

MIND RETAIL COVID 19 RISK ASSESSMENT - VERSION 3



Clothing Shop Workers and Van Drivers

THIS RISK ASSESSMENT MUST BE READ AND UNDERSTOOD BY ALL RETURNING STAFF AND VOLUNTEERS AND ALL NEW STARTERS AS PART OF THEIR INDUCTION.

Shop Name	
Opening Date	
Maximum number of occupants on sales floor including Mind staff	
Maximum number processing in back of house areas on ground floor	
Maximum number processing in back of house areas other floors	

I confirm I have read and understood the conditions of this risk assessment, agree with the content and that Mind Retail have provided satisfactory PPE suitable for my role.

.....	Signed
.....	Print Name and position
.....	Date

What are the hazards?	Who might be harmed	Mandatory (M) Recommended (R) or Business (B)	Controls Required (CRA Guide)	Controls by Mind Retail	Action by who?	Action by when?	Done
Transmission of virus to staff and volunteers who have been notified by the NHS that they are extremely vulnerable (sometimes referred to as the shielded group).	Staff/ Volunteers	M / R	Volunteers in the extremely vulnerable (shielded) group should be supported in staying at home as per the Government guidelines. Staff in the extremely vulnerable group should be supported in staying at home as per the Government guidelines.	Under currently government guidance Mind Retail will not permit the return to work by staff or volunteers in the extremely vulnerable category.	Mind Retail HR department to identify extremely vulnerable and vulnerable staff and volunteers and advise them upon Mind's position. Once unfurloughed shop managers to regularly check on staff and volunteers being shielded. Constant review of government guidance in respect of vulnerable categories and self isolation/shielding. Shop staff to be advised of government guidance during training with Regional Trainer.	HR. Returning staff to follow government guidance.	

Transmission of virus to staff and volunteers who are within the vulnerable group.	Staff/ Volunteers	M / R	Organisations must be especially careful and take extra steps for anyone in their workforce who is in a vulnerable group. Volunteers in the vulnerable group must be asked to consider very carefully the risks prior to re-engaging as volunteers. If staff cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to stay 2 metres away from others. If they have to spend time within 2 metres of others you should carefully assess whether this involves an acceptable level of risk. Hold individual discussions with affected staff members in the vulnerable group to consider the most appropriate course of action for them.	Staff and volunteers in the vulnerable category will not be required to return unless they expressly wish to and sign a disclaimer accepting that they are aware of the risks, will adhere to social distancing, wear PPE and accept those risks. If vulnerable staff/ volunteers wish to return to work Mind Retail will offer them a position with maximum protection away from the public areas and provide PPE. This is subject to review in accordance with government guidance.	Staff and volunteers in the vulnerable category will not be required to return unless they expressly wish to and sign a disclaimer accepting that they are aware of the risks, will adhere to social distancing, wear PPE and accept those risks. If vulnerable staff/ volunteers wish to return to work Mind Retail will offer them a position with maximum protection away from the public areas and provide PPE. This is subject to review in accordance with government guidance.	HR to monitor, returning staff to follow government guidance.	
Virus transmission among people in shops	Staff/ Volunteers and Customers	M	Every reasonable effort must be made to enable working from home as a first option. Plan for the minimum number of people needed on site to operate safely and effectively.	It is not possible for Mind Retail shop staff to work from home. Mind Retail have reviewed staffing requirements, whilst trade is expected to be slow, to permit time off and sufficient resources to process donations and clean premises during the day, shifts need to be split between staff to facilitate 6/7 day opening.	Opening hours and resources to be regularly reviewed and adjusted if required. Staff should work alone or in two's together, rather than mixing with other colleagues and limit exposure to volunteers. PPE has been provided and hands washed should be regularly in accordance with government guidance. If hand washing facilities are not available sanitiser to be used.	Head of Retail to review regularly and all training to be given by Regional Trainer within 5 days of restarting work.	
Virus transmission among people in shops	Staff/ Volunteers and Customers	M	Every reasonable effort must be made to comply with the social distancing guidelines (keeping people 2 metres apart. Where this cannot be followed in full all mitigating actions possible must be taken including: Keeping the activity time as short as possible Use of screens and barriers Back to back or side to side working Using "fixed teams or partnering"	Staff should not engage with customers on the sales floor within 2 metres and wear a face visor/ mask and/ or a screen. Mind Retail will not permit any more than the specified number in this assessment or 3 people working back of house at any time on any floor (which ever shall be the lower). There will be a maximum of a total of 3 people working back of house regardless of the size of the premises or how many floors.	Training to be completed in relation to this risk assessment, safe working and PPE with staff upon return to work and staffing levels adjusted to permit staff to work without compromising social distancing.	Regional Trainer to deliver training within 5 days of returning to work and prior to shop reopening to the public.	
Virus transmission among people in shops	Staff/ Volunteers and Customers	M	Staff and volunteers who develop symptoms of coronavirus (a new, continuous cough and/or a high temperature) should stay at home for 7 days from onset of symptoms.	Staff/ volunteers will be advised to self isolate for at least 7 days after symptoms of virus and will not be permitted to return to work until after that time.	HR department to monitor sickness and advise. Staff to advise of any volunteers reporting illness/ symptoms and self isolate if they have been in contact with the volunteer. Staff to be advised of policy during training with Regional Trainer.	HR to monitor, staff to be advised of policy during training with Regional Trainer within 5 days of returning to work.	
Virus transmission among people in shops	Staff/ Volunteers and Customers	M	If a volunteer or staff member lives in a household where someone else is unwell with symptoms of coronavirus then they must stay at home in line with the Government's guidance.	Mind Retail staff to follow government guidance.	HR department to advise staff of guidance when writing to unfurlough and conveyed again in training with Regional Trainer.	HR and regional Trainer.	

