

CHARITY SHOP COVID-19 OPERATIONAL GUIDE v.3.0

Preamble

Welcome to the third version of the Charity Retail Association (CRA)'s Covid-19 Operational Guide, which has evolved from the 6 versions of the charity shops reopening pack which were published during the spring and early summer of 2020. As previously please note that this document is **subject to change** due to changes in government guidance – please compare the version number listed above to the version on the CRA website to ensure you are reading the latest version.

We are extremely grateful to the numerous CRA members who have contributed time and effort to making this pack as comprehensive and useful as it could be. And also to the CRA staff team who have spent many hours collating and codifying an enormous amount of information into one coherent document.

This document should be read in conjunction with UK Government guidance for shops on working safely during coronavirus:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches>

Specific guidance for Scotland:

<https://www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/pages/overview/>

Specific guidance for Wales:

<https://gov.wales/retailers-coronavirus-workplace-guidance-html>

Specific guidance for Northern Ireland:

<https://www.nibusinessinfo.co.uk/content/coronavirus-workplace-safety-guidance-and-priority-sector-list-published>

Structure

To create what is hopefully a logical structure for this document we have created three sections: the bricks and mortar and physical side of the shop, the people issues, and the commercial considerations. Clearly, there is some overlap and we have tried wherever possible not to duplicate, so it would be advisable to read the whole pack or use searches to find the specific information you are looking for.

Risk assessment

Your COVID-19 risk assessment should be reviewed regularly. This entire document may be useful in that respect, but please ensure at the very least you consult the useful information in Appendix 1. We have also included a sample risk assessment form as Appendix Two. This risk assessment **MUST** be shared with staff and volunteers, and the outcomes of the assessment should be made public as well if possible.

Status coding

Everything that follows in this pack is colour coded according to the following scheme:

Red items are those that we consider are mandatory requirements based on our assessment of official guidance

Amber items are those that are not mandatory, but are **strongly recommended** by the CRA board (which consists largely of highly experienced charity retailers) or are Government recommendations for businesses to consider.

Green items are those that we recommend you consider against the requirements of your own businesses

Version history:

Document history	Version number	Date
First edition of guide	1.0	27/11/20
Updated version following new Government Guidance removing the requirement to isolate donated stock for 48 hours	2.0	08/12/20
<p>New sections added:</p> <p>2.5.4 Ventilation</p> <p>2.5.5 Vaccinations and Testing</p> <p>2.5.6 Wales: new direct legal requirements</p> <p>2.5.7 Covid secure spot checks</p> <p>Additions to:</p> <p>1.3.1 Minimizing contact when handing over donations</p> <p>1.3.3 Information on changing rooms</p> <p>2.1.3 Expanded section on the requirement to avoid direct or indirect discrimination.</p> <p>2.5.3 Providing face coverings to staff/ volunteers</p> <p>In the risk assessment:</p> <ul style="list-style-type: none"> • The requirement to consider ventilation moves from being “strongly recommended” to “mandatory” • The requirement to keep changing rooms closed has been replaced with the requirement to follow strict safety measures in relation to changing rooms • Workstations should not be shared if this can be avoided 	3.0 (this version)	31/3/21

National differences

Increasingly guidance is different in each part of the UK. Further information on the different policies in place across the UK is available in a ready reckoner produced by the Charity Retail Association:

<https://www.charityretail.org.uk/members/summary-of-the-latest-covid-19-guidance/>

Social distancing

At the time of writing the entire UK is required to obey social distancing guidelines:

- In England, social distancing guidance is 2 metres or 1 metre with risk mitigation where 2 metres is not viable.
- In Northern Ireland, social distancing guidance is 2 metres where possible but where that is not possible, a distance of no less than one metre between individuals should be adhered to where appropriate mitigations can be made

- In Wales and Scotland, social distancing guidance remains at 2 metres

Finally

The situation is bound to change quickly and frequently and you must keep your working practices **under constant review** rather than stick rigidly to what is suggested.

1. Bricks and mortar – shop and shop-related issues

1.1 Requirements before shops can reopen

1.1.1 Risk Assessments

An appropriate COVID-19 risk assessment must be carried out and regularly reviewed and include consultation with workers or unions. Failure to complete a risk assessment which takes account of COVID-19, or completing a risk assessment but failing to put in place sufficient measures to manage the risk of COVID-19, could constitute a breach of health and safety law. Serious breaches and failure to comply with enforcement notices can constitute a criminal offence, with serious fines and even imprisonment for up to two years.

It is the UK Government's expectation that the results of the risk assessment will be published on the business's website where the business has over 50 employees. In England, the following poster should be displayed in workplaces to confirm compliance with the Government's guidelines published at:

<https://www.gov.uk/government/publications/staying-covid-19-secure-in-2020-notice>

1.1.2 Priority Actions

The UK Government has identified the following as priority actions in retail:

- Complete a COVID-19 risk assessment.
- Clean more often
- Ask your customers to wear face coverings
- Make sure everyone is social distancing eg, through signage
- Increase ventilation where possible
- Keep a record of all staff and volunteers for 21 days.
- Turn people with coronavirus symptoms away.
- Ensure staff wear face coverings where required by law
- Reduce crowding eg. capacity limits
- Support staff and volunteers to socially distance eg. use of barriers and avoiding face to face working
- Communicate and train retail teams in Covid-19 measures

1.1.3 Establishing maximum customer numbers

You will need to define the maximum number of customers that can reasonably follow social distancing guidance within the store considering floorspace as well as likely pinch points and busy areas. You should then establish steps to limit the number of customers in store at any one time.

1.2 Deciding which shops to open when

1.2.1 Timings

There are a number of things to take into account when deciding which shops to open. Amongst these are:

- Availability of staff and volunteers. Will you be able to resource your shops when they are open?
- Location and size of shop. Do government restrictions apply? Do you want to spread your open shops across many locations or cluster them? Do you have better resources in one area (eg those nearest your head office) than in others?
- Profitability of shop. Do you want to open more profitable shops first to maximise immediate income? Or do you want to open less profitable shops first to concentrate on bringing them back?
- Availability of stock. Will your shops have sufficient stock to make opening worthwhile?
- Will you have sufficient space to accommodate new stock and donations, which we expect to be substantial in the opening phases?

1.2.2 Fly tipping and removal of accumulated rubbish

Unfortunately there continue to be high levels of donations left outside of store due to Covid-19 disruptions. These pose an environmental health concern, fire risk and may limit access for key services.

If you encounter such items we would advise you in the first instance to contact your local authority to find out if they will collect it. Some charity members have approached their local authority and asked for support in clearing rubbish or donations left outside whilst shops are in lockdown. Many were supportive so it may be worth contacting your local council to see if they will be happy to do this. A portal for reporting fly tipping incidents is available [here](#).

If needed, private waste collectors may be available. One member reports that the best available rate they have discovered is £55 for up to 2 cubic metres.

Additionally your local Business Improvement District might be able to help with removing flytipped donations – we know that this has happened in some areas.

