



# Risk Assessment

Task: Covid-19 Midgley Fencing Centre

Date

17/05/2021

Location: Midgley Fencing Centre

Risk Assessment carried out by: Sue Elliott

Signed:

Local Hospital Info

Staff member depedant. Call 111 or 999 if Covid-19 is suspected and follow instructions. Do Not go to doctors or hospital.

## Method Statement

Method Statement

A cleaning station has been positioned at the retail entrance. Hand gel is also available on all counters and the trade service desk

Opening hours for retail will be advertised as normal. The site will be open 8am - 5pm with trade collections encouraged between 8am -10am and 4pm-5pm. We do not intend to turn customers away if they arrive outside their allotted hours.

Counter Staff will be allocated a computer and phone each which they will use throughout the day. If any sharing needs to happen the workstation will be fully disinfected between users. Screens have been installed on the counters

A one way system has been marked on the floor along with 2m lines to help people keep their distance from one another. Boxes have been marked on the floor by the tills to ensure customers do not approach the counter.

Only counter staff allowed behind the counter - if other staff members need an item that is stored behind the counter they should ask for it. One staff member behind the retail desk and one behind the trade desk.

A separate trade service area is provided by the fire door to the rear of the shop next to the trade office separated from retail by product stands.

An extra hour of cleaning every weekday at lunchtime will be carried out by NIC. This will focus on the toilets and touch points. Staff are to keep their workstations clean and clean all touch points at the end of the day.

Signage asking customers to load their vehicle in a neat manner that can be easily checked off then report to the staff member on the checking off area to be processed.

Customers and staff are required to wear face coverings while in the shop. Staff can remove theirs when working behind a screen.

Activity/Task	Hazard/Risk	Persons at risk of infection	Controls in place	Severity (1-5)	Likelihood (1-5)	Risk level	Additional controls required	Action by who?	Action by when?	Done
Retail customer transactions	Cash Handling. Contaminated cash	Staff & customers	*Avoid cash for the duration of government restrictions by encouraging card transactions. Exact change only	5	2	10	Clean the card machine after use for non contactless transactions. Wash or sanitise hands after handling cash	Retail managers	Ongoing	
	Maintaining Social Distancing Measures	Staff & customers	* Normal trading hours for trade and retail.	5	2	10	Retail MOD to enforce these measures	MW/LW/BS	Ongoing	
			*Staff members to have own work station allocated at the start of the day. Fully disinfected at the start and end of the day.							
			*Only one staff member behind the till point and only one on trade counter at any time.							
			*No other staff members to go behind the counters for anything unless replacing one of the 2 counter staff members for breaks.							
			* Customers to load own vehicle then drive to the checking off area to let staff know they need checking off. Once checked off the transaction will be processed and payment taken on a hand held card machine.							
			*Products from inside the shop to be placed on the counter under the screen to be scanned or entered manually by the staff member on the till as appropriate.							

Activity/Task	Hazard/Risk	Persons at risk of infection	Controls in place	Severity (1-5)	Likelihood (1-5)	Risk level	Additional controls required	Action by who?	Action by when?	Done
Retail customer transactions	Maintaining Social Distancing Measures	Staff & customers	*Queuing systems for people on foot and in cars. Pedestrians to queue along the front of the shop. Cones to be used to indicate 2m separation on busy days. Cars to be managed by staff member checking off	5	2	10				
			* Customers to load own vehicle then drive to the checking off area to let staff know they need checking off.							
			* Customers are not to congregate while waiting to be checked off.							
			*Queuing systems for people on foot and in cars. Pedestrians to queue along the front of the shop. Cones to be used to indicate 2m separation. Cars to be managed by staff member checking off							
			*Retail door to be propped open or extra cleaning if weather requires door to be closed.							
			* Customers and staff to wear face coverings; staff exempt when behind counter screen							
			* One or more staff members as required on checking off area, checking off customers and passing them their ticket to be taken to the till.							

