

Bryher Shop Covid 19 Risk Assessment

Assessment carried out by: Aaron Haile/Mark Bothwick

Date assessment was carried out: 3rd June 2020

Date of next review: 24th June 2020

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Spread of Covid-19 Coronavirus – Employees & visitors to the business	Employees including till operators, Post Office clerks, delivery drivers, shop stock assistants and freight handlers.	Gain confirmation that employees are not/should not be shielding.		Managers		Yes
	Visitors to the business including	Coming to/leaving work Asking all employees to enter and leave through the warehouse.	Asking employees to get to work at least 10 minutes before we open to ensure that they are able to access the service areas (cash desk and tills) and wash their hands properly before customers arrive.	Managers		Yes

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	<p>contractors, repairs maintenance, refuse collectors.</p> <p>Risk of contracting COVID -19 whilst engaging in work or visiting the premises.</p> <p>Mental health implications.</p>	<p>Asking all staff to wash their hands when entering and leaving the premises.</p> <p>Hand Washing Ensuring hand-washing facilities in the shop kitchen are available at all times and are stocked with hand wash and paper towels to dry hands.</p>	<p>Checking that hand washing is being completed on a daily basis.</p> <p>Posters on warehouse door as you enter and leave the shop premises reminding you to wash your hands.</p> <p>Rigorous checking by on a daily basis.</p> <p>Regular checking of facilities to ensure everything is stocked up.</p>	<p>Managers</p> <p>Managers</p> <p>Managers</p> <p>Managers</p>	<p>On-going/Daily</p> <p>On-going/Daily</p> <p>On-going/Daily</p>	<p>Yes</p>

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		Ensuring people are following stringent hand washing advice, https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/	Ensure that staff are aware of 20 sec hand washing advice, place NHS poster showing correct procedure next to hand washing facilities. Reiterate 'Follow Catch it, Bin it, Kill it ' to catch coughs and sneezes in tissues –and to avoid touching face, eyes, nose or mouth with unclean hands. Put up more posters.	Managers	On-going/Daily	Yes
			Reminding staff to wash or sanitise their hands after each transaction.	Managers	On-going/Daily	
		Provision of hand sanitiser	Regular checking of facilities to ensure everything is	Managers	On-going/Daily	

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		<p>where sink facilities are not immediately available e.g. Post office counter, warehouse, vehicle used for freight collections, vehicle used for deliveries.</p> <p>Social Distancing Reviewed shop roles to understand which roles are essential to shop running.</p>	<p>stocked up.</p> <p>Encourage employees responsible for freight collection and deliveries use hand sanitiser whilst out of the shop.</p> <p>Review timings for key roles such as order packing and restocking to limit the number of people on the premises at any one time. Where possible limit restocking and order packing to when the shop is closed.</p>	<p>Managers</p> <p>Managers</p>	<p>On-going/Daily</p> <p>On-going/Daily</p>	<p></p> <p>Yes</p>

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		<p>Move towards using 'fixed teams' when working in the shop e.g. 1 person allocated to perform Post office duties and stock ordering, 1 person allocated to operating the shop till, 1 person allocated to handling deli counter, weighable goods and packing bags following shopping and people allocated to restock the shop during closing.</p> <p>Maintaining 2m distancing while in work.</p>	<p>Ensure that employees understand the role assigned to them for each day that they are in the shop.</p> <p>Mark out 2m intervals on service area (behind tills and deli in the shop). Government review of social distancing</p>	<p>Managers</p> <p>Managers</p>	On-going/Daily	Yes

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		PPE including wearing of gloves Where the wearing of gloves and PPE such as aprons and facemasks are identified as necessary (see workplace - cleaning) appropriate PPE will be made available.	has reduced the interval from 2m to 1m in situations where other mitigating factors are in place (screens, facemasks or hand washing facilities). We will continue to observe the 2m distancing guidance).	Managers	On-going/Daily	
		Symptom monitoring Encourage employees to check symptoms each morning before coming to work including loss of taste and or smell.	Remind staff that wearing PPE is not a substitute for good hand washing or other good practice such as social distancing.	Managers	On-going/Daily	
			We will support employees	Managers	On-going/Daily	