1.3 Stock and donations

1.3.1 Receiving donations in shop

Steps should be taken to minimise contact with donors when accepting donated goods. This might include setting up a “no contact” donation process.

Steps should also be taken to maintain social distancing in and, immediately outside the shop. You should put up signage reminding donors to follow social distancing guidance and not to enter the shop if they have any COVID-19 symptoms; a current list of symptoms can be found [here](#). Some form of queue management or regulated entry system for members of the public dropping off donations may be required to ensure people maintain distance between one another in the shop and to prevent people dumping donations outside the shop. If a shop’s layout and space allow, this could include a fenced off/floor marked path that splits donors from customers. If possible, a staggered donation system could help alleviate the number of people

who come to the shop at once. Shops could accept donations when closed but not when trading (e.g. accept donations 9-11am and 4-5pm each day).

1.3.2 Storing and isolating (quarantining) donations

The UK Government no longer advises that donated or returned stock needs to be isolated or cleaned before being displayed on the shop floor. This follows new advice to the Government from Public Health England based on a review of the growing body of scientific evidence on transmission. Regular hand washing and/or use of hand sanitiser remains vital when sorting donations.

Individual retailers can choose to continue to isolate donated stock for a period if they feel this is appropriate, but this is no longer a requirement or expectation set out in UK Government Guidance.

1.3.3 Customer returns and changing rooms

The UK Government no longer advises that donated or returned stock needs to be isolated or cleaned before being displayed on the shop floor.

There is no longer a requirement to keep changing rooms closed. However, if you do open changing rooms this must be covered in your risk assessment and the UK Government advise that the following safety measures will "usually be needed":

- Managing access to changing rooms to avoid crowding
- Limiting use of cubicles to one person at a time
- Leaving a gap of several minutes between one customer leaving a cubicle and the next customer entering
- Where possible, leaving doors or curtains open in vacant changing rooms to increase fresh air flow into cubicles
- Making hand sanitiser available on entry and exit
- Using social distancing marking in areas where queues normally form.
- Setting clear use and cleaning guidance, where fitting rooms are cleaned frequently or between every use. Use normal cleaning products, paying attention to frequently hand touched surfaces, and consider use of disposable cloths or paper roll to clean all hard surfaces.
- Creating procedures to manage clothes that have been tried on, to minimise contact between customers and staff.
- Ensuring any close contact between customers and colleagues, for example fitting assistance, is carried out in line with Covid secure guidance
- Keeping the facilities well ventilated, for example by ensuring extractor fans work effectively and opening windows and vents where possible.

1.3.4 Space considerations

We would strongly advise considering whether to promote a culture of phoning shops amongst donors. In some cases this might not work; but if it was possible to influence donors to phone before travelling to donate this would be enormously helpful.

Some useful suggestions from members on managing donations include:

- Setting up alternative reception points for donations, and using social media to signpost to these locations. These could be:
 - A different part of the shop
 - A larger shop
 - A shop that remains shut for this purpose
 - Borrowing or renting premises elsewhere in the community (eg a vacant shop)
 - A warehouse
- Offering Gift Aiders priority donations
- Use third parties (eg Boxmove) to collect and store larger items until you have the time and space to accept them
- Having set times each day, or set days each week, to receive donations

1.3.5 Sorting donations

We have previously produced guidance and resources on handling donations prior to COVID-19. We would advise members to continue these practices in addition to the guidance in this pack. These resources are available on our [Guidance page](#) under 'Health & safety and fire safety' [here](#).

Anyone sorting donations should wash their hands with soap and water for 20 seconds regularly, and definitely before and after sorting. If possible, set up a pop-up handwashing station with soap and water/hand sanitiser next to the sorting area.

Disposable gloves should be worn whilst sorting stock. Any gloves that are used to handle potentially contaminated donations will themselves become potentially contaminated so should be safely removed and disposed of immediately after use before touching any other surfaces and the sorter should wash their hands/apply hand sanitiser.

1.3.6 Driver collections and delivery

Where it is possible, delivery staff should not enter the customer's property and items being delivered or collected shouldn't be physically handed over but left somewhere for the other party to collect. Drivers should be given hand sanitiser to be carried at all times and used after each deliver/collection. They should be encouraged to wash their hands with soap and water for 20 seconds as regularly as possible. When delivery/collection teams are travelling together, good ventilation (i.e. keeping windows open) and facing away from each other may help reduce the risk of transmission. If entering someone's home cannot be avoided, drivers should wash their hands using soap and water for 20 seconds and continue to do so regularly, particularly after blowing their nose, sneezing or coughing. If hand washing facilities aren't available hand sanitiser should be used. Vehicles should be cleaned regularly using gloves and standard cleaning products. If an option, one person can drive the van and another follows in a car, though this will depend on staff ability to drive, willingness to use their own vehicles and incurring of travel expenses.

Drivers must not enter a household which is isolating or where somebody is shielding. Ensure a system is in place for customers/donors to notify you if they are in self-isolation or shielding. Drivers should feel comfortable to refuse to complete collection/delivery if the customer/donor appears unwell or it doesn't seem safe to proceed.

Examples to reduce the amount of interaction for drivers include:

- Remove the need to sign for deliveries
- If collecting, communicate with the donor to manage their expectations about what can be collected at the moment

Maintaining consistent pairing where 2-person deliveries are required. The inside of lorry cabs should be regularly cleaned, particularly between use by different delivery teams. Drivers should use stairs in preference to lifts to reduce crowding and to reduce the number of touch points (like lift buttons). If possible, try to time deliveries at a time when no-one else will be coming to the shop to further reduce crowding.

You may need to consider whether it is feasible to continue to pick up/deliver two person lift items, implementing some of the additional measures list above. Alternatively you may decide only to proceed with one person lift items for the time being. If you decide to only proceed with one person lift items and therefore only one delivery driver – you may need to consider establishing a lone working policy specifically for van drivers.

Consider issuing customers with a statement such as one of these:

“What precautions are your delivery drivers taking to ensure I don't get Coronavirus?”

Our drivers are following all Government advice. As such, your driver will call you ahead of arriving at your property to double-check if you're isolating or not. On arrival, your driver will ensure they keep a 2 metre distance from your door and will ask you to wait in another room whilst they deliver your product. Our drivers will be wearing gloves and are washing their hands regularly.

If a driver asks to wash their hands in your home we would appreciate if you could help them out. There's currently a nationwide shortage of hand sanitiser but we are working

hard to source stock and provide our drivers with this. In the meantime, hand washing is the best advice.

On occasion we do use third party delivery people who have ensured us they are following all Government guidance.

Will you bring the product into my home?

All deliveries will now be made to behind the main entrance of your home. If you have a shared entrance – if you live in an apartment block, for example – this means we'll bring it into your apartment, not just the front entrance to the building.

If you have a collection booked, you'll need to bring your item to your door ready for us to collect otherwise we won't be able to remove it.

