

Example COVID-19 risk register: Retail business

Location: Smith's small goods

Date: 20/04/2020

| Hazard | What is the harm that the hazard could cause? | What is the likelihood that the harm would occur? | What is the level of risk? | What controls are currently in place? | Are further controls required? | Actioned by | Date Due | Date Complete | Maintenance and review |
|--|--|---|--|---|--|-------------|------------|-----------------------------|---|
| COVID-19 from customers who are infected | Staff or other customers catching COVID-19 (could result in serious illness or death). | Low, there have been few cases locally. | Moderate, while there are only a few local cases the consequences may be severe. | <p>Cleaning and disinfecting in accordance with guidance from Safe Work Australia and public health authority.</p> <p>Frequently touched surfaces including counters, handrails, doors, till, phones, keyboards and EFTPOS facilities are regularly cleaned.</p> <p>Trolleys and hand baskets are wiped clean with surface wipes after each use.</p> <p>Customers are requested to only touch items they are interested in purchasing.</p> <p>Physical distancing – floor has markings to keep workers and customers at least 1.5m apart from each other. No more than 15 customers are allowed into the store at a time to allow for physical distancing and signs placed around the store advising of these rules.</p> <p>Plexi glass screen is installed at counters. Customers are kept back from counters.</p> <p>Payments are only accepted via tap and go.</p> <p>Alcohol based hand sanitiser is provided at all work stations and on entry to the shop (out of reach of children).</p> <p>Posters on hand washing are prominent in store and hand washing facilities are available in the bathrooms.</p> | <p>Encouraging online purchases and contactless delivery.</p> <p>Customers who bring their own bags will be asked to pack them themselves.</p> | John Smith | 30/04/2020 | Click here to enter a date. | Click here to enter text. |
| COVID-19 from staff who are infected | Other staff or customers catching COVID-19 (could result in serious illness or death). | Low, there have been few cases locally. | Moderate, while there are only a few local cases the consequences may be severe. | <p>Cleaning and disinfecting is done in accordance with guidance from Safe Work Australia and Health authorities</p> <p>Frequently touched surfaces including counters, handrails, doors, till, phones, keyboards and EFTPOS facilities have all been identified for regular cleaning.</p> <p>Staff have been briefed on symptoms of COVID-19 and have been told to stay home if they aren't feeling well.</p> <p>If a staff member becomes unwell at work, a process is in place to isolate them and arrange</p> | Update roster so staff are rostered with the same colleagues each shift to minimise exposure. | Sally Smith | 30/04/2020 | Click here to enter a date. | Consult with workers at next staff meeting for any feedback on revised roster and effectiveness of new soap dispenser |

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| | | | | <p>for them to be sent home to receive medical attention.</p> <p>Staff don't have contact with delivery drivers, all paperwork is completed electronically.</p> <p>Soap and water for hand washing and paper towel or air dryer for hand drying is available in bathrooms, break rooms, behind the deli counter and at back of shop with instructional signs on hand washing.</p> <p>Alcohol based hand sanitiser is also available in all staff areas including bathrooms, break rooms, the loading dock and delivery vehicles and signs are displayed on appropriate use. .</p> <p>Where staff meetings are required, they are held over the phone and information sent by email where possible.</p> <p>Break times are staggered to minimise the number of staff using break room at one time.</p> <p>Smith's Small Goods delivery van cleaned between swapping delivery drivers.</p> | New automatic soap dispenser ordered from ebay. | | | | |
| Fatigue from working longer hours to meet high demand | Injury to staff or others form fatigue related accidents or illness resulting from fatigue. | High, demand has increased significantly, and most workers did overtime last week. | High, particularly to staff doing deliveries or driving to and from work. | <p>Ensure maximum shift lengths and maximum starts per week are observed to prevent fatigue</p> <p>Ensure breaks are provided.</p> <p>Staff are rostered to ensure that they regularly get two complete days off work if they are working long hours</p> <p>Staff numbers reflect work required to deal with customer flow and stock replenishment.</p> <p>Staff reporting feeling tired are sent home and driven or offered a taxi if necessary.</p> | <p>Update website to streamline service and reduce demand on staff.</p> <p>Hire temporary staff to meet demand.</p> | John Smith | 24/04/2020 | Click here to enter a date. | Click here to enter text. |
| Customer aggression | Physical or psychological injury to staff. | High, customers concerned they may not get the goods they require have verbally abused staff twice in the last week. | High, staff are already reporting instances of abuse and violent behaviour. | <p>There is always a manager rostered on to assist but they often get caught up with other tasks.</p> <p>There is a counter to physically separate staff, but they often need to leave it to restock shelves.</p> <p>Managers regularly contact delivery drivers and are on call to address any customer concerns. Drivers can report aggressive customers and they may not be able to access the service in future.</p> <p>Processes are in place to ban abusive and violent customers from the store or call police.</p> <p>Staff have access to psychological support through an EAP.</p> | <p>Messages posted on the business website about shortages and when new stock is arriving.</p> <p>Where goods aren't available customers can pre-order from the next delivery.</p> <p>Manager prioritises assisting staff with upset customers and staff able to remove themselves if they feel necessary.</p> <p>Shelves restocked while store closed.</p> | Sally Smith | 20/04/2020 | 20/04/2020 | Review if any further occurrences reported or on 04/05/2020 |

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| | | | | | Clear signage in store Training for workers on communicating with aggressive customers | | | | |
| New delivery service | Vehicle accidents injuring staff or others | Moderate, based on the experience of similar businesses. | High as injuries could be severe. | Van provided by the business is in good working order. Staff are given familiarisation with the van before driving. Staff licences checked before becoming delivery drivers. | Regular checks and maintenance scheduled for van. | Sally Smith | 22/04/2020 | Click here to enter a date. | Click here to enter text. |
| Persistent use of hand sanitiser | Dermatitis | Moderate, many staff will not have used hand sanitiser regularly before | Moderate, effected individuals may have a significant reaction | Staff are encouraged to wash hands with soap and water for 20 secs where possible as an alternative to hand sanitiser in non-medical situations | Ask staff if they have a history of dermatitis or allergy to alcohol | David Brown | 27/04/2020 | | |
| Persistent use of latex gloves | New or aggravated latex sensitivity | Low, most gloves will not be latex-based | Moderate, effected individuals may have a significant reaction | Staff are provided with non-latex gloves or remove gloves when not necessary. | Ensure latex free gloves are purchased. | Lisa Singh | 24/04/2020 | | |
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