

Covid-Secure risk assessment

Aims: Reduce the risk of airborne and surface transfer of the virus by implementing measures based on the Government guidance for retailers:
<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches>

This version updated 19th July 2020

Measures requiring customer compliance

Measure implemented	Reason	Measures to encourage compliance/other things to note
<p>Social distancing rules</p> <p>Shop capacity limit:</p> <ul style="list-style-type: none"> - One customer or household in the shop at one time, or - Two customers if both are wearing face coverings 	<p>Reduce airborne transmission</p> <p>1 customer = 2m distancing (due to small size of shop - 2m80cm width in total - it is not possible for customers to 2m social distance from each other)</p> <p>2 customers wearing face coverings = 1m distancing + mitigations</p>	<p>Clear signage at the door which can be seen before customers enter the shop</p> <p>Promote the message on social media before and after reopening to make people aware</p> <p>In previous times there were rarely more than one or two customers in at once so shouldn't be a frequent problem</p> <p>Action point: Consider whether additional measures will need to be taken to encourage customers to comply or if this proves unnecessary. Consider how staff should address the situation if customers ignore the capacity limit.</p>
<p>Ask customers to use hand sanitiser on the way in</p>	<p>Reduce surface transmission</p>	<p>Place prominently next to the door with signage encouraging customers to use</p> <p>Promote on social media before and after reopening</p>
<p>Ask customers to wear a face covering</p>	<p>Reduce airborne transmission</p>	<p>Social distancing rules may act as a nudge</p> <p>Staff to also wear a mask to model behaviour to customers</p> <p>**Update** Masks in shops now compulsory from 24th July, so compliance should be higher than first expected</p>

Remind customers to keep a safe distance from any other customers in the shop (if two customers in at once)	Reduce airborne transmission	Signage in shop Action point: Consider if additional measures are needed to stop customers entering the shop while another customer is standing at the counter (i.e. next to the door where 1m distancing isn't possible).
Ask customers not to touch things they don't intend to buy	Reduce surface transmission	Unlikely to be complied with by all (our customers tend to want to read the ingredients more than average) - encouraging hand sanitiser use is more likely to be effective
Ask customers to pay by card or contactless whenever possible	Reduce surface transmission	Signage at counter next to the card machine

Other measures not directly affected by customer behaviour

Measure implemented	Reason	Measures taken to enable this/ Additional detail	Potential issues to consider
Procedures			
Perspex screen installed around counter	<p>Reduce airborne transmission</p> <p>Mitigation where 2m or 1m distancing is not possible between customer and staff</p>	<p>Signage asking customers to step back while staff scan their items. Floor sticker to indicate where they should stand.</p> <p>Coloured tape affixed around the edges of the screen so that customers can see it is there and do not injure themselves on the edges.</p>	<p>Action point - day to day procedures: Make sure customers don't try and talk to staff by leaning round the side of the screen. Ask the customer to move in front of the screen if this happens.</p>

<p>Staff to stay behind screen at all times when customers in shop</p>	<p>Reduce airborne transmission</p> <p>Mitigation because 2m or 1m distancing is not possible between customer and staff</p>	<p>Staff should at a minimum follow usual social distancing guidelines:</p> <ul style="list-style-type: none"> - Stay 2 metres away from others - Stay at least 1 metre away when other mitigation is used (i.e. both people are wearing a mask) - Stay behind the screen when serving customers at the counter because 1 metre distancing is not possible in that situation <p>Remember that staff are at much higher risk than customers due to being in regular contact with unlimited numbers of other people throughout the whole day, so extra distancing beyond the absolute minimum is encouraged where possible (even if some customers may consider it excessive from the point of view of their own personal safety, as they are only in the shop for a short amount of time interacting with one person)</p>	<p>Action point - day to day procedures: Be aware customers may expect the staff member to go over to the shelves to help them find/choose a product. Staff to stay behind screen and answer questions from there if at all possible. Implement signage to state this policy if needed.</p> <p>Action point: Consider if additional signage is needed to help customers locate products without having to be physically shown where they are by the member of staff.</p> <p>Action point - day to day procedures: Staff may wish to consider wearing a visor if staying behind the screen proves to be not always possible</p>
<p>Unpacking of wholesale orders and stacking shelves to take place outside opening hours</p>	<p>Reduce airborne transmission and enable social distancing (due to small size of shop it is difficult for customers to keep distance from staff stacking shelves, and customers may choose not to or forget to keep a safe distance)</p>	<p>Opening hours will be changed to reflect the extra time needed to complete this work outside opening hours</p>	