We're taking a sensible approach to the evolving situation with Coronavirus by following all Government advice to make sure we can continue to serve our customers and protect our people. When we deliver, we ask that you distance yourself from our drivers by waiting in another room while they carry out the delivery. This helps to reduce the risk of spreading the virus to others.

2. People

2.1 Protecting staff and volunteers

2.1.1 Clinically extremely vulnerable individuals

You should confirm whether any local or national shielding advice is in place which means that any staff or volunteers who are clinically extremely vulnerable (shielded) are unable to work or volunteer outside their homes. You should assess whether additional precautions should be put in place to protect those who are clinically extremely vulnerable and offer them the safest available on-site role if homeworking is not possible.

Government advice on shielding requirements is liable to change at very short notice.

Further information on the different shielding requirements across the UK are available:

<https://www.charityretail.org.uk/summary-of-the-latest-covid-19-guidance/>

2.1.2 Clinically vulnerable individuals

If clinically vulnerable individuals cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to follow social distancing guidelines. If it is not possible to stringently follow social distancing guidelines you should carefully assess whether this involves an acceptable level of risk.

2.1.3 Equality duties

You will need to take into account the particular circumstances of those with protected characteristics. This will include, but is not limited to, making reasonable adjustments to avoid disabled workers being put at a disadvantage and assessing the health and safety risks for new or expectant mothers.

It is breaking the law to discriminate, directly or indirectly, against anyone because of a protected characteristic such as age, sex or disability, race or ethnicity. It is important to ensure that any steps you take to mitigate the risks for Covid-19 transmission do not have an unjustifiable negative impact on some groups compared to others.

2.1.4 People required to self-isolate

Staff and volunteers required to self-isolate must not physically come to work. Those who must self-isolate include:

- People who have tested positive for COVID-19
- People who have symptoms of COVID-19
- People who live in a household or are in a support bubble with someone who has symptoms or had tested positive
- People advised to self-isolate as part of the government's test and trace program
- People who have returned to the UK from a country with a high coronavirus risk and is consequently required to self isolate.

Retailers "must not knowingly require or encourage someone who is being required to self-isolate to come to work" or to volunteer.

2.2 Returning from furlough

Clearly there are a number of legal and commercial considerations applying to the return of staff from furlough, and you are advised to contact your HR department in the first instance to understand the issues associated with bringing staff back. This will include considering how to support staff that are in the extremely vulnerable (shielded) and vulnerable groups.

Consider a survey or telephone contact of staff and/or volunteers to gauge the likelihood of them returning to work immediately, or at all.

Hopefully this checklist may be of some assistance:

Ensure that bereavement counselling is included in any return to work training that is provided	
Create a recall from furlough schedule	
HR produce recall letters for staff and send out	
Inform redeployed staff (and their current line managers) of shop opening and move back into shops (notice period to work in new role)	
Unfurlough shop teams and agree notice period	
Confirm which staff will be back for shop opening	
Produce a motivational video for shop managers and volunteers	
Create a wellbeing information pack for staff including where to find support for practical, emotional and financial matters	
Openly discuss any risks and concerns about social distancing – eg the potential for dissent or aggression from customers	
Prepare guidelines for line managers to support staff returning from furlough	
Once open – get Area Retail Managers to visit shop with the first week or two to see how staff/volunteers are coping and if new measures are working	
Confirm with HR employees who have not returned from furlough (sickness, AWOL) and set up an action plan for dealing with non-returners	
HR and Area Managers to identify staff who need extra support during first weeks back and put this support in place	

2.3 Re-engaging with volunteers and staff

2.3.1 Bringing staff together for the opening

You may wish to bring all your shop staff together, via video conferencing, to share your plans for the next few months. This could be a nice way of motivating them and making them feel part of the wider shop strategy. This could also be an opportunity to share your updated COVID-19 risk assessment and gather feedback on how it is working.

Face-to-face meetings will need to be minimised, follow social distancing guidelines carefully and only absolutely necessary participants should attend meetings.

2.4 Morale and mental health

The CRA has funded access for our members to acquire expertly curated wellbeing resources via the retailTRUST's self-help website, myrtwellbeing.org.uk. The site includes a wealth of digital resources to support the emotional, physical, vocational and financial wellbeing needs of you and your retail colleagues.

This member benefit brings wellbeing resources within easy reach of those that need it. Content is updated and added to regularly and profiles are personalised to the preferred content of the user. Use is confidential and designed to be discreet for those seeking guidance and support. To find out more and set-up access please visit our website:

<https://www.charityretail.org.uk/supporting-your-wellbeing/>

When faced with challenging circumstances it can sometimes be difficult to know how best to support ourselves and in turn help others. Below are some additional resources that you may find useful and informative.

A number of organisations have put together short guides on how to look after your mental health during this uncertain time. There are many recurring themes, the common tips include:

- setting up a routine and sticking to it
- staying connected with loved ones online and digitally
- limit your news and social media intake
- keep moving and eating well.

For further information contact:

- BBC - Coronavirus: How to protect your mental health
- Mind – Coronavirus and your wellbeing
- Samaritans - worried about your mental health during coronavirus?
- And two important organisations well known for their assistance in this area:
 - Mind
 - Samaritans or call on 116 123

2.5 Keeping people safe

2.5.1 COVID risk management

We have produced a comprehensive risk management guide on keeping staff, volunteers and customers safe from COVID-19. This document is to be found in Appendix 1. Please use it to guide your own risk assessments when deciding what to do and how to keep your shops as safe as possible. Similarly to this document it is categorised by mandatory steps, steps advised by CRA, and items for you to think about.

We would suggest a daily routine of asking staff and volunteers about their welfare and ensuring that they are not exhibiting symptoms of COVID-19 or anything else.

2.5.2 Personal Protective Equipment (PPE)

Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.

Unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is

extremely limited. However, if your risk assessment does show that PPE is required, then you must provide this PPE free of charge to workers who need it. Any PPE provided must fit properly.

To support social distancing and hygiene in shops, you could consider sourcing the following:

- Tape/Floor stickers
- Disposable gloves
- Hand sanitiser – with stand
- Perspex till shield

We have assembled a directory of potential suppliers of such equipment and this will be kept regularly up to date.

Face coverings are NOT classified as a form of PPE.

2.5.3 Face coverings

Customers, staff and volunteers are required to wear face coverings in shops, unless they have an exemption. Staff and volunteers are not required to wear face coverings when behind a partition screen if this gives adequate protection. Except for Scotland, face coverings are not required in non-customer areas of the store or when the store is closed to the public and social distancing can be maintained. The precise legal requirements differ across the four UK Governments.

Face visors are not considered an adequate form of face covering.

There is no legal requirement for staff or volunteers to refuse entry or service to a customer not wearing a face covering, nor are they required to enforce the regulation. The responsibility for wearing a face covering sits with the individual customer not the retailer, staff member or volunteer. Retailers should seek to encourage customers to wear face coverings (for example with the use of posters) whilst being mindful that some people will be exempt due to a disability or health condition and of the potential for conflict if a customer refuses to follow the rules. If required, the police can be called on to enforce the wearing of face coverings but their availability to do so is likely to be limited. The police are responsible for enforcement.