Virus transmission among people in shops	Staff/ Volunteers and Customers	M	Assess the maximum number of customers that can be in the shop at any one time based on shop size and layout so that the 2 metre social distancing can be observed with staff and volunteers working to regulate entry into shops. If you use staff to undertake "guarding activity" to manage this process you should consider whether they should be security cleared through the Security Industry Authority.	The size and configuration of premises has been assessed and the maximum numbers for each part of the premises (sales area, back of house ground floor, back of house upper floors. This is to be conveyed to staff/ volunteers and customers. Staff are not to permit additional customers/ staff/ volunteers beyond those figures. Mind has decided that no shop shall allow anymore than 7 persons in the sales area and a total of more than 3 people back of house, or more than 2 on any floor back of house in any circumstances regardless of size. Staff with not conduct a guarding activity.	Head of Retail and Property prepared maximum numbers utilised in this assessment. Regional Trainers to convey maximum numbers for each part of the shop to the shop staff and ensure that this will be displayed in the shop window for customer use. Marketing to provide poster.	Regional Trainer and Marketing prior to reopening.	
Virus transmission among people in shops	Staff/ Volunteers and Customers	R	You should put up signage to ask customers with symptoms not to enter the shop, and to remind people to always keep 2 metres from other people, wherever possible.	Literature prepared.	Marketing to print and send to shops. Regional Trainers to explain content within training.	To be displayed prior reopening.	
Virus transmission among people in shops	Staff/ Volunteers and Customers	R	You should regularly encourage staff and volunteers to wash their hands with soap and water as often as possible and for 20 seconds every time.	Govt posters are displayed and training will be conducted by the Retail Trainers.	Regional Trainers to conduct training,	Regional Trainer, within 5 days of return to work.	
Virus transmission among people in shops	Staff/ Volunteers and Customers	R	If feasible, you should also put up plexiglass barriers at all points of regular interaction to further reduce the risk of infection for all parties involved, cleaning the barriers regularly. You should still advise staff to keep 2 metres apart as much as possible.	Mind Retail has arranged for screens at till points and staff will be required to clean these thoroughly at least twice per day, before opening and at lunch closure.	Regional Trainers to advise staff why these must be used in conjunction with social distancing and potentially PPE. Also assist with the construction/assembly of screens if required. Shop manager to assemble and ensure used effectively.	Regional Trainers within 5 days of returning to work.	
Virus transmission among people in shops	Staff/ Volunteers and Customers	R	Changing rooms should be closed wherever possible given the challenges in operating them safely. If changing rooms remain open, you should ensure social distancing is maintained and that they are cleaned regularly, typically between uses and ensuring that stock is not immediately returned to the sales floor without waiting for 72 hours.	Changing rooms will be closed to the public.	Shop manager to ensure changing rooms closed to the public and sign posted.	Shop manager prior to reopening. Head of Retail to review.	
Virus transmission among people in shops	Staff/ Volunteers and Customers	R	Encourage people to shop alone if possible and remind customers with children that they are responsible for supervising them.	Posters will be displayed at the entrance to the shop.	Marketing to provide posters and shop managers to ensure that they are displayed prominently.	Shop manager prior to reopening.	
Virus transmission among people in shops	Staff/ Volunteers and Customers	R	Providing floor markings inside and outside of shops to support social distancing measures in place	Shops will be provided with floor tape to use internally. Externally is publicly owned so outside our ownership.	Shop manager to ensure tape applied appropriately.	Shop manager prior to reopening.	
Virus transmission among people in shops	Staff/ Volunteers and Customers	R	Review the layout of shops to ensure aisles/walkways are as clear as possible to support 2m social distancing and considering what changes would be possible to support social distancing.	Mind Retail will review layouts and where possible and adjust to clear walkways clear and to support social distancing.	Shop manager supported by training from Regional Trainer.	Shop manager prior to reopening.	