<p>Leave front and back doors open whenever possible</p>	<p>Reduce airborne transmission by increasing airflow</p>	<p>Fly screen has been fitted to back door so it can be left open</p>	<p>Action point: Traffic noise may make it more difficult for customers to hear what member of staff is saying. Consider if additional steps need to be taken to help hearing impaired customers</p> <p>Action point: Observe whether leaving the doors opening leads to customers shouting or raising their voice more than otherwise would be needed - i.e. does the traffic noise make keeping the doors open counterproductive (currently estimate that airflow will be a greater advantage but monitor this once implemented)</p> <p>Action point: Observe if this causes problems during bad or cold weather (e.g. may cause the indoor temperature to drop below the required workplace minimum in colder weather)</p>
<p>Keep any music/radio to low volume or switched off</p>	<p>Reduce airborne transmission by encouraging customers or staff to not have to raise their voice to speak</p>	<p>Music/radio can be switched off if needed by staff without having to move from behind the counter screen</p>	<p>Action point - day to day procedures: May need to switch music/radio off at the counter if necessary to help hearing impaired customers</p>

Cleaning			
<p>Frequent cleaning of touch points during the day</p> <ul style="list-style-type: none"> - Baskets - Card pin pad - Fridge and freezer handles - Front door handle if door is closed 	Reduce surface transmission	<p>Wear washing up gloves while cleaning</p> <p>Cleaning schedule implemented to remind staff of tasks</p>	
<p>Regular cleaning of other surfaces that could carry droplets</p> <ul style="list-style-type: none"> - Counter screen - Rest of area around counter - Fridge and freezer doors 	Reduce surface transmission	<p>Wear washing up gloves while cleaning</p> <p>Cleaning schedule implemented to remind staff of tasks</p>	
Staff			
Staff to keep hands clean	Reduce surface transmission from staff to customer and between customers	<p>Handwash and hot water available for handwashing</p> <p>Hand sanitiser provided at the counter for staff only</p> <p>Wash hands with handwash and hot water on arrival</p> <p>Wash hands after eating/toilet/ touching face or face covering/ coughing or sneezing near hands</p> <p>Use hand sanitiser between serving each customer, esp. if having to handle cash (use gloves and sanitise those if skin gets sore)</p> <p>Cough or sneeze into elbow</p> <p>Remember not to touch face or face covering</p>	<p>Action point - day to day:</p> <p>Consider asking customers to hold the barcodes up to be scanned if they only have one or two items (so staff don't have to touch anything touched by customer)</p>

<p>Shop owner to wear a face covering. Employees will be strongly encouraged to wear a face covering.</p>	<p>Reduce airborne transmission (and potentially air to surface when staff are unpacking orders or stacking shelves)</p> <p>Model behaviour to customers</p>	<p>Action point - day to day procedures: Remember to put on and take off face covering safely, i.e. using the straps, avoiding touching the material that covers the face, and clean hands before and after putting on/taking off.</p>	<p>Action point: Face coverings may cause problems for customers who need to lip read (that plus traffic noise from keeping the door open). Try displaying a sign at the counter saying 'please tell me if you need to lip read' and take mask off if requested by customer (while staying behind the counter screen)</p> <p>Consider if there is a need for extra help for hearing impaired customers such as a loop system or intercom at the counter depending on customer needs</p>
<p>New opening hours to include lunch break when the shop is closed to customers</p>	<p>In order to implement procedures on wearing of face coverings and hand hygiene (i.e. staff can take off their face covering, wash their hands, eat and wash their hands again, and not have to come into contact with customers - i.e being in close proximity, touching their shopping or handling cash - during this time)</p>	<p>Staff encouraged to not eat at the counter unless no customers are in the shop. If eating is necessary, preferably choose something that can be eaten quickly (before more customers come in) and without touching the face/mouth. Wash or sanitise hands after eating.</p>	<p>Recognise that staff will need to take face covering off briefly to drink at the counter (e.g. water), especially in hot weather (keeping hydrated is important).</p>
<p>Staff to stay home if they or anyone they live with shows symptoms or is told to self-isolate by an official contact tracer</p>			

