

COVID-19
CORONAVIRUS

**BUSINESS
RISK
ASSESSMENT**



monmouthshire
sir fynwy

Risk Assessment Index

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Introduction

This template risk assessment has been produced by the Public Protection Department to assist business owners as they look to reopen their premises for the first time since the start of the coronavirus pandemic, following an easing of the lockdown restrictions by Welsh Government. This document is provided for guidance purposes only and you may choose to take a different approach when you produce your risk assessment. Please consult Welsh Government guidance or speak to Public Protection on 01291 635711 if you require any further information.

Assessment Topics and guidance	Actions Required by You	Date Completed
Entrance and inside the premises. (It is likely in the first place that only outside areas will be allowed for customers to use, apart from toilet facilities)		
Calculate maximum capacity, measuring inside space to determine how many customers you may have inside whilst maintaining social distancing, including staff.		
When a maximum capacity number is set, is it visible to customers before they enter or will you have marshals or social distance champions controlling this on the door? How will you control this inside the premises? What action will you take if the numbers are breached? Customers should remain seated as far as possible.		
Are the social distance rules clear to customers through signage? Where will you display them?		
Have you provided signage and floor markings to help customers queue outside the store? Posters/2m distance markings? Any other measures?		
If you have a policy regarding children not attending the premises, please make sure signage is clear outside the premises. Alternatively, how will you remind customers to be responsible for their children in the store?		

Building Hazard Checks		
<p>If the building has been closed for some time the following should be checked</p> <ul style="list-style-type: none"> • Water quality (legionella controls) • Gas Safety • Ventilation/Gas interlock system • Electrical Safety • Fire Alarm • Fire exit mechanisms • Firefighting equipment • Internal door mechanisms • Trip hazards • Pressure systems e.g. in cellar • Pest control checks 		
Opening Hours		
<p>Consider reducing the opening hours if required to allow time for thorough cleaning and replenishing of soap and hand sanitiser facilities.</p>		
<p>If amending opening times inform your customers wherever possible e.g. open times signage / social media.</p>		
Staff Requirements		
<p>Consider staggering arrival and departure of staff at the workplace and making available more entry points where possible.</p>		
<p>Staff required to wash hands when arriving at work and before leaving work at the end of a shift. More frequent hand washing might be required during the day, depending on work undertaken and where there is a customer interface / realistic opportunity for cross</p>		

contamination. Provide hand washing facilities and hand sanitiser at the staff entrance.		
Social Distance rules should be maintained when in the workplace where possible. For any staff who will be required to work within 2m of other persons other measures should be put in place. Reducing movement by discouraging non-essential journeys within buildings – can staff communicate via radio or mobile phone instead?		
<p>PPE to be considered for staff in contact with customers? There are some circumstances when wearing a face covering may be marginally beneficial as a precautionary measure. The evidence suggests that wearing a face covering does not protect you, but it may protect others if you are infected but have not developed symptoms.</p> <ul style="list-style-type: none"> • Face <i>masks</i> (respiratory protective equipment or RPE) are not currently recommended outside of clinical and care environments. • Gloves and coveralls should be worn when handling large amounts of materials or having to touch lots of surfaces or where other more reliable controls cannot be put in place. • Employees should be reminded to change gloves and wash hands regularly • Where staff are unable to keep a 2m social distance from other staff or customers, face coverings should be considered. <p>NB. Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when</p>		

responding to a suspected or confirmed case of COVID-19.		
The evidence of the benefit of using a face covering to protect others is weak and the effect is likely to be small, therefore face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing. If employees chose to wear face coverings, support their decisions. Ensure staff dispose of gloves and face coverings into bins and do not place on surfaces. Wash hands immediately when removed.		
Staff rota agreed in advance, make staff aware there may be adjustments.		
Stagger break times and try to reduce staff interaction / cross contamination whilst on the premises and on break. Maintain 2m distance whilst on break. Have a policy for managing lunchtimes and breaks, including smoking breaks. Identifying who shall monitor this. Safe area outside dedicated for breaks? Staff to bring own lunch and crockery etc.		
Consider use of social distance marking for other common areas such as toilets, showers, lockers and changing rooms.		
Increase hand wash procedures and ensure soap and water is available to staff. In staff toilets, try to avoid shared towels. Use single use disposable towels or non-hand operated drier. Regular cleaning of staff toilets. Social distancing measures for use of staff toilets – e.g. ‘engaged’ signage.		
Staff training day before reopen to discuss new policies and procedures.		