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		<p>If anyone becomes unwell with a new continuous cough or a high temperature in the workplace they will be sent home and advised to follow the stay at home guidance.</p> <p>If the situation necessitates it then we will follow the RIDDOR reporting guidance with support from the Environmental Health Officer.</p> <p>Supporting mental health & wellbeing We will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and</p>	<p>to be able to self-isolate.</p> <p>Internal communication channels and cascading of messages will be carried out regularly to reassure and support employees in a fast changing situation.</p> <p>We will offer support to staff who are affected by Coronavirus or has a family member affected.</p>	Managers	On-going/Daily	
				Managers	On-going/Daily	

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		<p>will offer whatever support we can to help</p> <p>Reference -</p> <p>https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/</p> <p>www.hseni.gov.uk/stress</p> <p>Royal Mail employees Royal mail employees will be asked to only access the Royal Mail sorting office through the door at the rear of the shop and if they need to do shopping will need to access the shop through the front doors as normal.</p>	<p>Regular communication of mental health information and open door policy for those who need additional support.</p>	<p>Managers</p>	<p>4th July 2020</p>	

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		Refuse collection We will continue to follow guidance issued by the Isles of Scilly Council to ensure appropriate disposal of potentially contaminated personal waste and cleaning products (see Appendix A).	Ensure that this is communicated to Royal Mail employees. Ensure that appropriate waste disposal measures are in place e.g. extra bin for contaminated items and extra waste bags. And ensure staff are aware of how waste should be disposed of.	Managers		Yes

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Spread of Covid-19 Coronavirus - Workplace	Employees, visitors and customers	Cleaning Where a employee, customer or visitor has a suspected case of Covid 19 we will follow current government guidance on cleaning found at https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings (see Appendix B).	Put together a revised cleaning & hygiene checklist. Ensure that required PPE (gloves, masks, aprons) and cleaning materials are readily available.	Managers Managers	On-going/Daily Aprons still required, 26 th June 2020. Aprons ordered 19th July 2020.	

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		<p>Frequent cleaning and disinfecting of common contact points (customer and employee) such as counter screens, door handles, fridge door handles, PDQ machines, ice cream freezer, light switches, cling film dispensers, dry goods utensils and shopping baskets using appropriate cleaning products and methods after closing.</p> <p>Removal of all wicker shopping baskets and reduction of the number of plastic shopping baskets available to reduce potential</p>	<p>Ensure that safe waste disposal facilities are available on site.</p> <p>Set up clean and dirty area for baskets to ensure cleaning after use.</p>	<p>Managers</p> <p>Managers</p>	On-going/Daily	<p>Yes</p> <p>Yes</p>

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		<p>contact points. Cleaning of baskets with disinfectant after use by each customer.</p> <p>Once stock has been put through the till items will be packed into brown paper bags or passed back to customers in the basket for them to pack into their own bags.</p> <p>Move the confectionary currently located at the shop counter to another location so that stock isn't exposed to prolonged potential contact</p>	<p>Ensure baskets are cleaned regularly.</p> <p>Purchase brown paper bags.</p>	<p>All staff working at the counter.</p> <p>Managers</p> <p>Managers</p>	<p>On-going/Daily</p> <p>4th July 2020</p>	<p>Yes</p>

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		<p>with customers.</p> <p>Ventilation</p> <p>In order to increase the airflow through the shop premises we will open all windows and keep the door open, weather permitting.</p> <p>Social Distancing</p> <p>The number of people in the shop has been restricted to two people or a small family group (e.g. two parents and a child) at any one time.</p> <p>The shop has been divided in two to enable people to remain at least 2m apart at</p>	<p>Put up more signs reminding people to follow the social distancing guidelines.</p> <p>Government review of social distancing has reduced the interval from 2m to 1m in</p>	<p>Managers</p> <p>Managers</p>	<p>On-going/Daily</p>	<p>Yes</p>

