

RETAIL RISK ASSESSMENT

Covid - 19 Retail Champion Volunteer Role - Risk Assessment - General

Location:	All Shop Premises	Assessor:	Tracey Groom
Date of Assessment:	20th JUNE 2020	Review Date:	31st August 2020

Description of Hazard			Existing Controls	Further Actions Required	Completed
	SORTING DONATED STOCK		<ul style="list-style-type: none">Supply of protective gloves, volunteers advised to wear when sorting.Initial look into the bag, no hands should go into the bags, bags to be emptied onto the sorting table.Rag unsuitable garments or bin prohibited goods (separate list attached)Rag bags are not made too heavy (max 6 kilos)Manual Handling to be completed with all volunteersRubbish bags not to be overfilled before clearing to outside bins <p><i>NOTE: See Supplementary Risk assessment and requirements for Coronavirus (COVID-19) - Shops</i></p>	<ul style="list-style-type: none">Shop managers responsible for supplying protective glovesGood management of donations, into clearly defined areas, that all volunteers are aware of. i.e. Rags, Donated and Gift Aided stock.Shop Manager to monitor at all times	<ul style="list-style-type: none">Ongoing
Risk Level	LOW RISK LEVEL				
Person(s) at Risk	Employee	X			
	Member of the Public				
	Young Person	X			
	Volunteer	X			
	Other				
Injury	Injuries such as puncture wounds, e.g. from knives / needles, manual handling injuries due to poor posture when sorting donated bags				
	SHELVING, DISPLAY UNIT & RACKING		<ul style="list-style-type: none">Shelving, display unit & racking are checked for defects and issues monthly by Shop Management Team.Shelving is fixed correctly & secure to its upright fittingsShelving is not showing signs of bowingAll bracing is fixed correctly to the wall and not looseAny unused fittings removed completely and stored appropriately	<ul style="list-style-type: none">Shop Managers to complete daily checks of Shelving, display unit & rackingShop Managers to check all shop fittings are secure at all times – rechecking and recording in monthly log.Any issues reported by volunteers must be reported to Regional Managers and Head Office immediately by Shop manager	<ul style="list-style-type: none">Ongoing
Risk Level	LOW RISK LEVEL				
Person(s) at Risk	Employee	X			
	Member of the Public	X			
	Young Person	X			
	Volunteer	X			

Description of Hazard			Existing Controls	Further Actions Required	Completed
	Other		<ul style="list-style-type: none"> Any potential hazards noticed by volunteers must be reported it to the Shop Management Team immediately 		
Injury	Staff/ Volunteers and customers may suffer injury as a result of damaged, incomplete, faulty racking and shop fittings.				

	MANUAL HANDLING		<ul style="list-style-type: none">Manual Handling training is required to be completed by ALL volunteers via iHascoNo heavy goods to be stored on high shelvesBags are not to be lifted above the waist; this includes throwing above waist height into pens or high storage areas.Sorting tables/ work tops are supplied for the sorting of stock, no one has to bend down to work with the goods.All stock to be stored in designated pens and not on floor areas.Ladders to be used by CHSS staff only – Volunteers should NOT use ladders	<ul style="list-style-type: none">Shop Managers to ensure that all volunteers complete the on-line manual handling training.Remind Volunteers they MUST NEVER lift anything they consider to be too heavy, decant the bag or box at ground level.Remind volunteers that bags MUST NEVER be thrown above waist height into pens or other high storage – Ladders to be used by CHSS staff onlyShop Managers to monitor bag holding levels within shop and follow the Surplus Stock Contingency Plan as required.Shop Managers to ensure RRM's are notified when surplus stock is reached	<ul style="list-style-type: none">OngoingNew volunteers being registered, and training Rolled out according to induction Process.
Risk Level	LOW RISK LEVEL				
Person(s) at Risk	Employee	X			
	Member of the Public				
	Young Person	X			
	Volunteer	X			
	Other				
Injury	Staff and volunteers may suffer back pain or other areas of pain due to lifting of donated heavy bags				
	SLIPS, TRIPS & FALLS		<ul style="list-style-type: none">Clean / tidy as you go system, bags to be kept in tidy manner to prevent possible accidentsCheck floors for any damage that may cause trips i.e. carpet tearsVolunteers advised that we have a NO heels policy and sensible shoes should be wornNo trailing electrical cables – Hoover's not to be used when store openStock, equipment or waste MUST NEVER be stored within fire routes or in front of fire exitsMove any potential hazard if having to leave to attend to another matter	<ul style="list-style-type: none">Remind all volunteers that they must work in a clean and tidy manner, do not block walkways / aisles or corridorsShop manager to contact Regional Manager to report any faults to the building – carpet damage etc.Shop Managers to check fire routes and exits are kept clear regularly throughout the day.Shop Managers to ensure that they communicate these to all volunteers, through notice boards.RRM to monitor fire routes and fire exits at shop visits	<ul style="list-style-type: none">OngoingShop Managers to monitor through H&S checks.
Risk Level	LOW RISK LEVEL				
Person(s) at Risk	Employee	X			
	Member of the Public	X			
	Young Person	X			
	Volunteer	X			
	Other				