Face coverings are not a replacement for existing risk mitigations, including the need for social distancing, frequent cleaning and handwashing, which should all remain in place.

Government guidance now states that “Businesses will be expected to provide face coverings as a working requirement but staff will be welcome to use their own.” Staff and volunteers should also be supported to use face coverings safely.

If a polite reminder to a customer to wear a face covering is ignored or met with hostility, then no further action should be taken. This is due to the risk of escalating the situation if further challenges are made and also the fact that some customers will be exempt from wearing a face covering due to a disability or health condition. Further CRA advice is available [here](#).

2.5.4 Ventilation

The UK Government has changed their guidance to require employers to consider ventilation requirements as a means of reducing Covid-19 transmission risks. The importance of

maintaining good ventilation has increased due to growing evidence of Covid-19 transmission via tiny airborne particles which can travel further than droplets.

Existing legislation requires employers to ensure that there is an adequate supply of fresh air (ventilation) in enclosed areas of workplaces and so it is likely that requirements for ventilation can be legally enforced. The Health and Safety Executive has published detailed guidance on how to increase ventilation:

<https://www.hse.gov.uk/coronavirus/equipment-and-machinery/air-conditioning-and-ventilation/index.htm>

Important points to consider are:

- How can you increase ventilation – especially in poorly ventilated areas?
- Can you reduce the number of people present in a poorly ventilated area at any one time?
- Can improve natural ventilation by fully or partially opening windows, air vents and doors. Don't prop fire doors open though?
- How can you communicate to staff and volunteers the importance of maintaining good ventilation?

Recirculation units for heating and cooling that do not draw in a supply of fresh air can remain in operation provided there is a supply of outdoor air.

2.5.5 Vaccinations and testing

It is a requirement to continue with all Covid-19 safety measures, even if staff and volunteers have been vaccinated or received a recent negative test result.

Encouraging staff and volunteers to be vaccinated when they become eligible will help reduce the spread of Covid-19. However, the existing legal framework does not support a mandatory approach to vaccinations and attempting to require people to be vaccinated would be extremely risky. Further advice is available on the CRA website:

<https://www.charityretail.org.uk/members/advice-on-covid-19-vaccinations-and-testing/>

You may be able to access free workplace testing for staff and volunteers. Current provision of free workplace testing varies across the UK and the eligibility criteria and application dates are subject to constant change. Your local council(s) may be able to provide access to testing or you may be able to access a national scheme via the page below:

<https://www.gov.uk/get-workplace-coronavirus-tests>

2.5.6 Wales: new direct legal requirements

In Wales, the following measures are now direct legal requirements for retailers:

- measures for controlling entry to the premises and limiting the number of customers who are on the premises at any one time;
- provision of hand sanitisation products or hand washing facilities for use by customers when they enter and exit the premises;

- measures to sanitise any baskets, trolleys or similar containers provided for use by customers on the premises;
- to remind customers to maintain a distance of 2 metres between each other and to wear a face covering: i/ displaying signs and other visual aids; ii/ making announcements on a regular basis.

2.5.7 Covid secure spot checks

Local authorities and the Health and Safety Executive are undertaking spot checks to ensure that retail premises are Covid secure. You should participate in these spot checks as a failure to do so could result in enforcement action. The Health and Safety Executive is using external contractors to undertake these spot checks. Their contractors will carry identification from the business they are working for and an authorisation letter from the Health and Safety Executive. Local authority officers will also be conducting spot checks and will be carrying identification. It would be advisable to brief shop managers on the possibility of spot checks taking place and the importance of taking part.

Questions used in past inspections include:

- Have you carried out a Risk Assessment for Covid-19?
- Have you discussed this risk assessment with staff?
- Are staff/ volunteer contact details up to date and are you keeping hold of shift patterns for 21 days?
- Have you seen the Government's Covid Secure guidance for retail?
- Have you seen guidance from your trade association on managing Covid risks?
- What advice has your business been providing to your employees who are displaying symptoms of Covid-19?
- How regularly do you clean regularly touched areas?
- What steps are you taking to protect clinically vulnerable staff/ volunteers?

2.6 Recruiting additional volunteers

You may find that you need to undertake volunteer recruitment activities. Here are some things you may wish to consider:

- Identify your recruitment needs – do you need specific voluntary roles, or volunteers on specific days.
- Create a volunteer role description for each specific role you're recruiting for e.g. one role description for a social media volunteer and another for a volunteer van driver.
- Where will you promote this volunteering opportunity?
 - Shop based advertising, such as an A board outside the shop or a poster in the shop window, flyers for customers to take
 - Word of mouth advertising through customers, donors and existing volunteers – do they know someone who would like to volunteer?
 - Speak to your local volunteer centre about advertising the role, promoting your charity and any other opportunities they might have
 - Engage the local community by speaking to local community groups, putting flyers up in local spaces (such as libraries, supermarket boards etc.)

- Make contact with the local newspaper – they will often advertise volunteer roles for free. Can you write about the benefits of volunteer for the paper as an advertorial piece?
- Reach out to schools, universities and colleges to see if their students would benefit from volunteering (perhaps as part of a Duke of Edinburgh scheme or work experience)
- Post your advert online – through your own charity’s social media channels, on volunteering websites like Do-it.org, Indeed or Gumtree
- Contact your local Job Centre Plus to explore offering volunteering roles to the job seekers they are supporting
- Make sure everyone in the shop knows you’re recruiting for volunteers and can talk to any potential applicants, or know of any specific resources to hand them.
- Once you’ve received interest from a potential volunteer, it is best practice to set-up an informal discussion with them. This could be over the telephone or you could invite them into the shop for a chat.
- Set aside time to develop questions to ask during the informal discussion and make a note of their answers. This is so you can be consistent with each potential volunteer you see. Here are some questions you could ask them:
 - Why would you like to give your time to our charity?
 - What are you hoping to get out of volunteering?
 - What skills do you have that you can bring to our volunteer team?
 - Tell me about any previous retail or volunteering experience you’ve had
 - Tell me about your hobbies and interests
 - What is your availability volunteer?
 - Where did you hear about volunteering in our shop?
 - Is there anything we can do to support you in your volunteering?
- After the discussion, thank them for coming in to meet you (or talk on the phone) and tell them you’ll be in touch, and give a time frame. It is important to let every potential volunteer know either way and follow up with each one after their informal chat.
- You may want to offer the potential volunteer a taster session volunteering in the shop and should arrange a suitable time and date to do this.
- If you feel they would be a suitable volunteer, offer them the volunteering role! Well done, now don’t forget to consider the induction phase, including checking references and providing them with training.

3. Operational and marketing

3.1.1 Cleaning procedures

Work areas, equipment and regularly touched surfaces should be frequently cleaned. These can all be cleaned using your usual cleaning products with cleaning materials being disposed in the usual way. Where equipment or work areas are shared they should be cleaned between users.

