| **Ref** | **Hazard** | **Who might be harmed** | **Controls** | **Additional controls** | **Action by who & Date** | **Reviewed****By & Date** |
| --- | --- | --- | --- | --- | --- | --- |

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| 1 | **Spread of COVID-19** | **Staff****Visitors to your premises****Cleaners****Contractors****Drivers****Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions****Anyone else who physically comes in contact with you in relation to your business** | **Stay at home**Staff must stay at home if they, or anyone they live with or anyone they have recently been in contact with shows symptoms of COVID-19 (<https://www.nhs.uk/conditions/coronavirus-covid-19/check-if-you-have-coronavirus-symptoms/> ) If staff show symptoms of COVID-19: -- Contact their manager.-Stay at home for 7 days if they live by themselves. -Stay at home for 14 days if they live with others, including all household members. -Staff should only use 111 if their symptoms get worse or no better after home isolation.Staff with pre-existing conditions should follow the advice of their doctor and the Public Health England Guidance.**Hand & Respiratory Hygiene*** Alcohol based hand gels at entrance
* Tissues and lidded bin provided
* Notice reminding about coughs and sneezes
 | **Catch it, Bin it, Kill it** Staff are reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and avoid touching face, eyes, nose, or mouth with unclean hands.  | All staff Immediately. Staff will be reminded as part of weekly Team meetings |  |
| 1 | **Spread of COVID-19** | **Staff****Visitors to your premises****Cleaners****Contractors****Drivers****Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions****Anyone else who physically comes in contact with you in relation to your business** | **Social Distancing from customers*** Instigate a queuing system
* Signage/visual aids to request 2m gaps, one adult at a time and children supervised
* Limit number of customers in shop to two *(or more depending on your assessment)* at a time
* Staff trained to re-enforce messaging with suitable verbal messages.
* Emphasize distancing with floor signage or tape
* Maintain good throughput of customers with no unreasonable delay
* Promote delivery and collection services as alternative to visiting shop
* Stagger collection times to avoid congestion

**Contact Management*** Regular cleaning and sanitation of all contact surfaces, door handles, card machines etc.
* Install plexiglass screens or plastic panels at service points
* Encourage contactless payment/ discourage cash transactions

**Vulnerable Customers**Identified as much as possible and given special consideration. Delivery service offered |  |  |  |
| 2 | **Spread of COVID-19** | **Staff****Visitors to your premises****Cleaners****Contractors****Drivers****Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions****Anyone else who physically comes in contact with you in relation to your business** | **Social Distancing measures between staff*** Maintain 2m gap wherever possible
* In a busy butcher shop this is often not possible whilst maintaining essential food supplies to public so full use of alternatives in government guidance utilised.
* Alternatives are working side by side with reduced face to face contact and when passing do so back to back.
* Utilising fixed partners or teams as much as possible.
* Minimum number of staff serving
* Review of products to cut out any non -essential lines that require a lot of space.
* Staggered breaks to prevent congestion in staff room, toilets etc.
* Introduce one-way systems for movement around the premises. where possible
* Constantly review opening times, staff rotas, arrival/departure times etc.
* All movements regularly monitored, and alternatives considered. Discourage non-essential trips.
* All staff encouraged to make suggestions.
* When serving customers maintain 2m distance as much as possible
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| 2 | **Spread of COVID-19** | **Staff****Visitors to your premises****Cleaners****Contractors****Drivers****Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions****Anyone else who physically comes in contact with you in relation to your business** | **Hygiene and Cleaning*** Practice high standards of personal hygiene and cleaning of surfaces.
* Correct handwashing and surface cleaning frequencies have been increased. Staff reminded constantly to maintain high standards at all times
* Include regular cleaning of phones and other shared equipment
* Tissues supplied and reminders issued about catching sneezes and coughs
* In accordance with government guidelines face coverings are not used but this will be kept under review and staff or customers preferences considered. Face coverings will be supplied if necessary.

**Vulnerable Staff*** Clinically vulnerable (shielding) staff are officially advised to stay at home
* Encourage all staff to raise concerns and issues and consider actions on a case-by-case basis.
 | Staff to be reminded that wearing of gloves is not a substitute for good hand washing. |  |  |
| 3 | **Spread of COVID-19** |  | **Social Distancing from incoming delivery personnel and other visitors*** Maintain social distancing at 2m
* Signage at entry point
* Hand gel supplied at entry point
* Delivery frequencies reduced where possible
* Single workers unloading where possible
* Gloves available where handling lots delivery goods
 | Staff to be reminded that wearing of gloves is not a substitute for good hand washing. |  |  |
| 4 | **Spread of COVID-19** |  | **Social Distancing measures Delivery staff*** Maintain personal hygiene and carry and use hand sanitising gel
* Single person deliveries only
* Maintain 2m social distancing gap
* Use prior payment methods only
* Do not enter homes without special arrangements
 | Ensure staff have hand sanitiser and sanitiser wipes. |  |  |
| 5 | **Staff Tiredness***(Constantly busy shop and long hours are a potential hazard to staff health and morale which could impact on other anti-transmission measures.)* |  | * Maintain working hours, rest breaks and holidays as much as possible
* Give extra breaks if longer hours are worked
* Provide additional refreshments as necessary
* Encourage staff to raise any concerns
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