










RISK ASSESSMENT COURTYARD SHOP - PUBLIC	Assessed by:	Date:	Title of Assessment	
	Lucy Johnsrud	11.01.21	COVID-19: Visitors in the Courtyard Shop	RA-CV-20
			Consultation with the Workforce & Publishing of this Assessment	
	Date to be reviewed	Gov. Updates/ Monthly	The workforce should be consulted during the development of this risk assessment. This risk assessment is published to the workforce and is available on our website.	
	Date of last review	17.11.20		
	Reviewed by			

HAZARD	HAZARD LOCATION	WHO AFFECTED	INITIAL RISK			RISK CATEGORY	EXISTING RISK CONTROLS	FURTHER RISK CONTROLS NECESSARY	RESIDUAL RISK			RESIDUAL RISK CATEGORY
Social Distancing Failure to maintain compliance with social distancing during completion of the task resulting in increased risk of transmission.	Courtyard Shop	Public Workers	4	5	20	High	1. The key company objective is to maintain social distancing wherever possible. 2. People must remain at least two metres apart when mixing with anyone outside their own household.  3. The numbers of people in the Courtyard Shop will be controlled and monitored by staff – 8 pax at a time.  4. Highly visible signage will remind people to follow all social distancing rules workers and visitors to wear face masks in shop.	1. Staff to be based in the entrance of the Courtyard Shop to manage numbers of 8 pax at one time ensure social distancing be maintained and public hands to be hand sanitised. 2. Visitors to wear face masks - mandatory in the shop – clear signage	2	5	10	Medium

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Entering and Leaving the Courtyard Shop Failure to maintain compliance with social distancing resulting in increased risk of transmission.	Courtyard Shop	Public Workers	3	5	15	High	1. People will be encouraged to walk/run/cycle to Burghley where practical and avoid public transport. 2. Car sharing will not be advised unless sharing with members of the same household. 3. Visitors will park vehicles in designated areas and utilise designated walkways and pedestrian flows as advised. 4. People are advised to wash/sanitise their hands on entering or leaving the Courtyard Shop.  5. The numbers of people in the Courtyard Shop will be controlled and monitored – using signage  6. Everyone to maintain social distancing when accessing and leaving the Courtyard Shop – keeping 2m apart.	1. Marshall/Staff Member to ensure public comply with entry and exit to Courtyard Shop ensuring social distancing.	1	5	5	Low




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							<div></div> <p>Visitors must wait until safe to enter/exit. Staff to manage public in the entrance area.</p> <p>7. All workers and visitors to wear face masks in shop.</p> <p>8.</p>					
<p>Moving around the Courtyard Shop</p> <p>Failure to maintain compliance with social distancing resulting in increased risk of transmission.</p>	Courtyard Shop	Public Workers	4	5	20	High	<p>1. Signage placed at ground level to demark 2 metre social distancing when queueing to purchase items.</p> <p>2. Visitors required to stick to permitted areas in a free flow fashion maintaining social distancing.</p> <div></div> <p>3. Visitors asked not to touch products, signs in place - staff to show items with gloves and face masks on.</p> <p>4. All ‘rummage’ stock to be removed</p> <p>5. Only sample clothing and sample hats to be on display – garments tried on to be quarantined for 72 hours in box before displayed again</p> <p>6. Any returned items to be cleaned and quarantined for 72 hours in box before displayed again</p> <p>7. Reduction of overall volumes of stock</p>	<p>1. Managers to continue to monitor the effectiveness of existing risk controls and amend as required.</p>	2	5	10	Medium



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							<p>for each item on display to assist with management of hygiene measures.</p> <p>8. Jewellery to be monitored</p> <p>9. A dummy box on the shelf/plexi-glass coverings with display behind for certain items and a notice to request from the counter</p> <p>10. Contactless payments only and Perspex screen in place at till area</p> <p>11. Delivery drop offs by security gate – single workers to unload vehicles</p>					
<p>Cleanliness of Courtyard Shop:</p> <p>Failure to maintain compliance with social distancing and surface transmission prevention in the common areas resulting in increased risk of transmission.</p>	Courtyard Shop,	Public Workers	4	5	20	High	<p>1. Maintain social distancing at all times. Signage placed at ground levels/other objects to demark 2 metre social distancing will be adhered to.</p> <div></div> <p>2. Visitors asked to sanitised hands when entry to shop with sanitiser provided (minimum 60% alcohol-based hand sanitiser). Sanitiser available at till point.</p> <p>3. All workers and visitors to wear face masks in the shop.</p> <p>4. Enhanced cleaning programme to frequently clean and disinfect shop in areas and surfaces that are touched regularly. <u>List please</u></p> <p>- Hand rail at entrance</p>	<p>1. Managers to continue to monitor the effectiveness of existing risk controls and amend as required.</p>	2	5	10	Medium