In the event of a suspected or confirmed case of coronavirus then a deep clean will be required. Public Health England has produced [detailed guidance](#) which includes:

- use of gloves and aprons
- use of disposable cloths

- an initial clean with soapy water followed by the use of disinfectant or the use of a combined detergent/ disinfectant
- advising the use of disinfectant solution at a dilution of 1,000 parts per million available chlorine
- advising that the waste from cleaning (apron, gloves, cloths) should be double bagged and then stored for 72 hours before being disposed of as normal

Several members have recommended cleaning products provided by Clinell who provide combined disinfectant and detergent wipes.

3.2 Donations

From the experience of charity members, common recommendations would be:

- Partnerships with private retailers, schools, hotels, and other organisations in the local community.
- Using social media to both request donations and promote what has already been received (e.g. 'best of donations').
- Adapt the shop floor to display the types of items you would like donated
- Make calls for specific donations.

Be mindful that any campaigns for stock, such as donation vans in a supermarket car park, must conform to government guidelines on social distancing.

Depending on your sequence of opening some shops may not have enough season-appropriate stock so this may be something to take into consideration.

The CRA has numerous resources on sorting and pricing donated items to get the maximum value from what your shop receives. These can be found on our Guidance page under 'Sale of goods' [here](#) and on the donated item pricing tips [here](#).

3.3 CRA Find a Shop database

At a time when online searching has become the norm, keeping your shops' information updated on our highly-ranked "[Find a shop](#)" page is essential for donors, volunteers and customers. Give your shops the attention they deserve by sending us any updates you might have (e.g. relocations, type of shop, phone number, opening hours, etc.). We would like to make your shops more visible online, help you attract more donors, customers and volunteers and consequently enable you to raise more money for your cause. Please send your updates to Irina at irina@charityretail.org.uk.

This database is in the process of being upgraded to include online shops – please consult the CRA website for further details.

APPENDIX ONE

Risk areas in relation to the coronavirus pandemic

To assist with the preparation of risk assessments prior to shops reopening, this document sets out areas of risk that relate to retail operations and the coronavirus pandemic. Alongside each risk area this document sets out actions that you can take to mitigate that risk. The potential mitigations are in three categories and colour coded as follows:

Red items are those that we consider **are mandatory requirements based on our assessment of official guidance**

Amber items are those that are not mandatory, but are **strongly recommended** by the CRA board (which consists largely of highly experienced charity retailers) or are Government recommendations for businesses to consider

Green items are those that we recommend you consider against the requirements of your own businesses

If you use this document to produce your own risk assessments in relation to the pandemic you should consider:

- Whether alterations might need to be made for specific shops.
- How you will ensure that all staff and volunteers have read and understood the risk assessment. An idea shared by a member is that a retailer could implement their own permit system which could be used to authorise the reopening of each shop.
- How you will ensure that risk assessments are updated in the light of any new government advice that should be forthcoming

Important notes

1. This document should be read in conjunction with legislation, guidance and advice issued by the Government, local authorities and other relevant bodies.
2. This document is intended to provide ideas for members in conducting their own risk assessments.
3. This document is not intended to be legally or technically comprehensive and the Charity Retail Association cannot be held responsible for any errors or omissions, factual or otherwise, arising from reliance on it.
4. This document is not a substitute for independent professional and/or legal advice.
5. This document will be subject to regular change as the situation develops.

Area of Risk	Actions to take to mitigate risk	Notes
<p>Staff and volunteers who have been notified by the NHS that they are clinically extremely vulnerable (sometimes referred to as the shielded group).</p>	<p>Volunteers and staff in the extremely vulnerable (shielded) group should not physically attend work if official advice is in place advising them to only work from home.</p> <p>Where people in this group can attend work then steps must be taken to ensure that they can stringently adhere to social distancing rules. This should include offering them the safest onsite roles where this is possible.</p> <p>Volunteers in this group must be asked to consider very carefully the risks before re-engaging as volunteers.</p>	<p>Any details about a volunteer's medical condition must be kept confidential unless the employee agrees it can be shared.</p> <p>Government advice in this area is likely to change regularly.</p> <p>Further information: https://www.acas.org.uk/coronavirus/vulnerable-people-and-high-risk https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19</p>
<p>Staff and volunteers who are classed as being in the clinically vulnerable group or at higher risk.</p>	<p>Additional steps should be taken to support people in this group, or others at higher risk, to follow social distancing guidelines fully including offering the safest roles where possible.</p> <p>Volunteers in this group must be asked to consider very carefully the risks before re-engaging as volunteers.</p>	<p>Any details about an employee's medical condition must be kept confidential, unless the employee says it can be shared.</p> <p>Government advice in this area is likely to change on a regular basis.</p> <p>Further information: https://www.acas.org.uk/coronavirus/vulnerable-people-and-high-risk</p>
<p>Virus transmission among people in shop</p>	<p>Every reasonable effort must be made to enable working from home as a first option.</p>	<p>Further information: https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-</p>