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		<p>all times. We have also created an area at the till and post office counter which shows a 2m area.</p> <p>We have marked out 2m intervals on the path outside the shop and moved the benches so that people can sit at 2m intervals.</p> <p>Install screens at both the Post Office counter and shop till counter.</p>	<p>situations where other mitigating factors are in place (screens, facemasks or hand washing facilities). We will continue to observe the 2m distancing guidance).</p> <p>Purchase screens Install screens.</p>	<p>Managers Managers</p>	<p>4th July 2020</p>	<p>Yes</p>

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Spread of Covid-19 Coronavirus – Manual Handling	Employees responsible for freight collection and employees responsible for restocking.	Employees responsible for collecting freight from the quay have been asked to ensure that they wash/sanitise their hands before/after unloading stock and have also been asked to ensure that they wash their hands thoroughly after bringing stock into the warehouse. Move to restocking the shop outside of shop opening hours to limit the number of people in the shop at any one time.	Ensure that hand sanitiser is available is the vehicle used for freight collection.	Managers	On-going/Daily	
			Remind employees to wash their hands when entering the premises and when leaving the premises.	Staff involved in freight and restocking.	On-going/Daily	
				Managers	4 th July 2020	

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		<p>Items such as bread, milk and vegetables will need to be stocked up during opening hours. When this is necessary we will close the shop for a short amount of time to facilitate this.</p> <p>All orders for delivery will be packed either before shop opening or after the shop has closed to reduce the number of people circulating in the shop at anyone time.</p>				
Spread of Covid-19 Coronavirus - Customers	Customers, including older and vulnerable	Social Distancing Once we have visitors to the island we will limit shop	Advise the islands residents of these opening hours.	Managers	4 th July 2020	

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	adults, children and babies.	<p>opening hours between 09:00-10:00 (Mondays, Wednesdays & Fridays) to older residents (those over 70) and vulnerable residents.</p> <p>Limiting entry to the shop to two people at a time (see workplace hazard risk above) to enable 2m social distancing.</p> <p>Encourage customers to take advantage of our online ordering service to help reduce the numbers of people at the shop during opening hours.</p>	<p>Liaise with holiday lets and campsite owners to communicate this to visitors.</p> <p>Government review of social distancing has reduced the interval from 2m to 1m in situations where other mitigating factors are in place (screens, facemasks or hand washing facilities). We will continue to observe the 2m distancing guidance).</p> <p>Set up a 'click and collect' service for residents and campers to limit the number of people entering the shop</p>	<p>Managers</p> <p>Managers</p>	<p>27th June 2020</p> <p>27th June 2020</p>	

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		<p>Reduce the number of items that people can buy in one visit to the shop to 15 items to encourage them to take advantage of our ordering and delivery service and to reduce the amount of time people spend in the shop.</p> <p>Closed the toilet in the shop to reduce the contact potential contact points at risk of contamination.</p> <p>Remind customers to avoid all unnecessary touching of shop stock and if any item of</p>	<p>and also reduce the number of deliveries to the campsite. Communicate this to the islands residents and make this information available to visitors.</p> <p>Ensure that stocks of hand sanitiser are readily available.</p> <p>Communicate this to the islands residents and make this information available to visitors.</p> <p>Produce posters to display around the shop to remind people and communicate to</p>	<p>Managers</p> <p>Managers</p> <p>Managers</p>	<p>On-going/Daily</p> <p>27th June 2020</p>	<p>Yes</p>

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		<p>stock is picked up and is no longer required ask customers to return this item to the shop counter and not to put it back on the shelf.</p> <p>Hand Sanitising Hand sanitiser has been available to customers entering and leaving the shop. Wearing gloves is not an acceptable alternative.</p>	residents and visitors.		On-going/Daily	
Spread of Covid-19 Coronavirus						