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Description of Hazard			Existing Controls	Further Actions Required	Completed
Injury	Staff, volunteers and customers may suffer from sprains, fractures or bruising if they slip or trip over objects – stock or spills				
	FALLING OBJECTS		<ul style="list-style-type: none">Heavy items to always be kept at low levels, only small light objects at higher levelsShop fittings to be secure and safely fitted to walls to ensure stability	<ul style="list-style-type: none">When training with volunteers, ensure that they are aware of the dangers of falling objects from heightIf any potential hazard is noticed by volunteers, they must report it to the manager immediatelyShop Managers to monitor through H&S checks	<ul style="list-style-type: none">Ongoing
Risk Level	LOW RISK LEVEL				
Person(s) at Risk	Employee	X			
	Member of the Public	X			
	Young Person	X			
	Volunteer	X			
	Other				
Injury	Staff/ Volunteers and customers may suffer injury as a result of stock and shop fittings from falling from height.				
	VIOLENT / THREATENING BEHAVIOUR		<ul style="list-style-type: none">Volunteers aware that they do not resist a robberyManager / Assistant Manager or Enhanced volunteer always on duty so other volunteers are not left on own.Volunteers not to be confrontational with customersVolunteers under no circumstance to tackle / touch a potential shoplifterPanic alarms supplied and to be activated if staff or volunteers feel threatenedCashing up of tills must never be completed on the sales floor, but always taken to the Managers Office and the door closed.Till drawers to be kept in locked place overnightTill drawer to be left open overnight to deter any potential theft from store	<ul style="list-style-type: none">Shop Managers must be vigilant at all times do not take risks.Volunteers to immediately report any incidents of abuse to their managerShop Manager/Enhanced Volunteer contact local police, report any incidentsCHSS incident report to be filed, copy in store and one to HO.Regional Managers to monitor security during store visitsSecurity Audit completed by Audit & Compliance Officer	<ul style="list-style-type: none">Ongoing
Risk Level	LOW RISK LEVEL				
Person(s) at Risk	Employee	X			
	Member of the Public	X			
	Young Person	X			
	Volunteer	X			
	Other				
Injury	Staff/ volunteers and customers may have the potential to suffer from threats and abuse from others including customers / members of public.				

Description of Hazard			Existing Controls	Further Actions Required	Completed
	PERSONAL SAFETY		<ul style="list-style-type: none">All volunteers will be made aware of the risk assessments for the premisesVolunteers will be briefed on health and safety appropriate to their specific roleIt is the responsibility of the Volunteer to inform their line manager of any change in personal circumstances that may affect health and safety and delivery of their role.It is the responsibility of the Volunteer to adhere to the risk assessment relevant to their role. <i>NOTE: See Supplementary Risk assessment and requirements for Coronavirus (COVID-19) - Shops</i>	<ul style="list-style-type: none">Shop Management Team will complete an individual volunteer risk assessment if deemed necessaryIt is the responsibility of the Volunteer to inform their line manager if they identify any potential hazards.	<ul style="list-style-type: none">Ongoing
Risk Level	LOW RISK LEVEL				
Person(s) at Risk	Employee	X			
	Member of the Public				
	Young Person	X			
	Volunteer	X			
	Other				
Injury	Staff/volunteers individual risk				
	VULNERABLE PERSONS		<ul style="list-style-type: none">ALL Shop Managers to go through the main duties and Health and Safety guidelines for those tasksEnsure that any vulnerable volunteer can access the means of escape from the buildingDo they have a pre-existing condition that may be aggravated by coming into contact with items / substances e.g. Asthma, breathing difficulties, skin allergies, back muscle issuesWoman who think they may be pregnantYoung people tend to be more at risk <i>NOTE: See Supplementary Risk assessment and requirements for Coronavirus (COVID-19) - Shops</i>	<ul style="list-style-type: none">Shop Management Team will complete an individual volunteer risk assessment if deemed necessaryShop Managers to agree action plans with any vulnerable volunteers to address specific needsShop Managers to monitor agreed action plans and update regularly – every 3 monthsAny issues to be discussed with Regional Managers	<ul style="list-style-type: none">As required
Risk Level	LOW RISK LEVEL				
Person(s) at Risk	Employee	X			
	Member of the Public				
	Young Person	X			
	Volunteer	X			
	Other				
Injury	Vulnerable persons - employed staff or volunteers may be at a greater risk for LOW hazard risks				
	LONE WORKING		<ul style="list-style-type: none">Volunteers are not to lone work, there must always be two volunteers at any time – including Enhanced VolunteersVolunteers aware that they do not resist a robberyPanic alarms supplied and to be activated if staff or volunteer feel threatened	<ul style="list-style-type: none">Contact local police, report any incidentsCHSS incident report to be filed, copy in store and one to HO.Regional Managers to monitor security during store visitsRegional managers must be made aware prior to any shops being managed by enhanced	<ul style="list-style-type: none">Ongoing
Risk Level	LOW RISK LEVEL				

