

**ACSA**

**STAYING COVID-19 SECURE**

**RISK ASSESSMENT**

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**ACSA – Covid-19 Risk Assessment**

Version Control:

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| 1 | 28th June 2020 | Initial Draft |
| 2 | 7th July 2020 | Post ACSA Committee review on 6th July 2020 |
| 3 | 22nd January 2021 | Updated for early 2021 lockdown requirements |
| 3.1 | 1st February 2021 | Updated for minor change |

**Purpose**

The purpose of this document is to assess the risks faced by ACSA (the “Shop”) by the Covid-19 pandemic (the “Virus”). Risk assessments prior to the production of this document have been discussed at various Committee meetings since February 2020 and subsequently documented in minutes and actions and notes posted in the Shop.

For each risk, the description of the risk is noted along with the mitigating actions that have been taken to date. The risk, after allowing for those mitigating actions, is then quantified as Low/Medium/High for each of:

1. Probability of risk
2. Impact of risk

The combined risk is then measured as Green/Amber/Red as follows

|  |  |
| --- | --- |
|  | *Impact* |
| *Probability* |  | *Low* | *Medium* | *High* |
| *Low* | Green | Green | Amber |
| *Medium* | Green | Amber | Red |
| *High* | Amber | Red | Red |

**Context and Summary**

During the current pandemic, the Shop is aiming to provide food and household products to the local Almondsbury community at an acceptable risk (Green or Amber) to customers and volunteers alike. The existence of the Shop also reduces the need for local residents to venture to shops and supermarkets elsewhere where the risks of infection may well be different, not least because of the exposure to a much larger number of people. Where a risk is Red, then further mitigating actions are required to bring that risk into tolerance.

All of the 6 Risks assessed are either Green or Amber. Therefore no further mitigating actions are required at this stage.

**Risk 1 – Risk of Transmission of Virus to Volunteers via Proximity to Others**

There is a risk of transmission of the Virus to volunteers via proximity to others. This transmission can be either between volunteers or between customers and volunteers or between volunteers and suppliers.

Mitigating actions:

* No-one is allowed in the Shop who exhibits symptoms. A thermometer is available for use at the entrance.
* Social distancing rules are in place to enforce a 2 metre rule:
	+ Only two volunteers on duty at any one time during opening hours, and only one behind the till (unless support momentarily needed).
	+ Only three customers allowed in the Shop at any one time, with only one per room.
	+ When two or three customers are in the Shop, it is the Duty Manager’s responsibility to control customer flow so that the maximum of three customers in the shop is not exceeded.
	+ If two volunteers are upstairs then the 2m rule applies to them at all times.
* Face-coverings are mandatory for volunteers and customers.
* A table has been placed along the counter to increase the distance between the customer and the volunteer on the till. A Perspex screen above the counter acts as a very large “face shield”. This is suspended from the ceiling with a gap at the bottom to allow for goods to be scanned and the card machine to be used. This gap removes the need for customers to lean around the screen to interact with the volunteer. A screen has also been placed at the back window to act as a shield.
* When a delivery arrives, either it is deposited outside or the Duty Manager ensures full social distancing so that the supplier can bring it inside. If required, the Duty Manager can pause all customers entering the Shop until the delivery is completed. At all times social distancing from the delivery person is maintained.
* If customers are waiting outside to enter the Shop, then social distancing is encouraged by the Duty Manager. For the safety of customers and passing pedestrians, queuing outside the Shop premises is encouraged to be up The Pound.
* An aide-memoire is available to duty volunteers of the “Do’s” and “Don’t’s”.
* Outside Shop opening hours, volunteers are either in the Shop on their own or as part of a family unit so as to minimise proximity risk. Liaison takes place to arrange hand-over times.

*Risk Assessment for Risk 1 (after above mitigating actions)*

Volunteers under 70: Probability Low; Impact Medium. Overall Green

Volunteers over 70: Probability Low; Impact High. Overall Amber

**Risk 2 – Risk of Transmission of Virus to Volunteers via Contact**

There is a risk of transmission of the Virus to volunteers via contact with items, surfaces, etc.

Mitigating actions:

* Volunteers are encouraged either to wear gloves at all times in the Shop or to sanitise their hands at very frequent intervals.
* Counter surfaces are wiped down at the start and end of the day and at frequent intervals during the day.
* Handles to chillers and freezers are wiped down at the start and end of the day and at frequent intervals during the day.
* Handles of baskets are wiped down after each use.
* Customers are required to sanitise their hands before entering the Shop so minimising contact transmission to volunteers via surfaces and products. The Shop provides sanitiser at the entrance for customers.
* Payments are encouraged to be via contactless card.
* An aide-memoire is available to duty volunteers of the “Do’s” and “Don’t’s”.

