

**The Salvation Army United Kingdom & Ireland Territory
Safe Mission Plan: Covid-19 in Charity Shops**

Shop Name:	Names of Assessor(s):
Initial Assessment Date:	Frequency of Review: Annually or before if the activities, environment or guidance significantly changes

Management Confirmation	
I have noted this assessment and will take appropriate steps to ensure all the actions raised are completed satisfactorily.	
Name(s) (Block Capitals): (Person(s) responsible for mission activities)	
Signed:	Date:

Risk Assessment Review		
I confirm that the assessment remains valid, controls remain effective and there has been no increase in risk.		
1 st Review date:	Name:	Signed:
2 nd Review date:	Name:	Signed:
3 rd Review date:	Name:	Signed:

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What are the Hazards?	Who might be harmed and how?	What safety measures are already in place?	What further action is necessary?	Action by who?	Action by when?	Complete d Date
Spread of Coronavirus	Who - Managers, Employees, Volunteers, Customers, Contractors, Vulnerable Workers, Other Visitors How – Catching Covid-19 whilst in the shop or when making deliveries/collections.	<p><u>Hand Washing</u></p> <p>Handwashing facilities with soap and water in place.</p> <p>Drying of hands with disposable paper towels.</p> <p>Use of gel sanitisers in any area where washing facilities not readily available</p>	<p>Colleagues to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Display poster at hand wash station.</p> <p>Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, and Kill it and to avoid touching face, eyes, nose or mouth with unclean hands.</p> <p>Any tissues or paper towels used must be collected in lidded bins and disposed of in the general waste bins provided</p>	All	Ongoing or until restrictions lifted	
		<p><u>Cleaning</u></p> <p>Frequently cleaning and disinfecting objects, surfaces that are touched regularly, particularly in areas of high use such as door handles, light switches, steamer, till point using appropriate cleaning products and methods.</p> <p>Shop opening hygiene/cleaning packs will be provided to each site prior to opening.</p>	<p>All Managers to ensure that the necessary procedures are being followed and to carry out rigorous checks.</p> <p>Enhance cleaning regime in high traffic areas, e.g. shop floor, sort areas, toilets etc.</p> <p>Ensure all shared equipment is included in the cleaning regime, e.g. tills, credit card machines, Perspex screens, shop laptops, printers, telephones, pens etc. Considering keeping disposable wipes at the till point area.</p> <p>Clear all workspaces and remove waste, personal belongings at the end of a shift.</p> <p>Ensure a robust cleaning regime is in place for the shop floor, rest areas and toilets encourage colleagues to clean away after their breaks and to not leave personal belongings lying around and to use the lockers provided.</p>	All	Ongoing or until restrictions lifted	
		<p><u>Social Distancing</u></p>	<p>Colleagues to be reminded daily of the importance of social distancing for both the</p>	All	Ongoing or until	

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		<p>Social distancing – Reducing the number of colleagues in any work area to comply with the 2 metre (6.5 foot) gap as recommended by the Public Health Agency.</p> <p>Take and implement steps to review work schedules, including start and finish times, shift patterns etc. to reduce the numbers of colleagues on site at any one time.</p> <p>Ensure any visitors/contractors etc. are informed of social distancing procedures and that the welfare facilities are made available.</p> <p>Changing rooms will be closed and utilised for stock storage, where applicable.</p> <p>Display poster in public areas to reinforce the 2m distancing rule</p>	<p>shop floor and back stage areas. Line Managers to check this is being adhered to.</p> <p>SHOP FLOOR</p> <p>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</p> <p>The number of customers must be controlled to ensure social distancing e.g. 1 in 1 out. Where possible, a member of the shop team will be needed near the shop entrance to control the flow of customers. It is advised that any queues are formed along the shop window.</p> <p>Review the layout of shops to ensure aisles/walkways are as clear as possible to support 2m social distancing.</p> <p>In larger shops provide clearly designated areas from which colleagues can provide advice or assistance to customers whilst social distancing.</p> <p>Floor markings may be used to mark out customer flow and to restrict congestion around cash/till areas to maintain a 2 m distance.</p> <p>Consider one-way flow systems around shops where practical supported by signage and/or floor markings</p> <p>If feasible, put up plexiglass barriers at all points of regular interaction (e.g. cash desks) to further reduce the risk of infection for all parties involved, cleaning the barriers regularly.</p>		restrictions lifted	

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			<p>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.</p> <p>Politely remind customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.</p> <p>Ask customer to make contactless payments whenever possible.</p> <p>All Managers to communicate working arrangements with colleagues as appropriate.</p> <p>Leave non-essential doors open to minimise the number of people who touch them. This does not apply to fire doors.</p> <p><u>BACK AREAS</u></p> <p>All colleagues working in the sort room areas must follow the 2 m social distancing guidelines whilst carrying out their duties e.g. sorting, tagging and steaming.</p> <p>Ensure sufficient rest breaks for colleagues, social distancing must also be adhered to in rest areas and smoking area.</p> <p>Stagger Rest breaks wherever possible.</p> <p>Ensure all visitors and contractors are made aware of the social distancing procedures before entering back stage areas.</p> <p>All welfare facilities must be made available to visitors, contractors and delivery drivers, collectors etc. so they can follow hand washing and hygiene procedures.</p>			