Activity/Task	Hazard/Risk	Persons at risk of infection	Controls in place	Severity (1-5)	Likelihood (1-5)	Risk level	Additional controls required	Action by who?	Action by when?	Done	
Retail customer transactions	Maintaining Social Distancing Measures	Staff & customers	*Maximum 12 people allowed in the shop including staff but excluding trade serving area. Limit to 2 customer bubbles.	5	2	10	The gates may need manning to restrict numbers of customers onto the site if numbers get too high. Constant monitoring by management team.	ADE/SE/MW/LW	When open		
			* Customer numbers in the shop to be restricted to 12 people including staff but excluding the trade service area. 1 customer or bubble at the trade entrance at a time.								
			*Customers & staff to wear masks as per government guidance								
	Shed orders and enquiries that take time to work out. Prolonged contact between customers and staff	Staff & customers	*Ask the customers to leave the enquiry with us or lodge it online. Shed orders processed by LW who can ask customers to leave details with her for later processing.	5	2	10	Regular review of the situation.	LE/TC/SE	Before open/ ongoing		
	Contaminated items being returned	Staff & customers	*Any item returned to the shop is to be stored for 72 hours before being handled or put back on the shelf. A box a day will be kept behind the till for this purpose	5	2	10					
			*Items to be returned to the sales yard should be stacked for 3 days and then returned to stock								

Customers with children	Spread of COVID-19	Staff & customers	*Signage to remind customers that they are to keep children under control at all times. Ideally only 1 member of a 2 adult family to enter the shop at a time.	3	2	6				
Activity/Task	Hazard/Risk	Persons at risk of infection	Controls in place	Severity (1-5)	Likelihood (1-5)	Risk level	Additional controls required	Action by who?	Action by when?	Done
Trade customer transactions	Maintaining social distancing measures	Staff & customers	*Trade customers to enter the shop by the side fire escape wearing a face covering, knock on the trade door for attention and then step out of the way into a marked box for staff member to come and check them off. Ticket will be processed in the office. Trade customers are not to enter the office. Trade staff are to wear face coverings while in the shop.	5	2	10				
			*If any items are needed from the shop they will be collected by the staff member and placed on a table for the trade customer to collect once the staff member has stepped back							
			*Hand sanitiser will be available on the trade desk							
			*Only 2 people allowed in trade collection area at any time							
			*Door to be propped open 8-10am and 4-5pm							
			*Trade collections are to be pre-booked							

Activity/Task	Hazard/Risk	Persons at risk of infection	Controls in place	Severity (1-5)	Likelihood (1-5)	Risk level	Additional controls required	Action by who?	Action by when?	Done
On Site activities	Welfare facilities being contaminated by users	Staff & customers	*Toilets to be opened to the public with an extra clean in the middle of the day. Regular checking of the handwashing facilities. Disabled for ladies, disabled & baby changing. Ladies to be used by men. Gents to remain closed and locked. *Vending machines to be cleaned regularly.	5	2	10				
	Contamination of stock during selection process	Staff & customers	* Customers are only to pick their own stock from the sales yard. Cleaning station at the entrance for customers to clean their hands before browsing.	5	2	10	Monitor how much handling stock is getting and if it is a lot review this assessment	Retail managers/ H&S	Ongoing	
	Loading heavy items meaning that people are compromising Social Distancing proximity limits	Staff & customers	* Team lifts between customers and staff members are to be avoided. Use forklifts wherever possible or arrange alternative option such as deliveries. If customer has a person with them in the vehicle they can team lift together.	3	2	6				
	Looking around the displays. Door handles being touched and	Staff & customers	*If weather is appropriate open all shed and cabin doors and wedge open to allow access without touching.	3	2	6				

	people being on site longer than necessary	customers	* All door handles to be cleaned at the end of day when the sheds are locked up.							
Activity/Task	Hazard/Risk	Persons at risk of infection	Controls in place	Severity (1-5)	Likelihood (1-5)	Risk level	Additional controls required	Action by who?	Action by when?	Done
	Staff breaks	Staff	*Canteen to be used by a maximum of 3 staff members at a time, 2 in seating area, 1 in kitchen	3	2	6				
	Site access	Staff & customers	*Site access is restricted to staff, deliveries, contractors completing sitework projects and tenants	3	2	6				

Notes	All Government directives to be followed. Advice to be considered and acted upon in a timely fashion. Departmental instructions have been issued covering the detail of the measures to be taken. These might be updated in line with government advice and are to be used in conjunction with this RA. This RA will be reviewed as advice changes or restrictions are altered.
	The success of partially reopening the site will be monitored and adjustments made as appropriate. The approach that the company is taking is suitably cautious to protect the staff, customers by maintaining acceptable levels of social distancing and hygiene while managing the requirements of the customers including stock control and maintaining customer service levels.
	This risk assessment will be available on the company website for customers and staff to access. There will be a copy of it in the shop along with copies of the Covid secure poster provided by the government.

