| **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 |  |  |  |
| 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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