	<p>Plan for the minimum number of people needed on-site to operate safely and effectively.</p> <p>Every reasonable effort must be made to comply with the social distancing guidelines. Where this cannot be followed in full all mitigating actions possible must be taken including:</p> <ul style="list-style-type: none"> • Keeping the activity time as short as possible • Use of screens and barriers • Back to back or side to side working • Using “fixed teams or partnering” <p>Staff and volunteers who develop symptoms of coronavirus or test positive must self isolate in line with the Government’s guidance.</p> <p>If a volunteer or staff member lives in a household or is in a support bubble where someone else is unwell with symptoms of coronavirus or tests positive then they must stay at home in line with the Government’s guidance as should anyone advised to self-isolate as part of the government’s test and trace program.</p> <p>Assess the maximum number of customers that can be in the shop at any one time based on shop size and layout so that social distancing guidelines can be observed with staff and volunteers working to regulate entry into shops. If you use staff to undertake “guarding activity” to manage numbers in store you should consider whether they should be security cleared through the Security Industry Authority. For more details see: https://www.sia.homeoffice.gov.uk/Pages/licensing-activities.aspx</p> <p>Staff and volunteers must wear face coverings in store except when:</p> <ul style="list-style-type: none"> • The shop is closed to customers. • In non-customer areas of the store such as the stock room, office, or 	<p>19/shops-and-branches#shops-5-4</p>
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	<p>rest area. (separate rules apply in Scotland)</p> <ul style="list-style-type: none"> • Working behind a plastic screen that provides adequate protection. • The staff member or volunteer is exempt from wearing a face-covering due to a medical condition or disability. <p>You must ensure volunteer and staff contact details are up to date and retain details of shift patterns for 21 days.</p> <p>Consider how you can increase ventilation. For example, by keeping doors, windows and vents open where it is possible to do so. Also, consider how you can reduce the number of people present in enclosed spaces especially where ventilation is an issue eg. shop stock rooms.</p> <p>You should put up signage to ask customers with symptoms not to enter the shop, wear face coverings and to remind people to follow social distancing guidelines, wherever possible.</p> <p>You should regularly encourage staff and volunteers to wash their hands with soap and water as often as possible and for 20 seconds every time.</p> <p>If feasible, you should also put up plexiglass barriers at all points of regular interaction to further reduce the risk of infection for all parties involved, cleaning the barriers regularly.</p> <p>Changing rooms can now open but extensive safety measures are required as detailed in 1.3.3 above.</p> <p>Encourage people to shop alone if possible and remind customers with children that they are responsible for supervising them.</p> <p>Providing floor markings inside and outside of shops to support social distancing measures in place.</p>	<p>If you close changing rooms you should ensure that your refund policy allows exchanges if clothes do not fit.</p>
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	<p>Review the layout of shops to ensure aisles/walkways are as clear as possible to support social distancing and considering what changes would be possible to support social distancing.</p> <p>You should seek to ensure that people do not need to unnecessarily raise their voices to each other. This includes avoiding playing music at a volume that makes normal conversation difficult.</p> <p>Have a plan in place on what to do if there is a coronavirus outbreak in a shop. This might include notifying a senior member of the organization, temporary closure and a deep clean and should include following any advice provided by local health protection teams. To support local health teams and to help NHS Track and Trace you:</p> <ul style="list-style-type: none"> • Should nominate a single point of contact for liaising with local health protection teams in the event of an outbreak • In England, contact your Public Health England local health protection team if there is more than one case related to a shop <p>Make regular announcements to remind people to follow social distancing advice</p> <p>Consider one-way systems around shops where practical supported by signage.</p> <p>Leave non-essential doors open to minimise the number of people who touch them. This does not apply to fire doors.</p> <p>Reducing the number of staff and volunteers present in-store at any one time to make social distancing easier.</p> <p>Consider dividing staff and volunteers into A and B teams to reduce the likelihood of all staff/volunteers working in a particular shop being required to self-isolate.</p>	
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	<p>Provide staff and volunteers with hand sanitiser.</p> <p>Consider restocking when shop is closed to reduce congestion on the shop floor.</p> <p>CRA has produced some posters to help with social distancing advice: they can be found at: https://www.charityretail.org.uk/members/wp-content/uploads/sites/3/2020/05/Customer-Numbers-signs.pdf.</p> <p>Some form of queue management or regulated entry system for members of the public dropping off donations may be required to ensure people maintain distance between one another.</p>	
<p>Virus transmission whilst handling stock/donations</p>	<p>Mandate hand washing before and after sorting stock and the avoidance of people touching their faces whilst handling stock.</p> <p>Consider providing hand sanitiser for use by customers before they handle any stock.</p> <p>Consider placing protective coverings over large items such as items of furniture that require customer testing (e.g. beds and sofas) and ensure that these covers are frequently cleaned.</p> <p>Consider methods to reduce frequency of deliveries/ collections and where possible and safe have single workers load or unload vehicles. This could include encouraging drivers to stay in their vehicles where this does not compromise safety and existing safe working practice.</p> <p>Disposable gloves to be worn whilst sorting stock with a requirement that hands are washed before and after wearing and that the gloves are disposed of after use.</p> <p>Wash down donated goods with hard surfaces with standard cleaning products.</p>	

	<p>Enabling contactless drop offs of donations to reduce person to person interaction.</p> <p>Whilst the isolation of donated stock is no longer a stated requirement, charity retailers can choose to continue with an isolation period if felt appropriate.</p>	
<p>Deliveries and collections</p>	<p>Delivery teams must not enter the home of someone who is in self isolation or where somebody is shielding. A mechanism should be in place for customers/ donors to notify you if they are in self isolation or are shielding.</p> <p>If workers have no option but to travel together, for example, delivery teams, the following are important safety steps: maintaining consistent pairing where two person deliveries are required; maintaining good ventilation by keeping windows open; avoiding face to face contact and regular vehicle cleaning with emphasis on commonly touched surfaces. Drivers should always be given hand-sanitiser to be carried and used after each delivery.</p> <p>If at all possible, goods being delivered or collected should not be physically handed over but left in a place for the other party to pick up from.</p> <p>Wherever possible, entry into the homes of donors/ customers should be avoided.</p> <p>Drivers should feel comfortable to refuse to complete collection/delivery if the customer/donor appears unwell or it doesn't seem safe to proceed.</p>	<p>In relation to the construction sector, the Government advise that you should plan work to minimise contact between workers and avoid skin-to-skin and face-to-face contact. Where face-to-face contact is essential, this should be kept to 15 minutes or less wherever possible.</p>
<p>Virus transmission from surfaces</p>	<p>Staff and volunteers to wash hands regularly during the day.</p> <p>Providing handwashing facilities (or hand sanitiser where not possible) including at entry and exit points.</p> <p>Hard surfaces including tables, till counter, till screen, phones, kitchen worktops, door handles etc. to be cleaned down regularly</p>	

	<p>with usual cleaning products. As an absolute minimum, regularly touched surfaces must be cleaned at least once a day.</p> <p>Workstations should be assigned to an individual as much as possible. If they need to be shared, they should be shared by the smallest possible number of people.</p> <p>Encouraging the use of contactless transactions where possible</p> <p>In the event of a confirmed or suspected case of coronavirus a deep clean will be required in accordance with Government guidance which can be viewed here.</p> <p>Consider using disposable pens for Gift Aid sign up and other written requirements. Alternatively, the use of tablets could be considered which should be cleaned regularly and ideally between uses.</p> <p>Providing staff and volunteers with disposable cleaning wipes so that the most touched areas in-store can be frequently cleaned throughout the day and especially those that are shared such as telephones, till systems and PDQ machines.</p> <p>Encouraging staff and volunteers to stick to their own cups for drinks and ensuring prompt cleaning of cutlery, plates, etc.</p> <p>Dry hands with paper hand towels, kitchen towel or electric dryer where possible.</p> <p>Removing tea towels and reusable towels or other drying cloths that are used by multiple people.</p>	
<p>Risk of transmission during meetings and shop visits</p>	<p>Ensure social distancing when meeting in person.</p> <p>Only absolutely necessary participants should attend meetings in person and should maintain social distancing throughout.</p>	

	Setting shop staff up on zoom conferencing (or similar) to reduce the number of meeting and shop visits by field staff.	
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APPENDIX TWO

SAMPLE COVID-19 RISK ASSESSMENT

All employers must carry out an appropriate COVID-19 risk assessment in consultation with unions or workers. If you have fewer than five employees, you don't have to write anything down.