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			<p>In the event of an emergency e.g. fire, serious accident or break in, people do not have to maintain social distance if not safe to do so. However, people involved in one of these unlikely events and those who may have provided assistance to other should pay attention to hand washing/ sanitising procedures as soon as possible.</p>			
		<p>Drivers (Deliveries, rag collectors etc.) Ensure procedures for drivers to be able to use welfare facilities during their work.</p> <p>Persons should not share vehicles or cabs, where suitable distancing can be achieved.</p>	<p>Where possible communicate with rag collections companies, delivery companies etc. to ensure that both parties have provisions in place and are following social distancing.</p> <p>Ensure site rules involving social distancing are explained and followed.</p> <p>Provide hand sanitisers and at entry and exit doors as and when available.</p> <p>Where possible have individuals or set agreed (pairs) for loading and unloading deliveries.</p> <p>In larger sites if possible, establish a site host and give them responsibility to relate COVID-19 to provide any new on-site instruction/information for customers, visitors, drivers, contractors etc.</p>	All	Ongoing or until restrictions lifted	
		<p>Training – Information and Instruction</p> <p>Ensure due to prolonged breaks in working procedures that training is refreshed as appropriate e.g. manual handling etc. (check all training is in date).</p> <p>H&S shop opening checklists have been drafted to include guidance for Managers before re-opening.</p>	<p>Revised training material i.e. safe working instructions and procedures around COVID-19</p> <p>Shop Managers to communicate with staff and encourage feedback on safe working practices on a regular basis and as appropriate.</p> <p>H&S re-opening checklist to be signed off and keep on site.</p>	All	Ongoing	

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		<p><u>Common areas/toilets/break rooms</u></p> <p>Break rooms are provided on all sites with hand washing facilities.</p> <p>Toilets are cleaned regularly</p>	<p>Stagger break times wherever possible.</p> <p>If possible, use outside spaces for breaks, encourage colleagues to stay on site during break and lunchtimes.</p> <p>Consider social distancing when arranging tables and chairs in the rest room areas</p> <p>Increasing ventilation where possible (such as opening a window)</p> <p>Dry hands with paper hand towels, kitchen towel or electric dryer where possible.</p> <p>Remove tea towels or other drying cloths that are used by multiple people. Use paper towels instead.</p> <p>Encourage staff to stick to their own cups for drinks and ensure prompt cleaning of cutlery, plates, etc.</p>	All	Ongoing	

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		<p><u>Handling donated goods, merchandise and other materials</u></p> <p>Cleaning regimes are in place for all retail sites.</p> <p>Regular hand washing and sanitisers are available in various locations.</p> <p>Areas will be included in shops to take in new donations post closure, including changing rooms where applicable.</p> <p>Disposable gloves to be worn when sorting donations</p> <p>Wash down donated goods with hard surfaces with standard cleaning products.</p> <p>Staff to maintain 2m distance when sorting, and should sort side by side, rather than face to face, at the sorting table.</p>	<p>All new donations should be isolated for a minimum of 72 hours before sorting.</p> <p>Ensure all donors are aware of the shops social distancing guidelines.</p> <p>Where possible and safe to do so have individuals loading and unloading vehicles. Where this is not possible, try to use same pairing for loads needed by two or more people.</p> <p>Wherever possible limit customer handling of merchandise through displays, rotation on high- touch stock.</p> <p>All delivery/collection drivers must be allowed access to use the facilities for hand washing if requested.</p>	All	Ongoing	
		<p><u>Deliveries and Collections</u></p> <p>Social distancing will, so far as possible, be maintained when collecting and delivering goods</p> <p>Only one staff member is sent out to make it is deliveries and collections (where possible and it is safe to do so)</p>	<p><u>INSIDE VEHICLES</u></p> <p>Where more than one staff member is needed and social distancing cannot be maintained, take all possible actions to reduce the risk of transmission within the vehicle, including:</p> <p>Increased frequency of hand washing and surface cleaning, including door handles, seats, steering wheels, gear sticks, keys and dashboards.</p> <p>Arrange deliveries and collections so that time on the road is kept as short as possible</p> <p>Sit side-to-side rather than face to-face</p> <p>Use 'fixed teams or partnering' (so each</p>	All	Ongoing	

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			<p>person works with only a few others)</p> <p>Open window to keep vehicles well ventilated</p> <p>Single person or contactless re-fuelling</p> <p>Use physical screens (provided this does not compromise safety, e.g. through reducing visibility)</p> <p>Clean vehicles in between different users.</p> <p>Keep vehicles stocked with hand sanitiser gel and sanitiser wipes</p> <p>Encourage workers to wash their hands before boarding vehicles and to use hand sanitiser gel after each delivery/drop off.</p> <p>Provide drivers with face masks or coverings</p> <p><u>OUTSIDE VEHICLES</u></p> <p>Maintain social distancing through:</p> <p>Having single workers load and unload vehicles (where possible and safe to do so)</p> <p>Minimising unnecessary contact with people. E.g. non-contact deliveries and collections. This may require making prior arrangements so that a safe place is agreed upon for leaving and picking up items.</p> <p>Maximise the use of electronic paperwork</p>			

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		<p>Face coverings (not classed as work PPE)</p> <p>Facemasks are not a substitute for good hygiene and social distancing. They will be provided to all staff to wear.</p> <p>Wearing a face covering became mandatory in July 2020 in some circumstances and this requirement has been increase in subsequent months.</p> <p>There is a legal requirement for staff and visitors to wear face coverings in a variety of spaces which may be defined at Strawberry Field;</p> <ul style="list-style-type: none"> • Shop • Not seated at a table to eat or drink in hospitality venue. <p>As a consequence all visitors to Strawberry Field are requested to wear a face covering in all areas unless they are seated at a table ordering or eating food.</p> <p>Strawberry Field staff and management are required to wear facemasks at all times in public areas; shop, café, visitor exhibition and in circulation spaces connecting these areas.</p>	<p>Continue to monitor best practice and guidance as provided via United Kingdom government guidance.</p> <p>Revising actions and practice as required.</p>	Senior management team	July 2020	Yes