<p>No employees consider themselves to be at higher risk of virus complications (only the shop owner who is not an employee so doesn't count), so no additional safety measures need to be taken beyond the standard ones already taken to ensure employees can work safely</p>			<p>Shop owner is immunocompromised and therefore at additional risk from working in a customer facing role. Protective measures including keeping the doors open, staying behind the perspex screen at the counter, and encouraging customers to wear a face covering and use hand sanitiser will have to be considered sufficient.</p>
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Summary of measures taken to protect customers

I have closely followed the Government's Covid-Secure guidance to make the shop as safe as possible for customers and staff

I will help protect you by:

- Keeping the doors open whenever possible to increase airflow
- Wearing a face covering
- Keeping my hands clean
- Using hand sanitiser or washing my hands between serving each customer
- Cleaning touch points frequently throughout the day (e.g. baskets, fridge/freezer handles, card pin pad)
- Cleaning other surfaces regularly
- Staying behind the protective screen at the counter while there are customers in the shop
- Unpacking deliveries and restocking shelves outside of opening hours to enable physical distancing between myself and customers
- Providing hand sanitiser for customers to use

I ask customers to help protect each other and me by:

- Observing the social distancing capacity limits:

One person/household in the shop at a time, **or**
Two if everyone is wearing face coverings

- Wearing a face covering if you are able to
- Using hand sanitiser on your way in

While you shop, please also:

- Maintain a safe distance (at least 1m) if another customer is in the shop
- Only touch what you're interested in buying
- Pay by contactless or card whenever possible

Accessibility considerations raised by implementing Covid-Secure measures

Safety measure	Consideration	Addressed by
One or two people/households at a time in the shop	<p>Customers may need to bring a helper with them to assist them to shop</p> <p>Customers may need to bring their children or other dependents in with them</p>	Wording the request as 'one customer or household' to indicate that a customer can bring another person inside with them if needed
One or two people/households at a time in the shop	Customers may occasionally need to wait outside - standing up to wait may be difficult for some people	Put a chair outside on the pavement in case someone waiting needs to sit down (and include the chair in the cleaning schedule) if there are occasions where customers need to wait to come in. Unlikely to be a frequent occurrence based on previous footfall.
Asking customers to wear face coverings	Some customers cannot wear face coverings for medical reasons	<p>Wording the request as 'if you are able to', to acknowledge that not everyone can</p> <p>Staff will not ask customers to put on a face covering, it will be left to customers to decide whether or not to wear one</p>
Keeping the doors open for airflow	Traffic noise from having the doors open may make it difficult for hearing impaired customers to hear what the member of staff is saying	<p>Keep the radio/music either switched off or lowest possible volume to reduce additional background noise</p> <p>Consider whether additional measures (such as a loop system or intercom) will need to be installed</p>
Staff wearing a face covering	Hearing impaired customers who need to lip read will not be able to do so. The face covering (and the counter screen) may make the member of staff's voice harder to hear	<p>Staff to take face covering off if they are aware that a customer needs to lip read. Use signage saying 'please tell me if you need to lip read' to try and help customers feel comfortable asking.</p> <p>Consider whether additional measures (such as a loop system or intercom) will need to be installed</p>