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Description of Hazard			Existing Controls	Further Actions Required	Completed
Person(s) at Risk	Employee	X	<ul style="list-style-type: none">Cashing up of tills must never be completed on the sales floor, but always taken to the Managers Office and the door closed.Door keys to be kept on manager or enhanced Volunteer at all timesShop Managers & Volunteers must be vigilant at all times do not take risks <p>NOTE: See Supplementary Risk assessment and requirements for Coronavirus (COVID-19) - Shops</p>	volunteer & permission sought from Regional Manager for this to happen.	
	Member of the Public				
	Young Person	X			
	Volunteer	X			
	Other				
Injury	Staff may be at a greater risk of violent attacks when alone or may have a medical emergency or accident and unable to summon help.				
	ACCIDENTS & INCIDENTS (FIRST AID)		<ul style="list-style-type: none">All Enhanced Volunteers to complete an Emergency First Aid at Work training certificationAll volunteers will be informed of the duty first aider and who is in charge in case of emergencyNo volunteers will undertake or administer first aid without appropriate first aid certification.Fully stocked First Aid Box available on the premisesAll volunteers will be made aware of the emergency contact listAll volunteers will be made aware of the nearest accident and emergency hospital.All Enhanced volunteers to be made aware of First Aid Needs risk assessmentAll accidents, incidents and near misses will be recorded by the Shop Management Team and the appropriate reporting mechanisms followed <p>NOTE: See Supplementary Risk assessment and requirements for Coronavirus (COVID-19) - Shops</p>	<ul style="list-style-type: none">First Aid Needs risk assessment completed for shop and stored in H&S folder and digitally at Head Office.The First Aid Needs risk assessment will be monitored and reviewed annually.Shop Managers complete and record monthly First Aid Box checksShop Management team to complete and submit Accident / Incident Form for all accidents. Incidents and near misses when required	• Ongoing
Risk Level	LOW RISK LEVEL				
Person(s) at Risk	Employee	X			
	Member of the Public	X			
	Young Person	X			
	Volunteer	X			
	Other				
Injury	Potential risk for staff, volunteers and customers to be involved in incidents requiring first aid treatment				
	WORKING AT HEIGHT		<ul style="list-style-type: none">Strong good quality step ladders of adequate height provided, these will not be used by volunteersOnly paid members of staff allowed to work at height and using ladders - NO volunteers permitted (including Enhanced Volunteers)Step Ladders to be checked weekly and recorded in Log	<ul style="list-style-type: none">Shop Managers to monitorShop Managers to complete and record weekly Step Ladder check	• Ongoing
Risk Level	LOW RISK LEVEL				
Person(s) at Risk	Employee	X			
	Member of the Public				