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							<ul style="list-style-type: none"> - Till area inc PDQ machine - Sanitising of baskets on entry <p>5. Entry door to be hooked open for sake of ease when visitors enter reducing contact with handles.</p>					
Common Areas: Toilets Failure to maintain compliance with social distancing and surface transmission prevention in the common areas resulting in increased risk of transmission.	Toilets	Public Workers	3	5	15	High	<p>1. Wash or sanitise hands before and after using the facilities. Provide hand sanitiser (minimum 60% alcohol based) where hand washing facilities are unavailable.</p>  <p>1. Avoid contact with frequently touched surfaces where possible e.g.:</p> <ul style="list-style-type: none"> • Opening doors with feet/elbows. <p>2. Enhanced cleaning programme to frequently clean and disinfect rest area surfaces that are touched regularly.</p> <p>3. Delivery drivers to use welfare facilities when required consistent with other guidance.</p>	<p>1. Hand sanitizer fixed to walls</p> <p>2. One family at a time in the toilets to be adhered to access the toilets with social distancing signs in place.</p>	2	5	10	Medium
Common Areas: Car Parks Failure to maintain compliance with social distancing in the car parks resulting in increased risk of	Car parks	Public Workers	2	5	10	Medium	<p>1. People are required to maintain 2 metre separation in car park areas.</p> 	<p>1. Managers to continue to monitor the effectiveness of existing risk controls and amend as required.</p>	1	5	5	Low

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transmission.							2. People will adhere to site pedestrian routes inbetween car parks and site entry points.					
Accidents, Security and Other Incidents Failure to manage appropriately/ attempting to maintain social distancing during accidents and incidents.	Site	Public Workers	2	5	10	Medium	1. Ambulance to be used in an emergency. 2. First aid facilities in place. 3. First aiders at to: <ul style="list-style-type: none"> - Make sure they wash hands or use an alcohol gel, before and after treating a casualty. - Ensure they do not cough or sneeze over a casualty during treatment. - Not lose sight of other cross contamination that could occur that is not related to COVID-19. - Wear gloves or cover hands when dealing with open wounds. - Cover cuts and grazes on their hands with waterproof dressing. - Dispose of all waste safely. - Do not touch a wound with a bare hand. - Do not touch any part of a dressing that will come in contact with a wound. 4. In an emergency, for example a fire or accident visitors and workers do not have to stay 2m apart if it would be unsafe. 5. Include the outside of first aid kits on regular sanitisation procedures.	1. Emergency plans should be kept up to date. 2. Consideration must also be given to potential delays in emergency services response, due to the current pressure on resources. 3. If an individual develops symptoms of COVID-19 or is observed to be displaying symptoms they should remove themselves from the Gardens/Park/Estate/Shop immediately: <ul style="list-style-type: none"> - Return home if safe to do so - If not able, driven home by another with additional controls: <ul style="list-style-type: none"> - Keep windows open - Keep distance (driver in front and passenger in rear) - Clean down vehicle following transport. - Contact emergency services if significant. 	1	5	5	Low

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Cleaning - General Cleaning - Handwashing - Sanitation Facilities - Toilets Failure to reduce transmission through contact with contaminated surfaces by not keeping the site clean.	Whole site	Public Workers	3	5	15	High	1. The Estate will utilise standard cleaning products as part of its enhanced cleaning programme. 2. Shops will be deep cleaned the morning prior to opening and after closing with a continuous clean of high touch areas throughout the day 3. People are required to maintain all areas in a clean and hygienic manner. 4. People will dispose of cloths/tissues/wipes in designated site areas. 5. People to be reminded not to place personal items on site surfaces such as: - Mobile phones - Bunches of keys 6. Frequent and thorough cleaning and sanitisation programme for the site throughout the day to include key touch points & areas such as: - Cupboard doors/handles - Draw handles - Chairs - Tables surfaces - Phones - Door handles - Door push plates - Light switches - First aid kit containers - Toilet handles - Taps - Soap and skin cream dispensers	1. Managers to continue to monitor the effectiveness of existing risk controls and amend as required.	2	5	10	Medium

