

Details	
Group	Planet Organic Ltd.
Site	Planet Organic - Head Office
Title	COVID-19 risk assessments
Assessed By	Mike Williams

Task	Completed date of assessment
COVID-19 Risk Assessment 4 - Customer safety	24-09-2020

COVID-19 Risk Assessment 4 - Customer safety
Hazards?
Infection spread by staff with symptoms of COVID-19
Infection spread by customers with COVID-19
Infection spread from surfaces and equipment infected with COVID-19
Who might be harmed and how?
Suppliers
Staff
Guests
Customers
Visitors
Controls in place
Shops will promote the use of contactless or card payments as far as possible. Only one till will accept cash per shop. Notices displayed will explain this to customers
Physical distancing measures will be in place to permit customers to physically distance whilst queuing, and whilst inside the shop (see physical distancing risk assessment)
Posters and notices will be displayed detailing the rules in place to prevent the risks of infection from COVID-19 at point of entry and throughout the premises. Such posters will include detail of physical distancing and hand washing arrangements
Measures will be in place to request customers exhibiting symptoms of COVID-19 to politely leave the premises for the safety of others
Customers can use the accessible toilets, by asking for the key from a member of the staff. The toilets and the touch points must be cleaned regularly, as appears on the cleaning schedule.
60% Alcohol hand sanitising gel stations will be positioned throughout the shop for customers to use. Staff will be encouraged to remind customers of the need to use these gels. Information notices will be in place in close proximity to gel stations
Coffee shop seating areas are now open. Additional control measures have been added.
Screens will be set in place at all till and staffed service areas to protect both staff members and customers
Hand contact surfaces and touch points will be cleaned on an ongoing basis throughout the day by a designated cleaning team. Hand contact points will be identified in a cleaning schedule
Trolley handles will be sanitised between customer use. Notices are displayed near the trolleys to advise customers of this process. Sanitiser stations will be provided next to the trolleys for customer use
Staff interaction with customers will be limited as far as possible. Staff will be instructed to maintain a physical gap from customers if they are requested to provide advice or assistance (see physical distancing risk assessment)
Customers are being reminded to social distancing throughout the shop by floor markings.
Food scoops etc. will be regularly replaced throughout opening hours with clean scoops
Customer toilets. - Customers can use the disabled toilet, after they have been asking for the key from the staff. The toilets and the relevant touch points must be cleaned regularly, as appears on the cleaning schedule.
Tables and chairs are being sanitised after each use. This is being monitored by red/green signs. Red: This table needs to be sanitised, green: This table is sanitised and free to use. Tables are kept at least 1 metre apart.
NHS QR system- allows customers, visitors to check into our venue by scanning QR code. The information stay's on the users phone and if there is an outbreak associated with the venue a message will be sent to the user with the public health advice.
Regular tannoy announcements are reminding customers to wear face coverings while they are shopping.

Additional controls required	Action by whom	Action by when	Completion date - comments
Completed date of assessment:	24-09-2020		

COVID-19 Risk Assessment 4 - Customer safety		
Review date	Person completing review	Reason (e.g. annual review, following accident, changes)
23-06-2020	Borbala Albert	Monthly review
24-06-2020	Borbala Albert	Monthly review
05-08-2020	Borbala Albert	Adjustments and monthly review
05-08-2020	Borbala Albert	Monthly review/update

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Trained employees	Training date	Signature