Description of Hazard			Existing Controls	Further Actions Required	Completed
	Young Person				
	Volunteer				
	Other				
Injury	Falls from height may cause bruising and or fractures / breaks				
	HAZARDOUS SUBSTANCES		<ul style="list-style-type: none">• Mops, strong buckets and rubber gloves to be provided• Bleach is prohibited from all CHSS premises.• Ensure that volunteers are aware how to use the products• Wash / rinse rubber gloves before removing from hands to eliminate chances of chemicals touching the skin.• Chemicals never to be taken internally• COSHH safety data sheets available for products• Generic list of chemical cleaners that can be used in CHSS properties supplied and adhered to.• Eye wash to be available in First Aid Kit	<ul style="list-style-type: none">• Any spills, skin contact from cleaning chemicals must be reported immediately to the store manager.• Shop Managers responsible to ensure that NO bleach is on the property of CHSS• COSHH data to be updated via COSHH Form and available with stored cleaning products.	<ul style="list-style-type: none">• Ongoing
Risk Level	LOW RISK LEVEL				
Person(s) at Risk	Employee	X			
	Member of the Public				
	Young Person	X			
	Volunteer	X			
	Other				
Injury	Risk of spills and skin irritation or eye damage. Vapour may also cause issues if used in confined spaces.				
	ELECTRICS		<ul style="list-style-type: none">• Volunteers aware to report any incident to the store manager• Any defective electrical equipment to be taken out of use immediately• PAT testing to be completed after 1 year (all new equipment)• Shop Managers aware of where electrical circuit boards are situated within each store.• Fixed line 5-year testing completed at shop• Shop Managers to do regular visual checks of equipment and full check and recorded on Log Monthly• Sockets to be switched off when not in use	<ul style="list-style-type: none">• Shop Managers to monitor• Shop Managers to complete and record monthly Portable Electrical Appliance check• Shop Managers to ensure that all equipment is PAT tested prior to use within the premises if items are older than one year from date of purchase• Shop Managers to ensure that NO personal electrical equipment to be used in store e.g. hair dryers, radios, chargers unless PAT tested and in date	<ul style="list-style-type: none">• Ongoing
Risk Level	LOW RISK LEVEL				
Person(s) at Risk	Employee	X			
	Member of the Public	X			
	Young Person	X			
	Volunteer	X			
	Other				
Injury	Potential from electrical equipment for shocks, burns from faulty equipment.				

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Description of Hazard			Existing Controls	Further Actions Required	Completed
	FIRE		<ul style="list-style-type: none">• Fire safety training notice in store, with evacuation rendezvous point highlighted• No fire to be tackled by member of staff / volunteers, evacuate the building immediately• Contact Fire brigade immediately after evacuation.• Inform RM and Head Office.• Never re-enter the building until advised by Fire Brigade it is safe to do so• Fire safety training to be completed by all volunteers to ensure everyone knows how to react in case of an emergency• Fire training completed and recorded on Fire Training Log in store.	<ul style="list-style-type: none">• Manager to complete and record Six Monthly Fire Drill• Manager to complete and record Fire Alarms, Emergency Lighting tests weekly• Manager to complete and record Fire Extinguisher check monthly• Follow up of training records by Regional Managers• Fire Action Plan completed. Copy available in Signing in Book and H&S Folder	<ul style="list-style-type: none">• Ongoing
Risk Level	LOW RISK LEVEL				
Person(s) at Risk	Employee	X			
	Member of the Public	X			
	Young Person	X			
	Volunteer	X			
	Other				
Injury	Potential for suffering from burns, smoke inhalation and fatal injuries				
	STEAMERS (in selected shops)		<ul style="list-style-type: none">• No one to use the steamer unless they have received training on this equipment• No minor to use the steamer at any time• Always to be pointed away from direction in which operative is working• Never to be left switched on whilst unattended• Steamer to be switched off, unplugged and allowed to cool before refilling with water• Monthly cleaning schedule of machine to be adhered to, to maintain safe working equipment	<ul style="list-style-type: none">• Shop Managers to check Steamers when completing and recording monthly Portable Electrical Appliance checks• Steamer safety poster displayed on wall – Manager will ensure all users read during training session	<ul style="list-style-type: none">• Ongoing
Risk Level	LOW RISK LEVEL				
Person(s) at Risk	Employee	X			
	Member of the Public				
	Young Person	X			
	Volunteer	X			
	Other				
Injury	Risk of burns from steam				
	STAIRS / STEPS (in selected shops)		<ul style="list-style-type: none">• Ensure stairs are clear of any potential trip hazards, all stairs are clean and in good condition.• All Volunteers to report any issues / damage• Bottom of stairs kept clear of stock and equipment	<ul style="list-style-type: none">• Managers to check stairs regularly throughout the day• Manager to ensure all Volunteers are aware - Max weight of stock bags is 6 kilos, and no more than two bags should be carried up and down stairs at any one time	<ul style="list-style-type: none">• Ongoing
Risk Level	LOW RISK LEVEL				