This document provides a starting point to enable you to produce your own risk assessment. We have started off the risk assessment for you by identifying risk areas but you should also add any additional risks which you identify. The following documents should assist you to identify suitable control measures to reduce the risk:

- Government guidance on working safely during coronavirus
(<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>)
- British Retail Consortium for the re-opening of non-essential retail
(<https://brc.org.uk/news/corporate-affairs/social-distancing-in-retail-stores-and-warehouses/>)

What are the hazards?	Who might be harmed	Controls Required	Action by who?	Action by when?	Done
Transmission of virus to staff and volunteers who have been notified by the NHS that they are extremely vulnerable (sometimes referred to as the shielded group).	Staff/ Volunteers				
Transmission of virus to staff and volunteers who are within the vulnerable group.	Staff/ Volunteers				
Virus transmission among people in shops	Staff/ Volunteers and Customers				
Virus transmission whilst processing stock/donations	Staff/ Volunteers				
Virus transmission from surfaces	Staff/ Volunteers and Customers				
Virus transmission during deliveries and collections	Staff/ Volunteers and Customers				
Risk of transmission during meetings and shop visits	Staff/ Volunteers				
Add additional risks here					
Add additional risks here					

Company name:

Assessment carried out by:

Date of next review:

Date assessment was carried out:

APPENDIX THREE

Member ideas

The CRA has run a series of reopening meetings with its membership. Through these discussions, charity members have shared details of steps they are taking to manage Covid-19 risks.

We have collated these suggestions below, grouped by category. This not advice or guidance and we do not expect charities to follow all of them. They are a collection of useful ideas brought up by fellow charity retailers that may be applicable to your situation or help inspire ideas for your shops.

1. Cleaning/PPE

Area	Members' Ideas
Cleaning	<ul style="list-style-type: none"> • Hand sanitiser: <ul style="list-style-type: none"> ○ Staff can have a small, portable container to carry around with them (500ml recommended) ○ Beware of ordering and storing large quantities of hand sinister – 5L of flammable hand gel is a health and safety issue and shop staff may not be able to decant it safely
PPE	<ul style="list-style-type: none"> • Some staff/volunteers may request PPE that goes beyond recommended guidance. Reassure them and explain why some equipment is not suitable for all environments e.g. face visors are primarily used to prevent water droplets getting into eyes. Don't give out PPE just because it is asked for • If PPE will be reused it must be washable – face visors with foam around the forehead cannot be cleaned to will need to be disposed of after use • PPE disposal: <ul style="list-style-type: none"> ○ Bag separately (can double bag if so desired), leave for 72 hours then treat as general waste. Disposal in separate bins would be appropriate ○ Does not need to be stored in clinical waste bags

2. Staff/volunteers

Area	Members' Ideas
Communicating with staff/volunteers	<ul style="list-style-type: none"> • Weekly newsletter/magazine to staff/volunteers to keep them updated and engaged – opportunity to take questions and publish answers for all to see • Welcome back video to bring people up to speed on what's changed e.g. new shop layouts, floor markings, PPE etc. This can also help reassure people who may be nervous about returning • Use webinars, skype and zoom meetings to stay in touch and keep people updated • Online learning – complete a Return to Work module before people can come back. Welcome Back packs should deal with a range of areas including communications, social distancing and dealing with bereavement • Where possible, utilise group-wide communications (e.g. Facebook, WhatsApp) so information can be quickly sent to lots of people

	<ul style="list-style-type: none"> • ‘Thank you’ communications – video from chief executive, thank you card, ‘Zoom-Tea’ casual meetings • Assign a dedicated staff/volunteer member to contact volunteers without an email to make sure they’re okay e.g. weekly phone call. This may incur request for phone call expenses • Contacting volunteers should be one of the first priorities for Shop Managers once they return • Collate commonly asked questions into an HR FAQ • Regular communication can identify concerns early on, allowing the charity to address them/make changes e.g. does someone want to work behind a screen • Volunteers may have questions that Shop Managers aren’t able to answer. Develop a communication line for Shop Managers to query with you • In short, any regular communication is worthwhile and helps staff/volunteers feel valued and appreciated
<p>Returning staff/volunteers</p>	<ul style="list-style-type: none"> • Make sure your highly prized volunteers are kept in regular contact and ready to return right away. If shops will be limited in the number of people that can return, they will want to ensure the most valued volunteers come back first • Over-70 staff/volunteers: <ul style="list-style-type: none"> ○ Ask them to talk to their friends/family about returning before making the decision ○ If they wish to come back, carry out individual risk assessments to see what extra protections may be needed ○ Place them in roles appropriate to risk e.g. over-70 volunteers should not be put in customer-facing roles ○ The mental health impact of staying at home and not going out can be serious for some people so something to take into account ○ Consider if your insurer has a stance on over-70s returning, pushback if the insurer will not cover them ○ If your charity will not be letting them return just yet, prepare a script for people to follow as some volunteers may find hearing this upsetting • Anxiety about returning: <ul style="list-style-type: none"> ○ Provide each shop with a COVID-19 pack including the risk assessment, cleaning rotas, PPE guidance, shop layout etc. ○ If possible, provide briefings on how COVID-19 works to provide a context and further understanding of why the charity is doing what it is doing and why those measures will be effective ○ Ongoing, one-to-one chats can help assuage concerns ○ Conduct regular Q&As charity-wide ○ Let people know what is specifically being done to address their specific concerns/challenges and work with them to collaboratively come to a resolution e.g. consult with Shop Managers on how many customers they would be comfortable to have in the store ○ If someone cannot avoid using public transport, change their hours so they don’t travel at busy times/reassign them to a different shop that’s easier to get to. Also consider Cycle to Work schemes if there are no other transport options

	<ul style="list-style-type: none"> ○ Produce crib sheets so people know exactly what their role will be upon their return and what they can expect ○ Carry out 'Welcome Back' shop visits for people to come to the store before it opens where they can see what it is like ○ Ask people about their situation and how the charity can help e.g. Are you okay about coming back? Is anyone shielding at your home? Is there anything that the charity could do to show it is listening to you? ○ If someone refuses to return, consider moving to a role that can be done remotely e.g. eBay ○
Furlough	<ul style="list-style-type: none"> ● Subject to employment law, ask staff to take a proportion of their annual leave before a certain date or lose it/have it allocated ● For staff who are unable/reluctant to return: <ul style="list-style-type: none"> ○ Distinguish between those who cannot come in due to shielding/childcare issues and those unwilling over safety concerns e.g. health questionnaire, ask for GP letter ○ Engage with people who have safety concerns on a case by case basis, applying the advice above. Don't rush into any decisions ○ If the furlough scheme is no longer an option, change to sick leave/annual leave/unpaid leave for those who will not return – adopt a stance increasingly similar to what the policy would be in more normal times
Staff/volunteers in store	<ul style="list-style-type: none"> ● Monitor staff/volunteer health: <ul style="list-style-type: none"> ○ Questionnaire whenever someone signs in e.g. have you developed any symptoms? ○ Check temperatures of staff/volunteers when they first arrive - consider risk of cross-contamination from contact thermometers and of reliability in non-contact ones ○ If a questionnaire is involved then it would be good practice to ask people if they're happy to share the information given ● If someone displays COVID-19 symptoms: <ul style="list-style-type: none"> ○ Send that person home/ask them to leave the shop ○ Close store (possibly for 72 hours) and deep clean. If cleaning is effective it may not need to close for 72 hours ● Social distancing: <ul style="list-style-type: none"> ○ Set a limit of no more than 10 different volunteers per store (akin to government's 10-person max social bubble) – helps to create fixed teams/clusters ○ Reducing the amount of contact between teams will also guard against any impact from track and trace/everyone having to isolate if someone shows symptoms ● Ensure processes are enforceable e.g. ways to ensure people who cannot come in due to shielding do not return to the store ● Move staff from currently closed stores to reopening ones – builds experience of the new environment, may help with initial shortfall in staff/volunteers and reduces time needed to train up those staff for when

