

Travel Buff Ltd Trading as Daunt Books, The Marlow Bookshop, Owl Bookshop and Hart's Books

Risk Assessment for Covid-19

Covid 19, also known as coronavirus, is a new illness that principally affects lungs and airways. It is caused by a coronavirus. Symptoms can be mild, moderate, severe and even fatal. Infection can be caused by inhalation of viral particles and by transfer of viral particles by contact to eyes and respiratory tract.

General Policy – The safety of our staff and customers must be our primary concern. We have established a policy for reducing the risk posed by Covid 19 through 2 key elements: Implementing robust and thorough hygiene controls for staff and customers, and enabling and encouraging good social distancing of 2m through physical changes to shop layouts, limits on customer numbers and clear signage, both supported by clear direction to staff.

Premises covered – Daunt Books shops at 83 Marylebone High Street London W1U 4QW, 112-114 Holland Park Avenue London W11 4UA, 51 South End Road London NW3 2QB, Haverstock Hill London NW3 2QL, 61 Cheapside, EC2V 6AX, 247/249 Banbury Road Oxford OX2 7HR, Owl Bookshop 207-209 Kentish Town Road NW5 2JU, Hart's Books 26 King Street Saffron Walden CB10 1ES, The Marlow Bookshop 22-24 Spittal Street, Marlow SI7 1DB.

Risk assessment completed: 15th June 2020 by Brett Wolstencroft

Signed -----

To be reviewed : 15th July 2020, and immediately if new legislation or government guidelines are introduced.

Staff listed: Brett Wolstencroft (BW) Rebecca Lefevre (RL)

What are the hazards?	Who might be harmed	Action already taken	Further Action Required	Action by who?	Action by when?	Done
<p>Spread of Covid-19 through inhaled viral particles, and from ingested viral particles from contaminated surfaces or goods. Risk to mental health to staff caused by concern about virus and stressful new working arrangements</p>	<ul style="list-style-type: none"> • Staff • Customers • Visitors • Contractors • Delivery Drivers 	<p><u>General</u></p> <p>All staff sent copies of Government advice for Working safely during Covid-19 in shops and advised to read.</p> <p>Staff with underlying health conditions identified and given opportunity to remain on leave at present.</p> <p>Where staff are able to work at home they have been advised to do so. Crossover of staff between shops avoided where possible.</p> <p>Staff fully briefed on procedure where someone – customer or staff-is taken ill with symptoms of Covid – 19</p> <p>Face coverings, visors and rubber gloves provided as optional equipment for all staff and all staff informed that they are welcome to use where equipment used properly.</p> <p>Staff encouraged to avoid public transport where possible. Information</p>	<p>Situation to be kept under review with regard to those with known underlying health conditions.</p> <p>Bike storage to be assessed and improved</p>	<p>RL</p> <p>BW</p>	<p>Ongoing</p> <p>15/7/20</p>	

		<p>provided for use on public transport.</p> <p>Mental Health The extra risk to staff mental health working with the threat of the virus around and with stressful new working procedures is recognised and all staff encouraged to communicate any concerns and worries to the management.</p> <p>Hygiene</p> <ul style="list-style-type: none"> • Hand washing facilities with soap and water in place. Hot water washing available in all locations. Posters in place to remind need to thoroughly wash hands. Air dryers disabled and paper towels made available. • Hand sanitiser of different types made available to staff throughout the workplace and staff required to use sanitiser before all book handling movements. • Hand sanitiser stations for customer use placed throughout shops and customers asked to use before handling books through posters and by staff directly. Customers asked to reduce book handling by posters, staff through advice and training. • Hand cream provided for staff if hands 	<p>Mental wellbeing of all staff to be regularly monitored</p> <p>South End Road downstairs water heater needs repair.</p> <p>The person responsible for daily cleaning must check hand sanitiser dispensers are full and available everywhere. Senior staff to regularly remind all staff to use hand sanitiser.</p> <p>Signage to be checked regularly to make sure it is in place and legible.</p>	<p>RL</p> <p>BW</p> <p>Daily Cleaning Supervisor</p> <p>All staff</p>	<p>Ongoing</p> <p>29/6/20</p> <p>Ongoing</p> <p>Ongoing</p>	
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become dry and sore.

		<ul style="list-style-type: none"> • Staff reminded that wearing gloves (optional) not a substitute for good hygiene procedures. Where books seen to be extensively handled, staff told to place securely aside untouched for 24 hrs • Payment Methods • Customers to be asked to pay by card and notices to be put up at tills requesting this. <p>Cleaning Introduction of new regime of frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches till screens, keyboards, telephones etc. Daily cleaning rota to implemented in each shop listing key areas to clean. Availability of appropriate cleaning materials to be checked as part of this.</p> <p>Toilet facilities now restricted to staff use only.</p> <p>Deep Cleaning Aprons, gloves and masks made available for any situation where more thorough cleaning is advised eg by local health teams.</p>	<p>Card machines with separate pin-pads to be installed, and staff trained on them.</p> <p>Check to make sure all shops have rota tailored to that workplace</p> <p>Regular checking that rota is being followed and those responsible each day taking the responsibility seriously</p> <p>Staff to be given clear instructions on any necessary extra cleaning</p>	<p>BW</p> <p>RL</p> <p>RL/BW</p> <p>BW/RL</p>	<p>22/6/20</p> <p>19/6/20</p> <p>Ongoing</p> <p>Ongoing</p>	
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		<p>Social Distancing</p> <p>Staff thoroughly trained in the need to observe 2m social distancing at all times. Workplaces changed to make this possible eg desks moved, and clear movement lanes introduced..</p> <p>Floor marking introduced where necessary. Till points moved where practical to enable good distancing, back to back working or screen introduced wherever 2m not possible.</p> <p>Customer seating removed.</p> <p>Floor markings and posters provided throughout the public areas of the shop to remind customers and staff to observe social distancing. Posters in place to remind parents to help children observe social distancing</p> <p>Numbers of customers strictly limited in each shop, and procedures and signage introduced to implement one-in-one-out policy when necessary. Staff trained to understand that crowding in particular areas more important than overall numbers. One-way systems and separate entrance/exit doors introduced where possible/necessary to aid and encourage social distancing.</p> <p>Screens introduced at all payment and</p>	<p>Signage to be regularly inspected and replaced where necessary</p> <p>Flow and distribution of customers to be monitored and number limits altered so that good social distancing always possible</p> <p>Exterior Queuing marking to be put in place if number limits make this necessary so that social distancing is not compromised outside the shops</p>	<p>Shop Managers /BW</p> <p>Shop Managers /BW</p> <p>Shop Managers /BW</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	
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advice points, staff advised to keep conversations with customers brief, and behind screens where possible. Queuing markers put in place at all tills.

Ventilation

Staff advised to keep good ventilation throughout the shops by keeping windows and doors open wherever possible and making sure ventilation fans are running

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