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Description of Hazard			Existing Controls	Further Actions Required	Completed
Person(s) at Risk	Employee	X	<ul style="list-style-type: none">Max weight of stock bags is 6 kilos, and no more than two bags should be carried up and down stairs at any one time		
	Member of the Public	X			
	Young Person	X			
	Volunteer	X			
	Other				
Injury	Risk of falling				
	MENTAL WELLBEING		<ul style="list-style-type: none">CHSS Volunteers are encouraged to discuss any concerns regarding their mental health with their Line Manager or Volunteering Dept. NOTE: See Supplementary Risk assessment and requirements for Coronavirus (COVID-19) - Shops	<ul style="list-style-type: none">Shop Managers to report any incidents immediately to Line ManagerShop Managers to monitor at all times & seek guidance/ support for volunteer issues from the regional Manager or the Volunteering Dept	<ul style="list-style-type: none">Ongoing
Risk Level	LOW RISK LEVEL				
Person(s) at Risk	Employee	X			
	Member of the Public				
	Young Person	X			
	Volunteer	X			
	Other				
Injury	Staff may experience a deterioration in mental wellbeing				
	CORONAVIRUS (CV19)		<ul style="list-style-type: none">A separate Coronavirus Risk assessment has been produced detailing all identified risks associated with CV19 – this MUST be read, understood, and followed by all volunteers working during the pandemic and until further notice from CHSSAll volunteers MUST confirm that they have read and understood the contents when returning to role by signing log as detailed on Risk assessment NOTE: See Supplementary Risk assessment and requirements for Coronavirus (COVID-19) - Shops	<ul style="list-style-type: none">Managers to ensure that all volunteers have read and understood the RA during return to role inductionManager to ensure sign off log is completed by volunteers	<ul style="list-style-type: none">Ongoing
Risk Level	LOW RISK LEVEL				
Person(s) at Risk	Employee	X			
	Member of the Public	X			
	Young Person	X			
	Volunteer	X			
	Other				
Injury	Failure to follow CV19 guidance and instructions resulting in				

Description of Hazard			Existing Controls	Further Actions Required	Completed
	individuals contracting CV19 and/or other health issues				
	CUSTOMER CARE		<ul style="list-style-type: none">• PPE must always be worn while serving the public.• Keep 2 meters distance from customers and other volunteers to reduce the spread of Covid-19• Advise customers of the new layout of shop and ask them to follow signage <i>NOTE: See Supplementary Risk assessment and requirements for Coronavirus (COVID-19) - Shops</i>	<ul style="list-style-type: none">• Managers to ensure that all volunteers have read and understood the RA during return to role induction• Manager to ensure sign off log is completed by volunteers	<ul style="list-style-type: none">• Ongoing
Risk Level	LOW RISK LEVEL				
Person(s) at Risk	Employee	X			
	Member of the Public	X			
	Young Person	X			
	Volunteer	X			
	Other				
Injury	Failure to follow CV19 guidance and instructions resulting in individuals contracting CV19 to themselves and the public				
	OUTDOORS		<ul style="list-style-type: none">• Wear suitable clothing and shoes while volunteering outdoors.• If it's warm weather, please apply sunscreen and wear a hat if needed.• If it's cold weather, please bring gloves, hat and scarf if needed. <i>NOTE: See Supplementary Risk assessment and requirements for Coronavirus (COVID-19) - Shops</i>	<ul style="list-style-type: none">• Managers to ensure that all volunteers have read and understood the RA during return to role induction• Manager to ensure sign off log is completed by volunteers	<ul style="list-style-type: none">• Ongoing
Risk Level	LOW RISK LEVEL				
Person(s) at Risk	Employee	X			
	Member of the Public				
	Young Person				
	Volunteer	X			
	Other				
Injury	Sunburnt or getting a chill with being outside.				

Description of Hazard	Existing Controls	Further Actions Required	Completed
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NOTE: The supplementary risk assessment – Coronavirus – Retail Shops details identified risks associated with the current Coronavirus (COVID-19) situation in the UK. All shop staff and volunteers must ensure that they have read and understood both risk assessments in conjunction with each other

To confirm:

- CHSS staff must confirm receipt, understanding and action required via MS Forms
- Volunteers staff must confirm receipt, understanding and action required by signing induction log on shop premises.

The most updated version will also be available on SharePoint to download as required.

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