*Risk Assessment for Risk 2 (after above mitigating actions)*

Volunteers under 70: Probability Low; Impact Medium. Overall Green

Volunteers over 70: Probability Low; Impact High. Overall Amber

**Risk 3 – Risk of Transmission of Virus to Customers via Proximity to Others**

There is a risk of transmission of the Virus to customers via proximity to others. This transmission can be either between customers or between customers and volunteers or between customers and suppliers.

Mitigating actions:

* No-one is allowed in the Shop who exhibits symptoms. A thermometer is available for use at the entrance.
* Social distancing rules are in place to enforce a 2 metre rule:
	+ Only two volunteers on duty at any one time during opening hours, and only one behind the till (unless support momentarily needed).
	+ Only three customers allowed in the Shop at any one time, with only one per room.
	+ When two or three customers are in the Shop, it is the Duty Manager’s responsibility to control customer flow so that the maximum of three customers in the shop is not exceeded.
	+ If two volunteers are upstairs then the 2m rule applies to them at all times.
* Face-coverings are mandatory for volunteers and customers.
* A table has been placed along the counter to increase the distance between the customer and the volunteer on the till. A Perspex screen above the counter acts as a very large “face shield”. This is suspended from the ceiling with a gap at the bottom to allow for goods to be scanned and the card machine to be used. This gap removes the need for customers to lean around the screen to interact with the volunteer. A screen has also been placed at the back window to act as a shield.
* When a delivery arrives, either it is deposited outside or the Duty Manager ensures full social distancing so that the supplier can bring it inside. If required, the Duty Manager can pause all customers entering the Shop until the delivery is completed. At all times social distancing from the delivery person is maintained.
* If customers are waiting outside to enter the Shop, then social distancing is encouraged by the Duty Manager. For the safety of customers and passing pedestrians, queuing outside the Shop premises is encouraged to be up The Pound.

*Risk Assessment for Risk 3 (after above mitigating actions)*

Customers under 70: Probability Low; Impact Medium. Overall Green

Customers over 70: Probability Low; Impact High. Overall Amber

**Risk 4 – Risk of Transmission of Virus to Customers via Contact**

There is a risk of transmission of the Virus to customers via contact with items, surfaces, etc.

Mitigating actions:

* Customers are required to sanitise their hands before entering the Shop so minimising contact transmission to volunteers via surfaces and products. The Shop provides sanitiser at the entrance for customers.
* Counter surfaces are wiped down at the start and end of the day and at frequent intervals during the day.
* Handles to chillers and freezers are wiped down at the start and end of the day and at frequent intervals during the day.
* Handles of baskets are wiped down after each use.
* Payments are encouraged to be via contactless card.

*Risk Assessment for Risk 4 (after above mitigating actions)*

Customers under 70: Probability Low; Impact Medium. Overall Green

Customers over 70: Probability Low; Impact High. Overall Amber

**Risk 5 – Risk of Closure of Shop due to shortage of volunteers**

There is a risk of forced closure of the Shop due to a shortage of volunteers, especially experienced volunteers/duty managers. This shortage may occur as people increasingly start returning to work, pursuing other activities, going away, etc.

Mitigating actions:

* Several newcomers have joined the volunteer team, e.g. while they have been working from home or their partners are working from home so providing child care.
* A couple of volunteers have been promoted to Duty Manager to fill DM gaps.
* The Shop does not place any restriction on who can volunteer in the shop, apart from those who are Clinically Extremely Vulnerable who need to remain at home. This is consistent with Gov.UK guidance.
* Opening hours are being restricted to 8:30 to 16:30.

*Risk Assessment for Risk 5 (after above mitigating actions)*

The measurement of the Probability relates to the probability of not having enough volunteers (inc Duty Managers) to support the Shop. The measurement of the Impact relates to our customers who would need to go elsewhere for their provisions if the Shop were to close. The overall assessment therefore relates to customers as they are the people most affected if the Shop were to close.

Customers under 70: Probability Low; Impact Medium. Overall Green

Customers over 70: Probability Low; Impact High. Overall Amber

**Risk 6 – Risk of Significant Reduction in Sales as Lockdown eases**

There is a risk of a significant reduction in sales as lockdown eases and local Almondsbury residents start going more to supermarkets, back to work, etc. This could be particularly challenging while schools are not fully back, while there are not many builders in the area, etc

Mitigating actions:

* Ensure our stock remains as complete as possible
* Continue to advertise via social media

*Risk Assessment for Risk 6 (after above mitigating actions)*

It is difficult to measure this risk and also the impact. It is perhaps more important to keep an eye on the trend and prevent a small reduction in sales becoming a steeper reduction. Maintaining a viable customer base seems key. The impact measured is that a fully stocked shop becomes non-viable which will be detrimental to our customers. The impact is therefore measured in terms of our customers. The risk assessed is that of a major sustained reduction in revenue. This risk will be monitored over the coming months.

Customers under 70: Probability Low; Impact Medium. Overall Green

Customers over 70: Probability Low; Impact High. Overall Amber

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