	their own shops reopen. Store managers who open first can lead Q&A sessions with the remaining shop managers who haven't yet opened
Drivers	<ul style="list-style-type: none"> • Avoid dividers in vehicles. If there is an accident it could shatter and cause injury or prevent someone exiting the other side of the vehicle. It is also another item that would need to be added to cleaning checklist • Chlorine-based cleaning products can degrade seatbelts • Consider car pool usage with a single user provided with a cleaning kit • Use a store's back entrance for delivering/collecting stock to avoid coming through shop • Produce FAQs/screening questions for people wanting to donate e.g. is anyone shielding in the household, can drivers come to front door, can people put the item outside the front door • Produce leaflet in store that explains the new delivery process to customers

3. Stock and donations

Area	Members' Ideas
Donations	<ul style="list-style-type: none"> • Accepting donations: <ul style="list-style-type: none"> ○ Use of donation apps allow for scheduled delivery of donations and can lets the charity provide a breakdown of what it can/can't take at present ○ Consider not accepting some donations (e.g. soft children's toys that are difficult to clean) but be mindful of impact that may come with refusing donations and practicality of having to search through a donation bag for these items ○ Create a separate pathway for people to give donations e.g. only accept donations given via the rear entrance, drive-thru donations, leave donations at the entrance of the shop ○ Set out specific drop-off times/donation days ○ Use alternative collection methods e.g. van in local car park, collection banks, storage containers (may be cost effective to hire if it can be filled with donations) ○ Some shops that are too small to reopen can serve as donations stations/overflow storage ○ Setup donation pens for people to drop their donations in to reduces contact. ○ Be mindful that some donors will not be interested in following any of these changes. Adopt policies on what to do in these situations • Communicate with public about the types of donations the charity needs: <ul style="list-style-type: none"> ○ "Be mindful about what you donate" – don't use "quality" as this is subjective ○ "Contact the charity before you donate" ○ Outline guidance about what to do if your shop is closed ○ Create 'pledging system' whereby donors pledge to put aside items and donate them to the charity • Changing rooms:

	<ul style="list-style-type: none"> ○ If changing rooms will be kept closed, review no-issue returns policy as returns will likely increase if people are not allowed to try on clothing in store – include posters in store highlighting any changes ○ If changing rooms aren't closed, people may take an item home, try it on there, then return it. Keeping changing rooms open stops someone returning to the store unnecessarily ● Shoes: <ul style="list-style-type: none"> ○ Provide pop socks for trying on shoes ○ Spray shoes with cleaning product ○ Only allow customers wearing socks to try on shoes ○ Put out one shoe so a customer has to ask for the other, can then quarantine pair afterwards ● Consider offering regular donors a reusable cotton donation bag. Reduces use of plastic/bin liners in the initial stage of donation process ● Assume all stock on the shop floor is contaminated and treat accordingly ● Excess stock could be put towards those in the local community who are in need or sold wholesale if there are particularly large quantities, not everything needs to go to a recycler ● Be mindful that there may be a drop-off in donations in the coming months. If retail sales are down, people will not be updating their wardrobes so need to manage stock received now over the long-term. Don't send excess stock to recyclers straight away ● On textile recyclers: Make sure agreements include measures for payment later. Whilst rag may currently have little/no value charities should avoid entering agreements that mean they miss out on payments further down the line when rag prices increase
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4. Shop operations

Area	Advice
Customers	<ul style="list-style-type: none"> ● How many customers to have in store: <ul style="list-style-type: none"> ○ One-in-one out system for smaller shops. One whole family in shop at a time ○ Need to make consideration for impact wheelchairs/pushchairs will have on space in store ○ Add mention that parents must control their children whilst in the shop ○ Use shopping baskets to limit number of people in store. E.g. 5 baskets for a limit of 5 customers. Each customer is given a basket upon entry and returns it when leaving (which is then cleaned). No one can enter unless they're given a basket. Easy way to monitor numbers in shop ○ Have volunteer at front of the store with a roped barrier to let people in/out the store. They can monitor flow of people and control numbers ● Touching items: <ul style="list-style-type: none"> ○ No-touch policy difficult to enforce – and aren't in place in areas like supermarkets ○ Hand sanitiser at entrance is a better way to reduce transmission ○ Clear labelling, simpler pricing and placing items in clearly viewable places reduces need to pick up/handle them e.g. remove rummage bins

	<ul style="list-style-type: none"> ○ Signs asking people to limit how much they touch items ● People flouting rules/being aggressive: <ul style="list-style-type: none"> ○ Close the shop, get everybody out, reopen ten minutes later. Keeps staff/volunteers safe and protects everyone ○ Avoid lone working as much as possible ○ Use pre-existing policies on dealing with abusive behaviour/update to include specific measures for those flouting rules ○ Ask customers to abide by social distance and sanitising guidance, but don't enforce unless it becomes a matter for the police ○ Friendly signage to remind people e.g. "this is what 2m looks like" and in-store radio reminders in between music playing ● Some customers may wish to bring their dogs into the store with them. If any treats are given they should be one at a time in a bowl rather than provided at the counter
Cash	<ul style="list-style-type: none"> ● Some customers will not/cannot use contactless/card payment ● Handling cash: <ul style="list-style-type: none"> ○ Use hand sanitiser/gloves when handling cash alongside regular hand washing ○ Place cash on counter to reduce contact ○ Have two separate containers/tubs – one for taking cash, one for giving change ● Consider not giving change. If doing so, ensure very clear signage to let people know ● No need to quarantine cash before handling – banks are not doing this ● Consider arranging cash to be collected at the end of the day. It avoids staff/volunteer having to go to local bank/post office and queue up ● If a shop will not be accepting cash, it will have an impact on the shop's petty cash box. It will need to be topped up by the charity by other means. Alternatively, consider providing shops with items the petty cash would typically be used for (e.g. washing up liquid, coffee) or allow the Shop Manager to purchase items and claim back on expenses
First aid	<ul style="list-style-type: none"> ● Shouldn't be withheld due to social distancing ● Update current guidance with current measures in mind e.g. cover over mouth for first aid ● Hand sanitiser in shops should make it possible to tend to minor injuries e.g. sanitise hands before applying plaster ● People don't need to maintain social distancing in an emergency/immediate threat to life – the risk from fire outweighs risk from COVID-19
Insurance	<ul style="list-style-type: none"> ● Given that most shops will likely only be closed for a few weeks, a shop could risk not carrying out checks but if something happens in this period then it will not be covered ● District managers could carry out weekly checks ● Potential to partner with other local charities to pool limited resources ● May need to unfurlough staff to ensure checks are carried out