Risk Level Indicator Key							
Severity (Consequence)		Risk Level					
1. Negligible (delay only)		5	5	10	15	20	25
2. Slight (minor injury/damage/interruption)		4	4	8	12	16	20
3. Moderate (lost time injury, illness, damage)		3	3	6	9	12	15
4. High (major injury/damage, disablement)		2	2	4	6	8	10
5. Very High (fatality)		1	1	2	3	4	5
Likelihood			1	2	3	4	5
1. Improbable/very unlikely			SEVERITY (CONSEQUENCE)				
2. Unlikely							
Summary		Indications					

3. Even Chance/may happen
4. Likely
5. Almost certain/imminent

12-25	High	Do Not Proceed without improving risk rating & reassessing
6-11	Medium	Proceed but try to identify further improvements
1-5	Low	Proceed with task





# Risk Assessment

Task: Covid-19 Retail re-opening

Date 15/06/2020

Location: Midgley Little Acorn

Risk Assessment carried out by: Sue Elliott

Signed:

Local Hospital Info

Staff member depedant. Call 119 if Covid-19 is suspected and follow instructions. Do Not go to doctors or hospital.

## Method Statement

Method Statement

Hand gel is available on counters

Only one staff member allowed in the Little Acorn at a time with the exception of family members who live together or people in a suport bubble together

Customers will be asked to stand back off the decking step while their order is prepared and placed to the side of the screen allowing the staff member to step behind the screen to take payment before the customer approaches

Payment will be by contactless card transaction only

All counters and the card machine are to be cleaned down with disinfectant spray regularly throughout the day. Ideally between customers.

Signage in the Little Acorn to remind staff to wash their hands regularly

Full clean down of the Little Acorn between staff members paying particular attention to all touch points including door handles, taps and coffe machine controls

Outside area to be cleaned regularly and bins will be regularly emptied and easily accessible.

All food will be pre-wrapped in cellophane from the supplier.

A queuing system will be implemented using cones to mark waiting positions if demand requires this. Signage reminding people to observe social distancing rules will be prominently displayed

Picnic benches will remain available with one per family/support bubble unit signs

Activity/Task	Hazard/Risk	Persons at risk of infection	Controls in place	Severity (1-5)	Likelihood (1-5)	Risk level	Additional controls required	Action by who?	Action by when?	Done
Retail customer transactions	Cash Handling. Contaminated cash	Staff & customers	*Do not accept cash for the duration of government restrictions. Encourage contactless transactions.	5	1	5	Clean the card machine after use for non contactless transactions.	LA staff member	Ongoing	
	Maintaining Social Distancing Measures	Staff & customers	*Queuing system for people if demand requires. Cones to be placed at 2m intervals.	5	2	10	Signage to this effect	ADE/TC	ASAP	
			*Customers can sit at the picnic benches if they choose to in family or support bubble groups							
			* Customers are not to congregate while waiting to be served.							
			*Only one customer from a group to approach the serving area							
*Ordered drinks and food to be placed beside the screen with the customer waiting behind the step. They can approach to pick up their order once the staff member is behind the screen and payment has been taken.										

Activity/Task	Hazard/Risk	Persons at risk of infection	Controls in place	Severity (1-5)	Likelihood (1-5)	Risk level	Additional controls required	Action by who?	Action by when?	Done
Sharing the workspace	Maintaining Social Distancing Measures	Staff	*One staff member in the Little Acorn at a time unless from a family or support bubble unit	5	2	10				
			*No other staff members to enter the Little Acorn unless it is shift change							
			*Little Acorn to be fully cleaned down between staff members. Disinfectant to be used. Particular attention is to be paid to all touch points including the coffee machine, taps and door handles							
Waste Management	Waste management	Staff & customers	*Bins inside the Little Acorn to be used as usual	5	2	10				
			*Bins are provided around the site for used cups and wrappers. These are to be emptied following usual procedures.	5	2	10				
			*If anyone presents with symptoms or informs us that they have started with symptoms a full clean wearing an apron, mask and gloves should be undertaken with all waste being disposed by double bagging and leaving to one side for 72 hours before putting in the main bin.	5	2	10				

