

Merland Copy Shop Ltd - Coronavirus Risk Assessment

Hazard

Novel virus SARS-CoV-2 (Coronavirus)

- Infected people entering the workplace and spreading the virus.
- People infected at work could spread the virus to others outside of the workplace

Stress

- Employees may become stressed due to the circumstances caused by COVID-19. This could affect employee's ability to work safely and efficiently.
- Increased pressure could be put on those already suffering with anxiety, stress or mental health issues.

Who Could Be Harmed and How?

Employees, customers, contractors and visitors could become infected with the virus and suffer ill health, serious illness or death (COVID-19). They may also infect others outside the workplace with the same result.

Controls in Place

Ill Health from COVID-19:

- Company is following Government and NHS guidelines.
- Staff have been briefed to not attend the shop if they have a temperature or are feeling unwell or if any person in their household is unwell or is self-isolating.
- All services have been reviewed and only those that can be delivered safely will be provided.

- Disposable surgical masks and gloves are available for staff to use.
- Plastic screens have been provided on the counter/reception area to ensure safe distancing and protection for staff and customers.
- Reception area, entrance door, card machine will be sanitised regularly throughout the working day.

- Overflow customers are required to wait in the street, maintaining social distancing.
- Customers are called in one at a time.
- Screens have been placed at the reception desk.
- Workstations are more than 2m apart.
- Recirculating air-con is not used – windows and doors kept open as much as possible.
- No refreshments are offered and all magazines/papers etc. have been removed.
- Customers requested to pay by contactless payments, where possible.
- The phone, till and card reader keypads are sanitised regularly.
- Music volume is kept low and talking is kept to a minimum.
- The toilet is kept locked but is available in an emergency. It is sanitised after it is used.
- Hand sanitiser dispensers are available and customers will be requested to use them on entry. Staff will use them between customers or wash their hands.
- Extra attention is given to cleaning common contact points such as door handles, card

- machine with anti-bacterial cleaner at regular intervals.
- Signs and notices in place to highlight safe procedures and hand washing techniques.
 - All unnecessary items have been removed from the kitchen, shelves and ledges to enable thorough, regular sanitising.
 - No unnecessary visitors or contractors are allowed to attend the premises past the reception counter.
 - Customers are asked to attend alone unless they are bringing children into the shop. Parents are required to supervise their children to maintain social distancing.
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- Customers and contractors will complete a health and contact tracing questionnaire to confirm they have no symptoms before being allowed onto the premises. The form is stored securely in line with GDPR.
 - Staff and customers sanitise their hands after handling the pens and forms.
 - All work stations are swept and sanitised between customers.
 - Staff wash their hand or use hand sanitiser before and after every customer.
 - Staff take their breaks in the canteen on the lower floor of the premises. They can access this without coming into contact with customers.
 - Canteen area and toilets are sanitised regularly
 - Ensure up-to-date contact details and emergency details are held for all staff
- Stress:
- All staff are experienced and have worked at the shop for many years.
 - The Director's are working in the shop and can be approached with any issues or problem and they will be dealt with appropriately.
 - Regular meetings and discussions will be held about the controls in place and any concerns that staff have.

Action Plan			
Further Acton Required	Target Date:	Action By:	Completed on:

Assessment Date:	01/07/2020	Assessed By:	Bob Connelly (Director) Sally Hadland (Director)
Signature:		Review Date:	July 2021