Virus transmission among people in shops	Staff/ Volunteers and Customers	R	Have a process in place on what to do if a staff member or volunteer has a confirmed case of coronavirus. This might include notifying a senior member of the organization, temporary closure and a deep clean and should include following any advice provided by Public Health England in particular around self-isolation for other staff and volunteers	If there is a confirmed case amongst the shop team that have worked at the premises within the previous 7 days, the shop should close immediately and members of the shop team are the self isolate for a minimum of 7 days and should advise HR immediately. HR will advise the regional manager who will instruct MSL to complete a deep clean prior to reopening.	Shop Manager, HR and Regional Trainer to made aware of the process.	Prior to reopening	
Virus transmission among people in shops	Staff/ Volunteers and Customers	B	Make regular announcements to remind people to follow social distancing advice.	Staff will be advised on a regular basis but we do not have a tannoy system in shops to convey to customers. Visual posters will be required.	Marketing to provide posters and regular reminders.	Prior to reopening	
Virus transmission among people in shops	Staff/ Volunteers and Customers	B	Increasing ventilation where possible (such as opening a window).	Mind Retail will advise staff to leave doors and windows open where security and weather permits.	Regional Trainers to conduct training,	Prior to reopening	
Virus transmission among people in shops	Staff/ Volunteers and Customers	B	Consider one-way systems around shops where practical supported by signage.	This has been considered and in some cases might be adopted however the layout of some shops is not conducive to a one way system, so this will not appropriate in all shops. When adopted shop staff should try and adopt the system themselves and ask customers to utilise.	Shop managers to consider if appropriate for their shop and sign accordingly.	Prior to reopening	
Virus transmission among people in shops	Staff/ Volunteers and Customers	B	Leave non-essential doors open to minimise the number of people who touch them. This does not apply to fire doors.	Mind Retail have suggested that the front door of the shop should be left open during trading hours subject to security and weather conditions.	Regional Trainers to advise during training. Shop managers to adopt.	Prior to reopening/ Upon reopening	
Virus transmission among people in shops	Staff/ Volunteers and Customers	B	Reducing the number of staff and volunteers present in-store at any one time to make social distancing easier.	Staff numbers and customer numbers will be restricted to the maximum amount for the sales/ back of house areas. Any additional customers will be asked not to enter the shop until someone else has left. If customers do not consistently adhere to the maximum numbers shop managers must inform their line manager and consideration will be given to additional measures/ staff to help enforce social distancing. Lone working is permitted, but shop managers should engage volunteers assistance wherever possible in accordance with the government guidelines. However they need to consider any additional staff above those figures provided to them for that shop on the shop floor will reduce the maximum customer levels and adjust publications accordingly. Lone workers should employ a buddy system (as currently) and panic alarms are available upon request.	Regional managers to conduct training. Shop managers to learn the maximum occupancy figures for their shops and commence their posters to display in a prominent place and feedback any issues to their line manager before adjusting staffing levels.	Prior to reopening	
Virus transmission among people in shops	Staff/ Volunteers and Customers	B	Consider dividing staff and volunteers into A and B teams to reduce the likelihood of all staff/volunteers working in a particular shop being required to self-isolate.	Mind retail has considered this and we do not believe that our teams are sufficient for this to become an issue and thus the risk is very low.	None required		
Virus transmission among people in shops	Staff/ Volunteers and Customers	B	Provide staff and volunteers with hand sanitiser.	All shops will be sent a PPE pack as soon as back in the shop. Hand sanitiser to be split between several bottles. This is available to reorder via EPR as required.	Head office	When shop staff in shops.	

