenishment procedures in place</li> </ul> <p style="text-align: center;"><b>Low hand sanitiser supplies and / or stock will increase the risk level</b></p>	
			<b>Social Distancing</b>	Everyone <i>On-going</i>
			<ul style="list-style-type: none"> <li>▪ Clear signage around shops re 2m social distancing</li> <li>▪ Clear floor markings around key areas, such as the till</li> <li>▪ One way routes introduced where possible to do so</li> <li>▪ If 2m distancing cannot be adhered to, then 1m+ restrictions will come into effect, i.e. additional mitigating measures will be introduced (mitigating measures may include: use of face masks / coverings; closing the shop temporarily, etc, etc - any mitigation measures must be discussed and agreed with the Area Manager)</li> <li>▪ Shop managers will monitor and manage social distancing within their shops</li> <li>▪ Customers limited to agreed numbers per shop – this number may be different between shops</li> <li>▪ Customer groups limited to one / two people maximum</li> <li>▪ Children to be closely supervised by a responsible adult</li> </ul>	

			at all times and refrained from touching items	
			<b>PPE</b>	
			<ul style="list-style-type: none"> <li>▪ Gloves and aprons to be worn when handling / sorting donated items</li> <li>▪ When worn, PPE must be correctly put on and taking off to minimise risk of cross contamination – in accordance with training provided</li> <li>▪ Protective screens will be provided at the till points</li> <li>▪ All potentially contaminated rubbish disposed of in accordance with current Government advice and guidance</li> </ul> <p style="text-align: center;"><b>Low PPE supplies and / or stock will increase the risk level</b></p>	Staff <i>On-going</i>
			<b>Donations and Stock</b>	
			<ul style="list-style-type: none"> <li>▪ Donations directly to shops is limited to a specific time of the day</li> <li>▪ Donations will be left at a designated point and the customer to step back – donations will then be picked up by staff and put into 72-hour quarantine</li> <li>▪ All clothing will be steamed prior to display after the 72 hour quarantine</li> </ul>	Staff <i>On-going</i>
			<b>Cleaning</b>	
			<ul style="list-style-type: none"> <li>▪ All communal contact / higher risk points, e.g. till screens will be wiped regularly with disinfectant wipes</li> <li>▪ Shops will be thoroughly cleaned at the end of the day</li> <li>▪ All cleaning will be carried out according to an agreed cleaning schedule</li> </ul>	Staff <i>On-going</i>

			<b>Other</b>	
			<ul style="list-style-type: none"> <li>▪ Fitting rooms will be clearly signed 'Out of Use' – but if used, will be thoroughly cleaned afterwards</li> <li>▪ Payments to be by contactless methods where possible – where cash is used, staff must wear protective gloves when handling it</li> <li>▪ The Hospice will follow current Government advice and guidance and expects its customers to do so as well</li> </ul>	<p>Staff</p> <p><i>On-going</i></p>
<p>Risk score : Likelihood = Unlikely (2) / Severity = Moderate (3) : Risk score is 2x3 =6</p>				<p><b>Residual risk = Low</b></p>

## Residual Risk

The residual risk is based on implementation of the control measures above, and the most likely scenario on current known information concerning coronavirus spread. The likelihood of harmful exposure to coronavirus within the shops is considered to be 'unlikely' with the above control measures in place. The severity is considered 'moderate' as a reasonable average assumption, given the wide range of potential outcomes associated with the virus, and the wide range of other influencing factors. People classified as clinically 'extremely vulnerable' or clinically 'vulnerable' will have a higher severity level so the risk for them will be higher, although they have their own wellbeing responsibilities under specific Government guidance.

## Risk Matrix

Likelihood	Severity / Impact				
	Negligible (1)	Minor (2)	Moderate (3)	Major (4)	Catastrophic (5)
<b>Certain (5)</b>	<b>Low (5)</b>	<b>Low (10)</b>	<b>Moderate (15)</b>	<b>Very High (20)</b>	<b>Very High (25)</b>
<b>Likely (4)</b>	<b>Low (4)</b>	<b>Low (8)</b>	<b>Moderate (12)</b>	<b>High (16)</b>	<b>Very High (20)</b>
<b>Occasional (3)</b>	<b>Very Low (3)</b>	<b>Low (6)</b>	<b>Moderate (9)</b>	<b>High (12)</b>	<b>High (15)</b>
<b>Unlikely (2)</b>	<b>Very low (2)</b>	<b>Very Low (4)</b>	<b>Low (6)</b>	<b>Moderate (8)</b>	<b>High (10)</b>
<b>Rare (1)</b>	<b>Very Low (1)</b>	<b>Very Low (2)</b>	<b>Low (3)</b>	<b>Moderate (4)</b>	<b>High (5)</b>