

Saddles and Paddles

Coronavirus Risk Assessment Form



Activity: Reopening the shop after lockdown	Conducted by: Heather Baker	Date: May 2020	Review Date: May 2021
Hazard	Who is Affected	Control Measure	Review Action, date
<ul style="list-style-type: none"> • Spread of COVID-19 Coronavirus 	<ul style="list-style-type: none"> • Staff • Customers • Members of the public 	<ul style="list-style-type: none"> • Follow Government guidance on reopening retail shops after lockdown and keep up to date with Public Health Guidance • Liaise with appropriate local authorities in advance of opening to ensure all necessary steps have been taken (e.g. ECC Environmental Health, Port Authority, Canal & Waterways team, business insurance) • Assess facilities within the shop to enable virus protection for staff and customers and make improvements where necessary; <ul style="list-style-type: none"> ⇒ Fit virus protection screen to shop counter before reopening ⇒ Install portable handwash station for staff / customers ⇒ Order PPE for staff and ensure sanitizing products are available ⇒ Ensure fans are used within the shop to enable air movement and aid germ dispersal • Review operational hours and working patterns to limit the number of staff in close contact • Assess staff to be brought back to work from furlough to identify anyone classed as high risk / vulnerable and ensure clear communication in advance • Ensure clear, prominent guidance on reducing the spread of the virus is promoted to all staff and customers • Place signs for customers at entrance points, within shop and at the counter • Clear procedures for staff to follow with regular reminders to staff • Consider the additional virus risk if required to carry out First Aid • Where use of the Transit Shed is permitted for additional space to display bikes for sale, adhere to conditions below to safeguard customers and the public, whilst also ensuring pathways are unobstructed and no equipment poses a trip hazard <p>Symptoms:</p> <ul style="list-style-type: none"> ⇒ Staff, customers and other visitors to be asked to refrain from entering if they show any virus symptoms or are sneezing (e.g. hayfever) ⇒ If staff develop symptoms, those that had worked with them in the previous few days to be alerted and to isolate if necessary 	<ul style="list-style-type: none"> ⇒ Regularly review Government guidance www.gov.uk/workingsafely ⇒ Review this written assessment whenever needed ⇒ Review working conditions / operating hours and adjust if needed ⇒ Check stock of sanitising materials and PPE weekly ⇒ Regular staff reviews to check team is comfortable with working conditions

Social distancing:

- ⇒ Limit number of mechanics in workshop at one time
- ⇒ Hire & workshop bookings to be given spaced out time slots to ensure limited contact, meaning only one booking needing bike set up / pontoon launch at a time
- ⇒ Only one member of staff behind the counter at a time & contactless card payments strongly encouraged
- ⇒ Limit number of people browsing in shop, with clearly marked 'staff only' areas
- ⇒ Chalk / tape 2m distancing outside shop and on shop floor
- ⇒ Hire customers to send one person in for paperwork/payment where possible
- ⇒ Hire bookings to be restricted to people from same household
- ⇒ Bike hire set up to be done from the cellar
- ⇒ Signs to discourage browsing customers from touching items unless purchasing
- ⇒ Consider removing option of 1 hour bike hire, due to time required for sanitising equipment and to minimise contact
- ⇒ Include in hire briefing advice on where to go to enable social distancing and being considerate to other users
- ⇒ Use bike prop stands when customers are viewing bikes for sale or hiring bikes to enable bike to be set up by staff who can then step away before customer approaches
- ⇒ Any close contact required with customers to be done side by side where possible, rather than face to face
- ⇒ Consider having background support for emails/orders/phone calls from member of staff working from home

Handwashing:

- ⇒ Reminders for everyone to wash hands regularly for at least 20 seconds
- ⇒ Additional handwash station to be provided inside shop, to reduce the need for staff to have to use shared facilities in Kings Wharf as well as provide a handwashing facilities for customers
- ⇒ Hand sanitizer also available
- ⇒ Regular communication with Exeter City Council to establish when public toilets will be open (for customers use either on the Quay or out on hire)

PPE:

- ⇒ Gloves, face masks and face visors available for staff to wear when needed. Staff recommended to wear masks / face coverings / visors when in close contact with customers (bike sales or hire set ups) and to serve people side-by-side, not face-to-face
- ⇒ Customers recommended to wear face coverings on entering the shop

Disinfecting:

- ⇒ All shared surfaces to be disinfected regularly, particularly after customer visits. Gloves, sanitising products and wipes provided
- ⇒ Contact points (e.g. handlebar grips, paddles) on hire equipment to be disinfected before and after use
- ⇒ Canoe gunwhales to be disinfected with sanitizer / soap after use and gloves available to staff handling boat rope
- ⇒ Hire equipment to be marked after use to clearly identify what is awaiting disinfecting, to ensure it is not hired again
- ⇒ Where possible, shared equipment like helmets, buoyancy aids and paddles to be disinfected but main advice is to ensure staff and customers wash their hands after handling

Mental Health:

- ⇒ All staff to be aware that working in these conditions can be stressful and to be considerate of each others mental health & wellbeing. Staff encouraged to raise any concerns and seek help when needed:
<https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>
www.hseni.gov.uk/stress

Customer confidence:

- ⇒ Risk assessment to be made publicly available in shop and on website and Government's "[Staying COVID-19 Secure in 2020](#)" poster to be displayed and promoted
- ⇒ Safeguarding measures highlighted on social media and when booking