Can you avoid Face to Face working? Side by side or back to back is potentially safer.		
Do members of staff have allergies making them more likely to sneeze (example hayfever/pet allergy, could these members of staff be redeployed to non-customer contact areas?)		
Stock rooms and offices on site regularly cleaned and social distance in place for staff in those areas.		
When possible in premises employing numerous staff assign specific roles/tasks to staff to help prevent cross contamination.		
Allow sufficient time for shift change overs if applicable.		
Review any staff targets set to minimise pressure and reduce breaks for handwashing.		
Customer Interaction		
Will you require customers to shop using one way walking routes on isles (floor arrows)?		
Hand sanitiser available at entrance to premises? Cleaning of baskets etc?		
Is there a busy area (pinch point) inside the premises whereby customers often gather? Consider moving these items if near a till or blocking a walkway/potential queue. Reducing the maximum occupancy in lifts to maintain social distancing (e.g. 1 person at a time). Consideration of customers with disabilities.		
First Aiders should be asked to consider this regarding resuscitation and hand on first aid.		

https://www.resus.org.uk/media/statements/resuscitation-council-uk-statements-on-covid-19-coronavirus-cpr-and-resuscitation/covid-community/		
Payments (Till/Counter)		
Can customers clearly see the queueing system inside and are there social distance aids such as floor markings inside for queues? (if applicable) Use of screens / barriers at tills? Regular cleaning of tills and counters. Hand sanitiser available.		
If you consider policies such as card only are customers aware before entering the store? Signage at tills?		
Do you want customers to place purchased items in a specific area, is this clearly signed? (example left hand side of till area)		
If you have a returns policy can there be a returns basket/area to have contactless returns. Set a clear returns policy with staff (example no returned items are placed in the premises for re-purchase within 72 hours). Think about customers handling goods too when trying them out.		
Are customers required to step back 2m from the counter whilst the member of staff calculates the items to be purchased? If so are there signage or floor markings required.		
Cleaning and Hand Contact Areas		
Do you have hand sanitiser available for staff and customers in these areas?		
Regular cleaning of high touch areas/equipment in the premises. Consider placing protecting coverings over large items that may require customer testing or use		

e.g. furniture, beds or seats. Ensure frequent cleaning of these coverings between uses. Consider how you will help customers to safely handle large items purchased. What cleaning chemicals are you using and are they effective against coronavirus? Do they meet BS EN 14476?		
Other than fire doors if there are internal doors inside can these be open to minimise contact?		
Are staff required to wash hands more often?		
Reduce the use of contact controls when possible for example light switches on and off whenever someone enters the stock room, can lights work on a movement sensor or be left on whilst in use?		
Are some items in store regularly handled or examined by customers and returned to a shelf, can they be cleaned?		
Staff canteens/ office space should also be cleaned regularly following use. All hand held areas and surfaces touched.		
Staff uniforms should be worn once a day and washed when a shift ends at a temperature 60°C. If uniforms are required, do staff have sufficient supply?		
Waste		
Can you use pedal operated waste bins in the premises? Reducing hand contact in the premises.		
Gloves and hand washing procedures for staff using touch bins or emptying waste bins. Will you need to provide more waste bins and arrange for more frequent collections?		
Fitting Rooms		
Fitting rooms should be closed wherever possible given the challenges in operating them safely.		

<p>Where fitting rooms are essential, for example to support key workers buying critical protective clothing, they should be cleaned very frequently, typically between each use.</p> <p>Creating procedures to manage clothes that have been tried on, for example delaying their return to the shop floor for 72 hours.</p> <p>Limiting contact between customers and colleagues during fitting, for example by suspending fitting assistance.</p>		
<p>Contractors and Deliveries</p>		
<p>If contractors are required to enter from other organisations are they informed of the relevant premises rules/policy before entering?</p> <p>Revising pick-up and drop-off collection points, procedures, signage and markings.</p> <p>Minimising unnecessary contact at gatehouse security, yard and warehouse. For example, non-contact deliveries where the nature of the product allows for use of electronic pre-booking.</p> <p>Considering methods to reduce frequency of deliveries, for example, by ordering larger quantities less often.</p> <p>Where possible and safe, having single workers load or unload vehicles.</p> <p>Where possible, using the same pairs of people for loads where more than one is needed.</p> <p>Enabling drivers to access welfare facilities when required, consistent with other guidance.</p>		

Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-aways.		
Ventilation		
Open windows where possible to help with ventilation.		
Extractor machines, are they working effectively and are they due a service?		
Air-conditioning, if used is it due a service to reduce recirculated air.		
Natural light is helpful, do not draw blinds where applicable or clutter window space.		
Wellbeing		
If staff become unwell with covid related symptoms what is the procedure and how do they notify and leave as soon as possible? NB. the symptoms are new and persistent cough, fever and loss of taste and smell,		
Provide employees with mental health and wellbeing information.		
Ensure staff are able to voice concerns in real time to feel safe whilst on the premises.		
Food and Drink (When permitted by the Welsh Government)		
Ensure staff social distance from each other when behind bars and in kitchens as much as possible.		
Ensure customers are aware they should social distance from customers from other households following gov guidance if sat together.		

Encourage outdoor seating when possible (there is evidence that the virus survives longer on indoor surfaces than outdoor surfaces)		
Do you require a separate risk assessment for different areas of the premises? Are some areas more likely to encourage the transmission of Covid-19 and require more control?		
Standard food hygiene practices must not be compromised due to Covid-19, they should be strengthened. We recommend the menu is kept as simple as possible for the time being.		
Considered using a blackboard menu that is visible to all, replacing table menus. Safer ways of ordering? Table service / phone app?		
Will you have an area for customers to return used cutlery/ glass/ plates or do staff have clear instruction for collection of these items? (example disposable gloves be worn)		
Water temperature above 60°C to be used for washing all cutlery/ glass/ plates before reuse.		
Have you considered moving furniture to ease pinch points and maintain clear walkways for staff in the dining area?		
Re-evaluate the maximum capacity levels to consider the Government social distance requirements at the time.		
How often will tables and chairs be cleaned in the dining area? Staff have clear instruction to wash hands immediately following cleaning tables.		
Do you have contactless payment machines in place? If so do they work from the garden/outdoor seating areas?		

If you continue to provide a delivery service ensure the delivery driver washes hands when returning to the premises before collecting a new order for delivery.		
If the delivery driver has a large heat containing bag for carrying the food, ensure the delivery driver does not place this bag on the counter in the dining area. Is there a specific area available for this to prevent cross-contamination in the dining area?		
Thorough and more frequent clearing procedures in place for restaurant counters and bar areas?		
Consideration for restricted menus to help ensure access to food is controlled and monitored safely? (Unless working alone you should have less space in the kitchen to move around freely)		
Whilst outdoor tables and chairs are safer than indoors if covered with a roof or parasol sunlight will be less effective in killing the virus and therefore should still be cleaned.		
If allowing customers to use the bar area. Will you have floor marking around the bar whereby customers will order from a distance and collect the drink when served and placed on the bar? (Prevent customers queueing leaning over the bar contaminating the bar and taps/pumps). Barriers?		
Create a procedure for toilet use.		
Create a procedure for any dance floor if applicable.		
Cellar / Stock Room		
Can you appoint one member of staff to change barrels to prevent cross contamination?		
Discuss realistic delivery supply and dates with suppliers. (reminder all pubs/hotels/restaurants in the		

UK will want food and drink when the announcement to re-open is made)		
Ensure out of date stock is removed before re-opening?		
Purging lines and full line cleaning. Cleaning in these areas are also essential especially with regular hand contact areas and surfaces.		
Outdoor areas		
Do you have staff able to monitor outdoor areas?		
Children's play areas in garden area should be considered. If closed is there sufficient signage and barriers to prevent use? (If open regular cleaning is required)		
Often used glasses and cutlery are not collected as frequently as glass inside the premises, there should be clear policies in place for both areas.		
Can outdoor coverings be amended to encourage natural light? (the more the outdoor area is covered the less effective the outdoor coverings are with regards to killing the virus)		
If using the street for outdoor smoking/ seating areas. Do you have canvas barriers to separate customers from passers-by or people queueing outside?		