

Saddles and Paddles

Coronavirus Risk Assessment Form

Activity: All shop & hire activities	Conducted by: Heather Baker	Date: Sept 2020	Review Date: Regular reviews in line with Government Public Health updates
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 for retail and leisure businesses and keep up to date with Public Health Guidance • Liaise with appropriate local authorities and partners for any local specific advice (e.g. ECC Environmental Health, Port Authority, Canal & Waterways team, business insurance) • Provision of facilities within the shop to enable virus protection for staff and customers; <ul style="list-style-type: none"> ⇒ Virus protection screen covering entire shop counter ⇒ Portable handwash station installed for staff / customers ⇒ PPE provided for staff ⇒ Sanitizing products in use for staff and customers ⇒ Ensure fans are used within the shop to enable air movement and aid germ dispersal when necessary • 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

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		<p>Social distancing:</p> <ul style="list-style-type: none"> ⇒ Limit number of mechanics in workshop at one time and arrange work stands to limit face to face contact ⇒ Limit daily staffing levels to reduce contact time and enable distancing ⇒ 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 ⇒ Limit number 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 in numbers or households, depending on current guidance ⇒ Bike hire set up to be done from outside the bike storage cellar, to spread customers away from the shop ⇒ Signs to discourage browsing customers from touching items unless purchasing and encouraged to use hand sanitiser ⇒ 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 hand washing, sanitising and social distancing, in addition to 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 <p>Handwashing / sanitising:</p> <ul style="list-style-type: none"> ⇒ Reminders for everyone to wash hands regularly for at least 20 seconds ⇒ Additional handwash station 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 in several locations for staff and customers ⇒ Hand sanitiser available on the pontoon for customers to use before and after contact. Customers reminded in briefing and pontoon signs to always wash hands after boat hire 	

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		<p>PPE:</p> <ul style="list-style-type: none"> ⇒ 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 requested to wear face coverings on entering the shop, in line with Government guidance <p>Disinfecting:</p> <ul style="list-style-type: none"> ⇒ 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, with hand sanitiser available on the pontoon for customers to use before and after contact. Customers reminded in briefing and pontoon signs to always wash hands after boat hire ⇒ Hire equipment to be marked after use to clearly identify what is awaiting disinfecting, to ensure it is not hired again ⇒ Customers instructed to place shared hire equipment, like helmets, buoyancy aids and paddles, in a separate drop off box to be disinfected after use and separated from other equipment. These items are sanitised and not re-hired the same day. ⇒ Hire bikes are only used by one customer a day; after use, bikes are sanitised and put aside for a minimum of 24 hrs ⇒ Bike shop products to be disinfected and put to one side for a day if handled by customers but not purchased. Helmets for sale to be disinfected with fabric sanitiser after being tried on and set aside for 24 hrs. <p>Mental Health:</p> <ul style="list-style-type: none"> ⇒ 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 <p>Customer confidence:</p> <ul style="list-style-type: none"> ⇒ 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 	