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							<ul style="list-style-type: none"> - Kettle handles - Stair banisters - Water dispensers - Toilets 					
Hygiene: <ul style="list-style-type: none"> - Handwashing - Sanitation Facilities - Toilets <p>Failure to reduce transmission through contact with contaminated surfaces or direct exposure to airborne particulates by not enforcing good hygiene practices.</p>	House Chestnut Courtyard And Courtyard Shop	Public Workers	3	5	15	High	<ol style="list-style-type: none"> 1. Regular hand washing. 2. Avoid physical contact of any kind.  3. Avoid Skin Contact: Avoid touching eyes, nose and mouth.  4. Practice respiratory hygiene: This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately.  5. Everyone to be advised to regularly machine wash work clothes at 60-90° with laundry detergent and wash hands for 20 seconds afterwards. 	<ol style="list-style-type: none"> 1. Hand sanitiser (minimum 60% alcohol based) provided throughout the workplace at designated points e.g. <ul style="list-style-type: none"> - All entry and exit points - Entrances to rest areas - Areas where it is not practical to utilise soap and water facilities. 2. If any waste is suspected to be contaminated by Coronavirus – it should be held for 72 hours prior to disposal as normal waste in alignment with DEFRA guidance. 	2	5	10	Medium

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							<p>6. Everyone must wash their hands for 20 seconds using soap and water when entering and leaving the site.</p>  <p>7. Wash or sanitise hands before and after using the toilet facilities.</p>  <p>8. Avoid contact with frequently touched surfaces where possible e.g.:</p> <ul style="list-style-type: none"> - Opening doors with feet/elbows. - Using tissue to switch off taps or contact surfaces. <p>9. No reusable towels/nail brushes/face cloths permitted on the site.</p> <p>10. All workers and visitors to use face masks in shop</p> <p>11. People instructed in good personal hygiene practice.</p> <p>12. Any surfaces recently contacted by affected individuals to be isolated and thoroughly cleaned in line with current guidance at: https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare- </p>					

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							settings 13. If a worker has helped someone who was taken unwell with a new, continuous cough or a high temperature, they do not need to go home unless they develop symptoms themselves. They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell with symptoms consistent with coronavirus infection. 14. If waste is considered to be contaminated with Covid-19 virus remove and place into a plastic bag any wipes, disposable gloves and overalls used, whilst trying not to cross-contaminate onto existing clothes or persons. 15. Waste should be double bagged and sealed.					
Face Coverings Failure to support safe use of face covering by employees resulting in marginal increased risk of transmission from incorrect use.	Site	Workers	1	5	5	Low	<ul style="list-style-type: none"> - The company has assessed that the use of face coverings for our Workers and visitors are required in the shop as part of our risk control approach for covid-19. - Face Masks for sale in shops at £1 - Both a visor and face covering, we will support both. When a face covering is worn, we require the wearer to do the following: - Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it. 	1. Managers to continue to monitor the effectiveness of existing risk controls and amend as required.	1	5	5	Low

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							<ul style="list-style-type: none"> - When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands. - Change your face covering if it becomes damp or if you have touched it. - Continue to wash your hands regularly. - Change and wash your face covering daily. - If the material is washable, wash in line with manufacturer's instructions. If it is not washable, dispose of it carefully in your 'black bag' waste bin at home or at work - Practise social distancing wherever possible. - Customers & workers are permitted to remove face coverings for the purposes of identification or when speaking with people who rely on lip reading, facial expressions and clear sound for communication. Social distancing must still be maintained. <p>You do not need to wear a face covering if you have a legitimate reason not to. This includes (but is not limited to):</p> <ul style="list-style-type: none"> - young children under the age of 11 					

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							<p>(Public Health England do not recommended face coverings for children under the age of 3 for health and safety reasons)</p> <ul style="list-style-type: none">- not being able to put on, wear or remove a face covering because of a physical or mental illness or impairment, or disability- if putting on, wearing or removing a face covering will cause you severe distress- if you are travelling with or providing assistance to someone who relies on lip reading to communicate- to avoid harm or injury, or the risk of harm or injury, to yourself or others- to avoid injury, or to escape a risk of harm, and you do not have a face covering with you- to eat or drink if reasonably necessary- in order to take medication- if a police officer or other official requests you remove your face covering					
<p>Workforce Management: Shift patterns and Working Groups</p> <p>Failure to segregate cohorts to limit transmission</p>	Courtyard Shop	Workers	2	5	10	Medium	<p>1. Managers will aim (where practical) to split the workforce into teams so that teams are kept the same whilst on site.</p> <p>2. Managers will identify (where practical) opportunities for staggered shift times to reduce overall numbers of people on site where possible.</p>	<p>1. Managers to continue to monitor the effectiveness of existing risk controls and amend as required.</p>	1	5	5	Low

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potential.												