Activity/Task	Hazard/Risk	Persons at risk of infection	Controls in place	Severity (1-5)	Likelihood (1-5)	Risk level	Additional controls required	Action by who?	Action by when?	Done
On Site activities	Welfare facilities being contaminated by users	Staff & customers	*Toilets to be opened to the public with an extra clean in the middle of the day. And regular checking of the handwashing facilities. Disabled for ladies, disabled & baby changing. Ladies to be used by men. Gents to remain closed and locked.  *Vending machines to be cleaned regularly.	5	2	10	Signage to this effect	TC	ASAP	

Notes
All Government directives to be followed. Advice to be considered and acted upon in a timely fashion. Departmental instructions have been issued covering the detail of the measures to be taken. These might be updated in line with government advice and are to be used in conjunction with this RA. This RA will be reviewed as advice changes or restrictions are altered.
The success of partially reopening the site will be monitored and adjustments made as appropriate. The approach that the company is taking is suitably cautious to protect the staff, customers by maintaining acceptable levels of social distancing and hygiene while managing the requirements of the customers including stock control and maintaining customer service levels.
This risk assessment will be available on the company website for customers and staff to access. There will be a copy of it in the shop along with copies of the Covid secure poster provided by the government.

### Risk Level Indicator Key

Severity (Consequence)
1. Negligible (delay only)
2. Slight (minor injury/damage/interruption)
3. Moderate (lost time injury, illness, damage)
4. High (major injury/damage, disablement)
5. Very High (fatality)
Likelihood
1. Improbable/very unlikely
2. Unlikely
3. Even Chance/may happen
4. Likely
5. Almost certain/imminent

		Risk Level				
LIKELIHOOD	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5
			1	2	3	4
SEVERITY (CONSEQUENCE)						
Summary		Indications				
12-25	High	Do Not Proceed without improving risk rating & reassessing				
6-11	Medium	Proceed but try to identify further improvements				
1-5	Low	Proceed with task				



# Risk Assessment

Task: Covid-19 Midgley Fencing Centre re-opening

Date 17/05/2021

Location: Brigg Fencing Centre

Risk Assessment carried out by: Sue Elliott

Signed:

Local Hospital Info

Staff member depedant. Call 111 or 999 if Covid-19 is suspected and follow instructions. Do Not go to doctors or hospital.

## Method Statement

Method Statement

A cleaning station has been positioned at the retail entrance. Hand gel is also available on all counters and the trade service desk

Opening hours for retail will be advertised as 9am - 5pm Monday to Saturday.

Counter Staff will be allocated a computer and phone each which they will use throughout the day. If any sharing needs to happen the workstation will be fully disinfected between users. Screens have been installed on the counters

2m lines to help people keep their distance from one another are marked. Boxes have been marked on the floor by the tills to ensure customers do not approach the counter.

Only counter staff allowed behind the counter - if other staff members need an item that is stored behind the counter they should ask for it. One staff member behind the retail desk and one behind the trade desk.

Queue system marked outside the shop

All customers required to wear face coverings. Retail staff members are also to wear face coverings unless working behind a screen.

Regular cleaning of touch points by shop staff throughout the day using normal cleaning products

Signage asking customers to load their vehicle in a neat manner that can be easily checked off then report to the staff member on the checking off area to be processed.

2 customer bubbles will be allowed in the shop at one time - a maximum of 6 people. Families with lots of children may be be asked that one parent wait outside with the children to keep numbers down. Staff are to remain behind screens when there are 2 bubbles in.

Activity/Task	Hazard/Risk	Persons at risk of infection	Controls in place	Severity (1-5)	Likelihood (1-5)	Risk level	Additional controls required	Action by who?	Action by when?	Done
Retail customer transactions	Cash Handling. Contaminated cash	Staff & customers	*Avoid cash for the duration of government restrictions by encouraging card transactions. Exact change only.	5	2	10	Clean the card machine after use for non contactless transactions. Wash or sanitise hands after handling cash	Retail managers	Ongoing	
	Maintaining Social Distancing Measures	Staff & customers	*Staff members to have own work station allocated at the start of the day. Fully disinfected at the start and end of the day.	5	2	10	Retail MOD to enforce these measures	JS/RM/JM	Ongoing	
			*No other staff members to go behind the counters for anything unless replacing one of the 2 counter staff members for breaks.							
			* Customers to load own vehicle then drive to the checking off area to let staff know they need checking off.							
			*Products from inside the shop to be placed on the counter under the screen to be scanned or entered manually by the staff member on the till as appropriate.							
* Customers are not to congregate while waiting to be checked off.										