Virus transmission among people in shops	Staff/ Volunteers and Customers	B	Consider restocking when shop is closed to reduce congestion on the shop floor.	Shops will be opening later/ closing early and at lunch for restocking, cleaning and staggered lunch break. This time can also be used to move donations from the changing room if full.	Regional Trainers to convey in training.	Prior to reopening	
Virus transmission among people in shops	Staff/ Volunteers and Customers	B	Consider using posters to help with social distancing advice: they can be found at: https://www.charityretail.org.uk/members/wpcontent/uploads/sites/3/2020/05/CustomerNumbers-	These will be provided and displayed in shops.	Marketing	Prior to reopening	
Virus transmission among people in shops	Staff/ Volunteers and Customers	B	Some form of queue management or regulated entry system for members of the public dropping off donations may be required to ensure people maintain distance between one another.	Once the maximum number of customers has been reached the shop manager should not allow anymore customers into the shop and we will adopt a one in one out policy. Any customers will be politely asked to wait outside in a queue on the pavement 2 m apart. If only leaving donations and there is back door at the shop they can leave donations by the back door after ringing the door bell to alert the back of house staff.	Regional Trainer to complete training.	Prior to reopening	
Virus transmission whilst processing stock/donations	Staff/ Volunteers and Customers	M	Government advice is that donated items should be stored for 72 hours or cleaned with usual cleaning products before being displayed on the shop floor.	All stock will be quarantined for at least 72 hours, prior to processing and display for sale. If a shop receives too many donations for their needs they should alert their line manager asap as it is possible a driver can be made available so other storage facility be possible locally.	Regional Trainer to complete training.	Prior to reopening	
Virus transmission whilst processing stock/donations	Staff/ Volunteers and Customers	R	Mandate hand washing before and after sorting stock and the avoidance of people touching their faces whilst handling stock.	Mind Retail has provided posters and training explaining the importance of hand washing at regular intervals and gloves/ mask are provided and to be worn, if required. Gloves to be disposed of after use.	Regional Trainer to complete training. Shop manager to distribute PPE.	Prior to reopening	
Virus transmission whilst processing stock/donations	Staff/ Volunteers and Customers	R	Consider providing hand sanitiser for use by customers before they handle any stock.	Mind Retail are provide hand sanister at the entrance to every shop for customer use. Hand sanister to provided in multiple locations and hand wash facilities are available on site.	Head office	Prior to reopening	
Virus transmission whilst processing stock/donations	Staff/ Volunteers and Customers	R	Consider placing protective coverings over large items such as items of furniture that require customer testing (e.g. beds and sofas) and ensure that these covers are frequently cleaned.	This assessment does not cover furniture shops.	n/a		
Virus transmission whilst processing stock/donations	Staff/ Volunteers and Customers	R	Consider methods to reduce frequency of deliveries/ collections and where possible and safe have single workers load or unload vehicles. This could include encouraging drivers to stay in their vehicles where this does not compromise safety and existing safe working practice	Most of Mind's retail deliveries are donations which are brought by the general public and cannot be controlled and in most cases we do not have dedicated rear loading access or will we have the staff to collect donations from someones car. Therefore we will ask if rear loading is available for donors to leave donations bag with gift aid numbers by the back door, ring the doorbell and leave. Donations via the shop should left by the till and once the donor moved a safe distance away a staff member to move the donation to the quarantined area.	Regional Trainer to complete training.	Prior to reopening	

