

Title of Risk	Description of Risk	Potential Harm/Impact from Risk	Risk Colour
What at the Hazards		Who might be harmed?	



Limit the transmission of virus on the premises	Somebody comes into contact with the virus on the premises	Members of staff, volunteers or members of the public	Yellow
Insufficient Volunteers to open Hub safely	The shops are unable to rely on volunteers to open the shops	Members of staff	Orange
Unmanageable volume of donations of large goods	The Hub unable to store the large donations	Members of staff and volunteers	Yellow
Risk of contaminated donations	Donations contaminated with Covid 19 are received	Members of staff, volunteers and members of the public	Yellow
Fly tipping outside Hub	Rubbish is left outside Hub	Members of staff, volunteers and members of the public	Yellow

Contaminated cash handling by staff	Contaminated cash is used to purchase goods	Members of staff, volunteers and members of the public	Yellow
Violence and threatening behaviour	Staff threatened by customers unhappy with social distancing restrictions in the Hub	Members of staff, volunteers and members of the public	Yellow
Till system not operational	New till system not ready for Hub opening	n/a	Yellow
Low volume of customers	Very few customers visit the Hub when it opens	n/a	Yellow
Hub is not profitable	Hub generates insufficient income to cover costs	n/a	Yellow
Decline in demand and process for RAG	Income from RAG reduces and costs incurred for disposal of waste	n/a	Yellow
Contamination in Van	Multiple users of van could lead to contamination of van	Members of staff and volunteers	Yellow

Risk Score	Control Description	Evidence of Control	Date Risk closed
	What are you doing to control the risks?	What further action can you do to control the risks?	Done



9	<ul style="list-style-type: none"> • Staff to open Hub for a restricted number of hours 	<ul style="list-style-type: none"> • Purchase screens for the till counter • Regular handwashing for staff and volunteers • Hand sanitiser available at Hub entrance and till point • Fixed teams working in Hub • Strigent cleaning of premises in place of all hard surfaces - door handles and workstations cleaned between users • Social distancing signage and one way queuing system in place • Number of customers in Hub limited at any one time 	<p>Actions complete risk closed 24.08.21</p> <p>We have a good number of volunteers in place, risk closed 24.08.21</p>
6	<ul style="list-style-type: none"> • Goods are streamed/cleaned before placing on the shop floor • Premises are checked regularly 	<ul style="list-style-type: none"> • Collections delayed until space available for goods • Regular deliveries to ensure quick turnover of goods • Donations are left untouched for 72 hours following receipt - masks used in handled before this time • Gloves worn when sorting donations • Staff are on site most days 	<p>Cages purchased to accommodate volumes, donation days limited at times of high volumes, risk closed 24.08.21</p> <p>Goods no longer require quarantine, gloves worn when sorting, risk closed 24.08.21</p> <p>Risk being managed on an ongoing basis</p>

	<ul style="list-style-type: none"> • Use of gloves by staff and volunteers 	Cash now being taken, gloves worn by staff and volunteers, risk closed 24.08.21
6	<ul style="list-style-type: none"> • Card payments encouraged 	Risk being monitored, lone worker device to be placed on the premises.
9	<ul style="list-style-type: none"> • Safe procedures set up for staff 	
9	<ul style="list-style-type: none"> • Project plan in place to ensure roll out completed by end of June 	Action complete, risk closed 24.08.21
9	<ul style="list-style-type: none"> • Focus on online sales to reduce dependency on Hub sales • High profile advertising of opening on Social Media and in the Community • Diversify into new goods to encourage sales 	Footfall to be monitored, successful open day held. New manager appointed Sept 2021, profitability to be monitored
9	<ul style="list-style-type: none"> • Focus on online sales to reduce dependency on Hub sales • Hold bargain and clearance sales 	
6	<ul style="list-style-type: none"> • Encourage good quality donations • Hold bargain and clearance sales • Hand sanitiser, gloves and masks available in van • Numbers of drivers of van limited 	Actions in place and effectiveness being monitored Actions complete, risk closed 24.08.21
6	<ul style="list-style-type: none"> • Only one person allowed in the van at any one time • Donations handled within government guidelines 	