Activity/Task	Hazard/Risk	Persons at risk of infection	Controls in place	Severity (1-5)	Likelihood (1-5)	Risk level	Additional controls required		Action by who?	Action by when?	Done
Retail customer transactions	Maintaining Social Distancing Measures	Staff & customers	*Queuing systems for people on foot and in cars. Pedestrians to queue along the front of the shop. Tape to be used to indicate 2m separation. Cars to be managed by staff member checking off	5	2	10					
			* Customers to load own vehicle then drive to the checking off area with their boots open to let staff know they need checking off. Once checked off the transaction will be processed and payment taken on a card machine.								
			* Customers are not to congregate while waiting to be checked off.								
			*Queuing systems for people on foot and in cars. Pedestrians to queue along the front of the shop. Tape to be used to indicate 2m separation. Cars to be managed by staff member checking off								
			*Retail door to be propped open 10am-4pm.								
			* One or more staff members as required on checking off area, checking off customers and passing them their ticket to be taken to the till.								

Activity/Task	Hazard/Risk	Persons at risk of infection	Controls in place	Severity (1-5)	Likelihood (1-5)	Risk level	Additional controls required	Action by who?	Action by when?	Done
	Contamination of stock during selection process	Staff & customers	* Customers are only to pick their own stock from the sales yard. Cleaning station at the entrance for customers to clean their hands before browsing.	5	2	10	Monitor how much handling stock is getting and if it is a lot review this assessment	Retail managers/ H&S	Ongoing	
Retail customer transactions	Maintaining Social Distancing Measures	Staff & customers	*Maximum 9 people allowed in the shop including staff	5	2	10	The gates may need manning to restrict numbers of customers onto the site if numbers get too high. Constant monitoring by management team.	JS/RM/JM	When open	
			* Customer numbers in the shop to be restricted to 6 people or 2 bubbles. Max 3 staff members in at a time, aim for 2. If 6 customers in staff must be behind screens.4							
			*Customers to wear face coverings, staff to wear them if not behind a screen							
	Contaminated items being returned	Staff & customers	*Any item returned to the shop is to be stored for 72 hours before being handled or put back on the shelf. A box a day will be kept behind the till for this purpose	5	2	10				
			*Items to be returned to the sales yard should be stacked for 3 days and then returned to stock							
Customers with children	Spread of COVID-19	Staff & customers	*Signage to remind customers that they are to keep children under control at all times. If a large family comes in it might be necessary to ask an adult to wait outside with children	3	2	6				



Activity/Task	Hazard/Risk	Persons at risk of infection	Controls in place	Severity (1-5)	Likelihood (1-5)	Risk level	Additional controls required	Action by who?	Action by when?	Done
On Site activities	Loading heavy items meaning that people are compromising Social Distancing proximity limits	Staff & customers	* Team lifts between customers and staff members are to be avoided. Use forklifts wherever possible or arrange alternative option such as deliveries. If customer has a person with them in the vehicle they can team lift together.	3	2	6				
	Looking around the displays. Door handles being touched and people being on site longer than necessary	Staff & customers	*If weather is appropriate open all shed and cabin doors and wedge open to allow access without touching.	3	2	6				
			* All door handles to be cleaned at the end of day when the sheds are locked up.							
Site access	Staff & customers	*Site access is restricted to staff, deliveries, contractors completing sitework projects and tenants	3	2	6					
Welfare	Staff breaks	Staff	*Full wipe down between users by last to use it.	3	2	6				
	Toilets	Staff	*Toilets are for staff use only. Regular cleaning required, a minimum of twice daily for all regular touch points	3	2	6				
<b>Notes</b>	All Government directives to be followed. Advice to be considered and acted upon in a timely fashion. Departmental instructions have been issued covering the detail of the measures to be taken. These might be updated in line with government advice and are to be used in conjunction with this RA. This RA will be reviewed as advice changes or restrictions are altered.									
	The success of partially reopening the site will be monitored and adjustments made as appropriate. The approach that the company is taking is suitably cautious to protect the staff, customers by maintaining acceptable levels of social distancing and hygiene while managing the requirements of the customers including stock control and maintaining customer service levels.									
	This risk assessment will be available on the company website for customers and staff to access. There will be a copy of it in the shop along with copies of the Covid secure poster provided by the government.									