Virus transmission whilst processing stock/donations	Staff/ Volunteers and Customers	B	Disposable gloves to be worn whilst sorting stock with a requirement that hands are washed before and after wearing and that the gloves are disposed of after use.	Mind Retail has provided posters and training explaining the importance of hand washing at regular intervals and gloves/ mask are provided and to be worn. Gloves to be disposed of after use.	Regional Trainer to complete training	Prior to reopening	
Virus transmission whilst processing stock/donations	Staff/ Volunteers and Customers	B	Wash down donated goods with hard surfaces with standard cleaning products.	Mind Retail staff to follow government guidances.	Regional Trainer to complete training	Prior to reopening	
Virus transmission whilst processing stock/donations	Staff/ Volunteers and Customers	B	Enabling contactless drop offs of donations to reduce person to person interaction.	Most of Mind's Retail deliveries are donations which are brought by the general public and cannot be controlled and in most cases we do not have dedicated rear loading access or will we have the staff to collect donations from someones car. Therefore we will ask if rear loading is available for donors to leave donations bag with gift aid numbers by the back door, ring the doorbell and leave. Donations via the shop should left in the changing room or if full and once the donor moved a safe distance away a staff member to move the donation to the quarantined area back of house.	Regional Trainer to complete training	Prior to reopening	
Virus transmission whilst processing stock/donations	Staff/ Volunteers and Customers	B	Steam all clothing thoroughly after the 72 hour isolation period.	Mind Retail policy is to steam all clothing once moved from isolation.	Regional Trainer to complete training	Prior to reopening	
Virus transmission from surfaces	Staff/ Volunteers and Customers	M	Staff and volunteers to wash hands regularly during the day.	Mind Retail has provided posters and training explaining the importance of hand washing at regular intervals and gloves/ mask are provided and to be worn. Gloves to be disposed of after use.	Regional Trainer to complete training. Shop manager to distribute PPE and responsible for reordering.	Prior to reopening	
Virus transmission from surfaces	Staff/ Volunteers and Customers	M / R	Providing handwashing facilities (or hand sanitiser where not possible) including at at entry and exit points.	Mind Retail are provide hand sanister at the entrance to every shop for customer use. Hand sanister to provided in multiple locations and hand wash facilities are available on site.	Head office	Prior to reopening	
Virus transmission from surfaces	Staff/ Volunteers and Customers	R	Encouraging the use of contactless transactions wherever possible	Mind Retail have produced posters asking for contactless where possible and this will also be publicised on social media.	Marketing	Prior to reopening	
Virus transmission from surfaces	Staff/ Volunteers and Customers	R	Hard surfaces including tables, till counter, till screen, phones, kitchen worktops, door handles etc. to be cleaned down regularly.	Reduced opening hours facilitates time for cleaning.	Regional Trainer to complete training	Prior to reopening	
Virus transmission from surfaces	Staff/ Volunteers and Customers	R	Consider using disposable pens for Gift Aid sign up and other written requirements. Alternatively the use of tablets could be considered which should be cleaned regularly and ideally between uses.	Mind Retail to ask customers to use there own pens or pens provided are to be wiped downbefore and after every use. Tablets must also be wiped down with distinfectant wipes before and after every use.	Regional Trainer to complete training	Prior to reopening	
Virus transmission from surfaces	Staff/ Volunteers and Customers	B	Providing staff and volunteers with disposable cleaning wipes so that the most touched areas in-store can be frequently cleaned throughout the day and especially those that are shared such as telephones, till systems and PDQ machines.	Mind Retail have provided to each shop for circulation.	Regional Trainer to complete training upon use.	Prior to reopening	

