

## 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 (entrance / till / fitting room / back area) 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 encouraging social distancing and safe shopping in windows, at till, in fitting room and other key points in the shop</li> <li>▪ Staff and volunteers encouraged to wear face coverings in public facing areas</li> <li>▪ Shop managers will monitor and manage volume of customers within their shops and take appropriate action if necessary</li> </ul>				
<b>PPE</b>	Staff <i>On-going</i>			
<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> </ul>				

		<ul style="list-style-type: none"> <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><b>Low PPE supplies and / or stock will increase the risk level</b></p>	
		<b>Donations and Stock</b>	
		<ul style="list-style-type: none"> <li>▪ Donations can be accepted in shops throughout the day. The customer to step back and allow staff to pick up and process the donation in accordance with the PPE guidelines.</li> <li>▪ All clothing will be steamed and bric a brac cleaned prior to display</li> </ul>	<p>Staff</p> <p><i>On-going</i></p>
		<b>Cleaning</b>	
		<ul style="list-style-type: none"> <li>▪ All communal contact / higher risk points, e.g. till screens and counter will be wiped regularly with disinfectant wipes</li> <li>▪ Hand sanitiser and anti bac wipes will be available in fittings rooms for both staff and customer use</li> <li>▪ Fitting rooms will be cleaned frequently with disinfectant wipes / spray</li> <li>▪ All cleaning will be carried out according to an agreed cleaning schedule throughout the day</li> </ul>	<p>Staff</p> <p><i>On-going</i></p>
		<b>Other</b>	
		<ul style="list-style-type: none"> <li>▪ Payments to be by contactless methods where possible – where cash is used, staff must use hand sanitiser after handling it</li> <li>▪ Shop doors and windows (where possible) should remain open throughout the trading day to provide adequate air flow</li> </ul>	<p>Staff</p> <p><i>On-going</i></p>

			<ul style="list-style-type: none"> <li>The Hospice will follow current Government advice and guidance and expects its customers to do so as well</li> </ul>	
Risk score : Likelihood = Unlikely (3) / Severity = Moderate (2) : Risk score is 3x2 =6				Residual risk = Low

### 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 ‘occasional’ with the above control measures in place. The severity is considered ‘minor’ as a reasonable average assumption, given the success of the vaccination roll out. 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>