**Risk Level Indicator Key**

<b>Severity (Consequence)</b>
1. Negligible (delay only)
2. Slight (minor injury/damage/interruption)
3. Moderate (lost time injury, illness, damage)
4. High (major injury/damage, disablement)
5. Very High (fatality)

<b>Likelihood</b>
1. Improbable/very unlikely
2. Unlikely
3. Even Chance/may happen
4. Likely
5. Almost certain/imminent

		<b>Risk Level</b>				
<b>LIKELIHOOD</b>	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5
		1	2	3	4	5
		<b>SEVERITY (CONSEQUENCE)</b>				

<b>Summary</b>		<b>Indications</b>
12-25	High	Do Not Proceed without improving risk rating & reassessing
6-11	Medium	Proceed but try to identify further improvements
1-5	Low	Proceed with task



# Risk Assessment

Task: Covid-19 Wentworth Fencing Centre

Date

17/05/2021

Location: Wentworth Fencing Centre

Risk Assessment carried out by: Sue Elliott

Signed:

Local Hospital Info

Staff member depedant. Call 111 or 999 if Covid-19 is suspected and follow instructions. Do Not go to doctors or hospital.

## Method Statement

Method Statement

A cleaning station has been positioned at the retail entrance. Hand gel is also available on all counters and the trade service desk

Toilets will not be open to the public

Counter Staff will be allocated a computer and phone each which they will use throughout the day. If any sharing needs to happen the workstation will be fully disinfected between users. Screens have been installed on the counters.

2m lines to help people keep their distance from one another are marked. Boxes have been marked on the floor by the tills to ensure customers do not approach the counter.

Only counter staff allowed behind the counter - if other staff members need an item that is stored behind the counter they should ask for it. One staff member behind the retail desk, one behind the trade desk and one in the office.

Queue system marked outside the shop

All customers required to wear face coverings. Retail staff members also need to wear face coverings.

Regular cleaning of touch points by shop staff throughout the day using normal cleaning products

Signage asking customers to load their vehicle in a neat manner that can be easily checked off then report to the staff member on the checking off area to be processed.

Only 2 customers allowed in the shop at any time. Couples will be asked for just one person to enter. Parents with children who are too young to enter will be allowed in but asked to keep children under control.

Activity/Task	Hazard/Risk	Persons at risk of infection	Controls in place	Severity (1-5)	Likelihood (1-5)	Risk level	Additional controls required	Action by who?	Action by when?	Done		
Retail customer transactions			*Staff members to have own work station allocated at the start of the day. Fully disinfected at the start and end of the day. *Only one staff member behind the till point, one in the office and only one on trade counter at any time. *No other staff members to go behind the counters for anything unless replacing one of the 2 counter staff members for breaks.	5	2	10	Retail MOD to enforce these measures	DC/DB	Ongoing			
			* Customers to load own vehicle then drive to the checking off area to let staff know they need checking off.									
			*Products from inside the shop to be placed on the counter under the screen to be scanned or entered manually by the staff member on the till as appropriate.									
	Cash Handling. Contaminated cash	Staff & customers	*Avoid cash for the duration of government restrictions by encouraging card transactions	5	2	10	Clean the card machine after use for non contactless transactions. Wash or sanitise hands after handling cash.	Retail managers	Ongoing			
	Customers on site	Staff & customers	*Only 1 family or social bubble in the furniture display at a time									

Activity/Task	Hazard/Risk	Persons at risk of infection	Controls in place	Severity (1-5)	Likelihood (1-5)	Risk level	Additional controls required	Action by who?	Action by when?	Done
Retail customer transactions	Maintaining Social Distancing Measures	Staff & customers	*Queuing systems for people on foot and in cars. Pedestrians to queue along the front of the shop, marked to indicate 2m separation.	5	2	10				
			* Customers to load own vehicle then drive to the checking off area and open their boots to let staff know they need checking off. Once checked off the transaction will be processed and payment taken on a card machine. Trade customers will be asked to sound their horns for attention							
			* Customers are not to congregate while waiting to be checked off.							
	Contact transmission	Staff & customers	*Retail door to be propped open whenever weather allows. Extra cleaning of door handles when this is not practical.	5	2	10				
	Maintaining Social Distancing Measures	Staff & customers	*Maximum 9 people allowed in the shop including staff, only 2 customer bubbles at a time. * Customer numbers in the shop to be restricted to 5 people including staff *Customers to wear masks *Staff members to wear face coverings unless behind screens	5	2	10	The gates may need manning to restrict numbers of customers onto the site if numbers get too high. Constant monitoring by management team.	DC/DB	When open	