RISK		Severity	5	10	15	20	25
			4	8	12	16	20
LIKELIHOOD	SEVERITY		3	6	9	12	15
1. Extremely Unlikely	1. Minor Injury/disease no lost time		2	4	6	8	10
2. Unlikely	2. Injury/disease up to 7 days lost		1	2	3	4	5
3. Likely	3. Reportable under RIDDOR over 7 days		Likelihood				
4. Very Likely	4. Specified Injury/Long term absence		Low		Medium		High
5. Almost Certain to happen	5. Death	1-8		9-12		15-25	

References used in the development of this risk assessment:

- <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>
- <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19>
- <https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance>
- <https://www.nhs.uk/conditions/coronavirus-covid-19/check-if-you-have-coronavirus-symptoms/>
- <https://www.letsrecycle.com/news/latest-news/defra-coronavirus-waste-disposal-advice/>
- <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches>
- <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/the-visitor-economy>

Document Accepted By (Name)	L Johnsrud	Sign		Date	
Further Risk Controls Implemented By (Name)		Sign		Date	

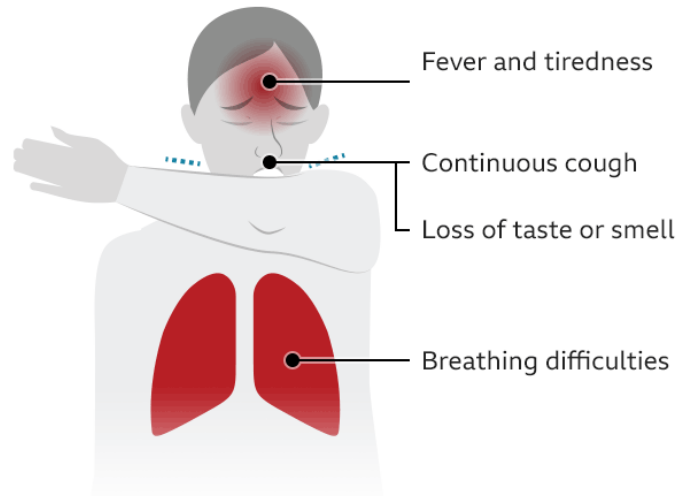
The contents of this risk assessment and the resulting Safe System of Work should be shared with all People as appropriate to its contents.



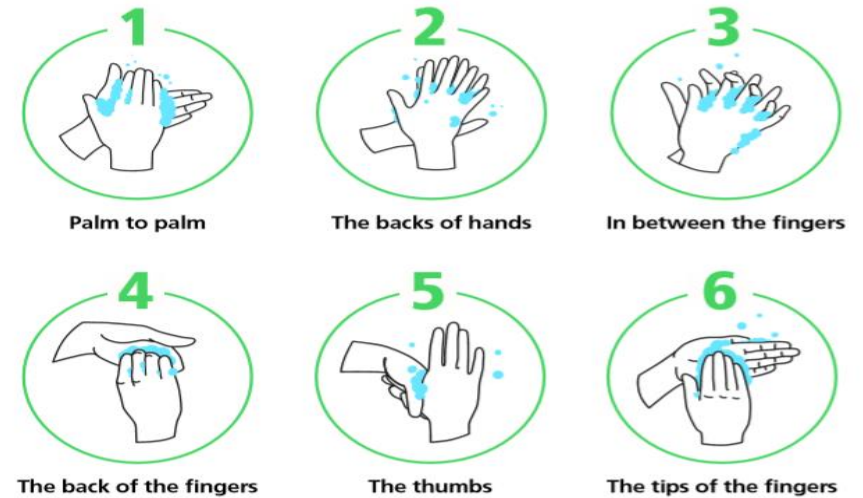
Key COVID-19 Symptoms & Controls:

Symptoms:

Coronavirus: Key symptoms



Hand Washing:



General Precautions:



Social Distancing:

