

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 is now understood to be principally caused by inhalation of viral particles in droplets or aerosols but is also possible by transfer of viral particles by contact to eyes and respiratory tract. New variants of Covid – 19 have emerged over the past 12 months which are more transmissible than originally encountered and which may cause more serious illness.

General Policy – The safety of our staff and customers must be our primary concern. We have established a policy for reducing the risks posed by Covid 19 through these key elements: Ensuring good ventilation throughout our premises: Implementing robust and thorough hygiene controls for staff and customers: Physically changing the layout and structures in the shop so as to mitigate risk by enabling good social distancing and limiting face to face contact: Encouraging good hygiene and social distancing for staff and customers through clear signage and training: Putting in place further risk mitigation measures by encouraging mask wearing: Encouraging vaccinations as they become available, and rolling out workplace testing as it becomes available and practicable: Recognizing and mitigating any mental health risks 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.and

Revised risk assessment completed: 19th March 2021 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 Le Fevre (RL)

What are the hazards?	Who might be harmed	Action already taken	Further Required Action	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.</p> <p>Risk to mental health of staff caused by concern about virus, lack of control over a customer facing work environment, stressful working arrangements and being furloughed.</p> <p>Extra stresses as those furloughed return to work.</p> <p>Risk of discrimination against customers with hidden underlying health conditions.</p> <p>Risk of abuse from customers refusing to comply with Covid requirements for shops.</p>	<p>Staff</p> <p>Customers</p> <p>Visitors</p> <p>Contractors</p> <p>Delivery Drivers</p>	<p>General</p> <p>All staff sent a link to the Government advice for Working safely during Covid-19 in shops and advised to read.</p> <p>Staff with underlying health conditions have been identified and given the opportunity to remain on furlough where possible.</p> <p>Where staff are able to work at home they have been encouraged to do so.</p> <p>The crossover of staff between shops has been avoided where possible through changes to staff rota policy.</p> <p>All staff shifts recorded should there be a need to report an outbreak to Local PHE Health Protection Teams to enable us to support NHS Test and Trace.</p> <p>Face coverings.</p> <p>All staff offered cloth face coverings, and disposable face coverings are always available to staff. Staff are required to wear face coverings in all customer-facing situations, and as necessary to provide risk mitigation where 2m social distancing is not possible.</p> <p>Customers are reminded of the requirement to wear face coverings through posters and notices.</p> <p>Other PPE</p> <p>Visors and gloves available to any staff who wish to use them in the workplace. Gloves and aprons are available in all workplaces for deep cleaning.</p>	<p>Link to government advice provided to all staff</p> <p>Plan for Covid Outbreak to be created. Single point of contact (SPOC) for local PHE Health Protection Teams to be agreed.</p> <p>Staff to be encouraged to wear face masks as much as possible on shop premises even when not customer-facing, except when eating.</p> <p>Staff to be reminded that they are not to enforce and that some customers may be exempt from wearing and have hidden underlying health conditions.</p>	<p>BW</p> <p>BW/RL</p> <p>BW/RL</p> <p>BW/RL</p>	<p>28/03/21</p> <p>28/03/21</p> <p>Ongoing</p> <p>Ongoing</p>	

	<p>Ventilation An emphasis on good ventilation as a major factor in transmission risk reduction has been made across all workplaces. Staff asked to keep all front doors open as usual and additional doors open where possible/mechanical ventilation on.</p> <p>Mental Health Advice has been sought on how best to support staff in terms of mental health as the pandemic continues and as staff return from furlough and shops re-open to the public. Staff have been regularly spoken to by RL or RC in order to assess any concerns and issues on working arrangements/ return to work after furlough</p> <p>Hygiene Hand washing facilities with soap and water are in place. Hot water washing available in all locations. Posters are in place to remind the need to thoroughly wash hands. Air dryers disabled and paper towels made available.</p> <p>Hand sanitiser of different types made available to staff throughout the workplace and staff required to use sanitiser / wash hands regularly.</p> <p>Hand sanitiser stations for customer use have placed principally at doors and customers are asked to use before handling books through clear posters. Sanitiser to be checked and refilled as necessary by all staff.</p> <p>Payment Methods Customers are encouraged to pay by card through notices at tills to minimise hand contact.</p> <p>Cleaning Increased frequency of daily cleaning has been introduced with regular cleaning of objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches till screens, keyboards, telephones etc.</p> <p>Rota introduced In MHS to make one person responsible for daily cleaning of public areas.</p>	<p>Faulty Owl fans to be fixed</p> <p>Regular checks on Mental Health to be carried out by RL with all staff using the HSE Talking Toolkit as guidance (www.hse.gov.uk)</p> <p>Check to be made that all shops have adequate hand sanitiser supplies and working dispensers for reopening to customers</p> <p>Ensure all shops able to use remote pin pad for door collections when in use</p>	<p>BW to arrange</p> <p>RL</p> <p>BW</p> <p>BW</p>	<p>30/04/21</p> <p>Ongoing</p> <p>28/03/21 and Ongoing</p> <p>28/03/21</p>	
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Toilet facilities are now restricted to staff use only to help mitigate risk.

Deep Cleaning

Aprons, gloves and masks made available for any situation where more thorough cleaning is advised eg by local health teams.

Social Distancing

Staff have been advised of the need to observe good social distancing at all times - 2m where possible and 1m with a facemask on or screen in place. Workplaces changed to enable this eg desks moved, and clear movement lanes introduced. Rest area seating limited.

Till points have been moved where practical to enable good distancing between staff or back-to-back working. Screens are in place at all till points. Shop furniture and displays moved or modified as necessary to allow more space and enable good social distancing.

Staff reminded to have conversations with customers at distance and to keep such face to face contact brief.

Customer seating is removed.

Floor markings and posters provided throughout the public areas of the shop to remind customers and staff to observe social distancing.

Customer density is monitored regularly in each shop and customer numbers limited when good social distancing becomes difficult.

Shops given signage to help limit numbers if needed, and guidance on safe customer levels. Staff advised that crowding in particular areas is more important than overall numbers.

One-way systems and separate entrance/exit doors introduced where possible/necessary to aid and encourage social distancing, marking tape/floor stickers used to encourage safe distancing when queuing inside and out.

Staff to be reminded that they must maintain good social distancing when operating doorstep collection services.

BW

Ongoing

		<p>Visitors</p>	<p>Staff to be reminded to keep records of any contractors visiting shops.</p>	BW	Ongoing	
		<p>Vaccinations</p>	<p>Staff will be encouraged to take advantage of Covid 19 Vaccinations as they become available. This will help to avoid serious illness and is likely to reduce transmission</p>	BW/RL	Ongoing	
		<p>Workplace Testing The company has signed up to the Government's workplace testing scheme as soon as this became available as another way of mitigating the risk to staff.</p>	<p>Testing facility to be set-up in Marylebone, possibility of sites in other shops to be explored and home testing introduced when available.</p>	BW	12/04/21	