Virus transmission from surfaces	Staff/ Volunteers and Customers	B	Encouraging staff and volunteers to stick to their own cups for drinks and ensuring prompt cleaning of cutlery, plates, etc.	Mind Retail are to ask staff/ volunteers to take own cutlery and crockery and ensure washing before and after use. Paper cups can be ordered via EPR if required.	Regional Trainer to complete training and HR to add to letter removing from furlough.	Prior to reopening	
Virus transmission from surfaces	Staff/ Volunteers and Customers	B	Dry hands with paper hand towels, kitchen towel or electric dryer where possible.	Mind Retail have provided paper hand towels to each shop, electric dryers will be used where installed	Regional Trainer to complete training upon use.	Prior to reopening	
Virus transmission from surfaces	Staff/ Volunteers and Customers	B	Removing tea towels and reusable towels or other drying cloths that are used by multiple people.	All tea towels and reusable towels and other drying cloths will be removed from use and paper towels or kitchen rolls will be supplied by HO	Head office. Regional Trainer to complete training upon use. Shop manager to remove towels.	Prior to reopening	
Virus transmission during deliveries and collections	Staff/ Volunteers and Customers	M	Delivery teams must not enter the home of someone who is in self isolation or where somebody is shielding. A mechanism should be in place for customers/ donors to notify you if they are in self isolation or are shielding	Mind Retail van drivers will not be collecting/delivering to customers or donators	n/a		
Virus transmission during deliveries and collections	Staff/ Volunteers and Customers	M	If workers have no option but to travel together, for example, delivery teams, the following should be encouraged: fixed work partners; maintaining good ventilation by keeping windows open; avoiding face to face contact and regular vehicle cleaning with emphasis on commonly touched surfaces	Van drivers will only be working on their own whilst delivering or collecting from Mind Retail shops. Van drivers will be supplied with a supply of disposable cleaning wipes to ensure the vehicle is regularly cleaned	n/a		
Virus transmission during deliveries and collections	Staff/ Volunteers and Customers	R	Drivers should always be given hand sanitiser to be carried and used after each delivery	Mind Retail have provided hand sanitiser to each van driver.	Drivers to be trained by Retail Trainers.	Prior to reopening.	
Virus transmission during deliveries and collections	Staff/ Volunteers and Customers		Volunteers may travel with a driver providing they following the government guidance and are not in extremely vulnerable category.	Mind Retail will provide training and PPE to all staff and volunteers, if they cannot be 2m apart they are to wear PPE , clean surfaces regularly, face forward and try to work in a group.	Drivers to be trained by Retail Trainers.	Prior to reopening	
Virus transmission during deliveries and collections	Staff/ Volunteers and Customers	R	If at all possible, goods being delivered or collected should not be physically handed over but left in a place for the other party to pick up from.	Shops will have a dedicated delivery area in the changing room for customer donations, if that becomes full staff should temporarily close the shop to move the donations into the quarantined area, wash hands and then reopen. Stock received from Mind drivers should be quarantined and delivered straight to the quarantined area and shop staff should not physically hand over items to/ from drivers.	Drivers to be trained by Retail Trainers.	Prior to reopening.	
Virus transmission during deliveries and collections	Staff/ Volunteers and Customers	R	Wherever possible, entry into the homes of donors/ customers should be avoided.	Mind Retail will not be collecting or delivering into the homes of customers or donors	n/a		
Virus transmission during deliveries and collections	Staff/ Volunteers and Customers	R	Drivers should feel comfortable to refuse to complete collection/delivery if the customer/donor appears unwell or it doesn't seem safe to proceed.	Mind Retail will not be collecting or delivering into the homes of customers or donors	n/a		
Risk of transmission during meetings and shop visits	Staff/ Volunteers	M	Ensure social distancing when meeting in person.	If a visit to a shop by a RM or other Mind employees is required within the shop then social distancing guidelines will be followed. PPE is available for employees/ volunteers.	RM and field staff to receive training when unfurloughed.	Prior to visiting any shops.	

Risk of transmission during meetings and shop visits	Staff/ Volunteers	M	Only absolutely necessary participants should attend meetings in person and should maintain 2m separation throughout.	If a visit to a shop by a RM or other Mind employees is required within the shop then social distancing guidelines will be followed. PPE is available for employees/ volunteers.	RM and field staff to receive training when unfurloughed.	Prior to visiting any shops.	
Risk of transmission during meetings and shop visits	Staff/ Volunteers	B	Setting shop staff up on zoom conferencing (or similar) to reduce the number of meeting and shop visits by field staff.	Where possible any shop meetings will use video conferencing facilities to avoid shop visits by field staff	Head office	Upon request	
Add Risk here							
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