Activity/Task	Hazard/Risk	Persons at risk of infection	Controls in place	Severity (1-5)	Likelihood (1-5)	Risk level	Additional controls required	Action by who?	Action by when?	Done
Retail customer transactions	Shed orders and enquiries that take time to work out. Prolonged contact between customers and staff	Staff & customers	*No Cabin orders at present. Shed orders can be taken if there is no queue for the shop or dealt with on displays.	5	2	10	Regular review of the situation.	LE/TC/SE	Ongoing	
	Contaminated items being returned	Staff & customers	*Any item returned to the shop is to be stored for 72 hours before being handled or put back on the shelf. A box a day will be kept behind the till for this purpose	5	2	10				
			*Items to be returned to the sales yard should be stacked for 3 days and then returned to stock							
On Site activities	Contamination of stock during selection process	Staff & customers	* Customers are only to pick their own stock from the sales yard. Cleaning station at the entrance for customers to clean their hands before browsing.	5	2	10	Monitor how much handling stock is getting and if it is a lot review this assessment	Retail managers/ H&S	Ongoing	
	Loading heavy items meaning that people are compromising Social Distancing proximity limits	Staff & customers	* Team lifts between customers and staff members are to be avoided. Use forklifts wherever possible or arrange alternative option such as deliveries. If customer has a person with them in the vehicle they can team lift together.	3	2	6				

Activity/Task	Hazard/Risk	Persons at risk of infection	Controls in place	Severity (1-5)	Likelihood (1-5)	Risk level	Additional controls required	Action by who?	Action by when?	Done
Customers with children	Spread of COVID-19	Staff & customers	*Signage to remind customers that they are to keep children under control at all times.	3	2	6				
On site activities	Looking around the displays. Door handles being touched and people being on site longer than necessary	Staff & customers	*If weather is appropriate open all shed and cabin doors and wedge open to allow access without touching. If not appropriate, regular cleaning of handles throughout the day required	3	2	6				
			* All door handles to be cleaned at the end of day when the sheds are locked up.							
	Site access	Staff & customers	*Site access is restricted to staff, deliveries, contractors completing sitework projects and tenants	3	2	6				
Welfare	Staff breaks	Staff	*Canteen to be used by a maximum of 1 staff member at a time unless they are family members. Full wipe down between users by last to use it.	3	2	6				
	Vending machines	Staff & customers	*Vending machine control pads to be cleaned at least 3 times a day. Internal cleaning twice weekly	3	2	6				
	Toilets	Staff, tenants & customers	*Toilets reopened for general use but not advertised as such. Regular cleaning required, a minimum of twice daily for all regular touch points	3	2	6				

<b>Notes</b>	All Government directives to be followed. Advice to be considered and acted upon in a timely fashion. Departmental instructions have been issued covering the detail of the measures to be taken. These might be updated in line with government advice and are to be used in conjunction with this RA. This RA will be reviewed as advice changes or restrictions are altered.
	The success of partially reopening the site will be monitored and adjustments made as appropriate. The approach that the company is taking is suitably cautious to protect the staff, customers by maintaining acceptable levels of social distancing and hygiene while managing the requirements of the customers including stock control and maintaining customer service levels.
	This risk assessment will be available on the company website for customers and staff to access. There will be a copy of it in the shop along with copies of the Covid secure poster provided by the government.

**Risk Level Indicator Key**

<b>Severity (Consequence)</b>
1. Negligible (delay only)
2. Slight (minor injury/damage/interruption)
3. Moderate (lost time injury, illness, damage)
4. High (major injury/damage, disablement)
5. Very High (fatality)

<b>Likelihood</b>
1. Improbable/very unlikely
2. Unlikely
3. Even Chance/may happen
4. Likely
5. Almost certain/imminent

<b>Risk Level</b>						
<b>LIKELIHOOD</b>	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5
	1	2	3	4	5	
<b>SEVERITY (CONSEQUENCE)</b>						

<b>Summary</b>		<b>Indications</b>
12-25	High	Do Not Proceed without improving risk rating & reassessing
6-11	Medium	Proceed but try to identify further improvements
1-5	Low	Proceed with task