



Lifting Lockdown– A new normal?

We have all had to adapt to constantly changing rules and regulations over the last few weeks. It now seems that there may be light at the end of the tunnel, albeit a very faint light.

We will all be happy to see people move around and get a feeling of normality, but as a retail business we will have to remain cautious to all the risks that covid-19 will present in the future.

Butcher shops have adapted very well to the situation, some moving over to delivery/collection only where space in their business did not allow normal trading. We have made connections to those who are most vulnerable in society by delivering much needed supplies straight to the door.

Many staff report that when taking calls to place orders, the customer often wants to chat for a while as they have had little contact with anyone else. Yes this has an impact of the business but it may lead to a new long term customer.

We will have to accept that distance markings on the floor or guidance notices on the walls are here for the foreseeable future. All this gives the customer confidence that our shops are doing all we can to ensure the safety of the staff and shoppers at all times.

As business owners, the responsibility of ensuring the safety of all lies with you.

There will come a time very soon where EHO visits will resume and top of their priority list will be to make sure that all food businesses have updated their risk assessments and HACCP procedures to reflect the actions taken in regard to covid-19. **Please make sure your business has these updated procedures in place.**

Guidance>>>>>>>>

Working safely during COVID-19 in shops and branches

Guidance for employers, employees and the self-employed

This document sets out guidance on how to work safely. It gives practical considerations of how this can be applied in the workplace.

Each business will need to translate this into the specific actions it needs to take, depending on the nature of their business, including the size and type of business, how it is organised, operated, managed and regulated. This guidance does not supersede any legal obligations relating to health and safety, employment or equalities and it is important that as a business or an employer you continue to comply with your existing obligations, including those relating to individuals with protected characteristics. It contains non-statutory guidance to take into account when complying with these existing obligations. When considering how to apply this guidance, take into account customers, agency workers, contractors and other people, as well as your employees.

To help you decide which actions to take, you need to carry out an appropriate COVID-19 risk assessment, just as you would for other health and safety related hazards. This risk assessment must be done in consultation with unions or workers.

Advice can also be found here:- <https://www.foodstandards.gov.scot/publications-and-research/publications/covid-19-guidance-for-food-business-operators-and-their-employees>

Thinking about risk

Objective: That all employers carry out a COVID-19 risk assessment.

The Law:-

Employers who have people in their shops, offices or onsite must take all reasonable measures to ensure that employees, customers and visitors are able to maintain a 2 metre distance from each other. They should also follow NHS Inform and Scottish Government guidance on frequent hand washing **(for at least 20 seconds each time, or using hand sanitiser gel if soap and water is not available).**

Everyone needs to assess and manage the risks of COVID-19. As an employer, you also have a legal responsibility to protect workers and others from risk to their health and safety. This means you need to think about the risks they face and do everything reasonably practicable to minimise them, recognising you cannot completely eliminate the risk of COVID-19.

You must make sure that the risk assessment for your business addresses the risks of COVID-19, using this guidance to inform your decisions and control measures. **It is about identifying sensible measures to control the risks in your workplace. (A risk assessment is included in this pack and is available on the Scottish Craft Butchers website)**

If you have fewer than five workers, or are self-employed, you don't have to write anything down as part of your risk assessment. **We recommend, that as good practice, you should record your risk assessment.** Your risk assessment will help you decide whether you have done everything you need to.

Employers have a duty to consult their people on health and safety. You can do this by listening and talking to them about the work and how you will manage risks from COVID-19.

The people who do the work are often the best people to understand the risks in the workplace and will have a view on how to work safely. Involving them in making decisions shows that you take their health and safety seriously.

At its most effective, full involvement of your workers creates a culture where relationships between employers and workers are based on collaboration, trust and joint problem solving.

As is normal practice, workers should be involved in assessing workplace risks and the development and review of workplace health and safety policies in partnership with the employer.

Employers and workers should always come together to resolve issues. If concerns still cannot be resolved, see below for further steps you can take.

Where the enforcing authority, such as the HSE or your local authority, identifies employers who are not taking action to comply with the relevant public health legislation and guidance to control public health risks, they will consider taking a range of actions to improve control of workplace risks.

For example, this would cover employers not taking appropriate action to socially distance, where possible. The actions that can be taken include the provision of specific advice to employers through to issuing enforcement notices to help secure improvements.

How to raise a concern:

Contact your manager or business owner.

Contact your local authority Environmental Health Officer

Managing risk

Objective: To reduce risk to the lowest reasonably practicable level by taking preventative measures, in order of priority

Employers have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures. Employers must work with any other employers or contractors sharing the workplace so that everybody's health and safety is protected.

In the context of COVID-19 this means working through these steps in order:

In every workplace, increasing the frequency of handwashing and surface cleaning.

Businesses and workplaces should make every reasonable effort to enable working from home as a first option. Where working from home is not possible, workplaces should make every reasonable effort to comply with the social distancing guidelines set out by the government (keeping people 2m apart wherever possible).

Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and if so, take all the mitigating actions possible to reduce the risk of transmission between their staff.

Further mitigating actions include:

Increasing the frequency of hand washing and surface cleaning.

Keeping the activity time involved as short as possible.

Using screens or barriers to separate people from each other.

Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.

Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).

Finally, if people must work face-to-face for a sustained period with more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead. No one is obliged to work in an unsafe work environment.

In your assessment you should have particular regard to whether the people doing the work are especially vulnerable to COVID-19.

The recommendations in the rest of this document are ones you should consider as you go through this process. You could also consider any advice that has been produced specifically for your sector, for example by trade associations or trades unions.

If you have not already done so, you should carry out an assessment of the risks posed by COVID-19 in your workplace as soon as possible. If you are currently operating, you are likely to have gone through a lot of this thinking already. We recommend that you use this document to identify any further improvements you

Sharing the results of your risk assessment

You should share the results of your risk assessment with your workforce. If possible, you should consider publishing the results on your website (and we would expect all employers with over 50 workers to do so).

ACTING QUICKLY WHEN A MEMBER OF STAFF DISPLAYS SYMPTOMS OF COVID-19.

All staff should know that anyone experiencing symptoms in the workplace should be sent home immediately to self-isolate. If they need clinical advice, they should go online to NHS 111 or call 111 if they don't have internet access.

In an emergency, they should call 999 if they are seriously ill or injured or their life is at risk. They should not visit the GP, pharmacy, urgent care centre or a hospital. If anyone is made aware of anyone displaying symptoms of COVID-19 in the workplace (**a new, continuous cough or a high temperature or a loss of or change in sense of smell or taste**), immediate action should be taken to remove them to a pre-arranged isolation room, until they can be sent home.

Where possible they should minimise contact with others, and use a private vehicle to travel home. If it is not possible to use private transport, then they should be advised to return home quickly and directly. They should be advised to follow the stay at home guidance.

The individual should arrange to have a test to see if you have COVID-19 <https://www.gov.scot/publications/coronavirus-covid-19-getting-tested/pages/overview/> Following a positive test result, they will receive a request by text, email or phone to log into the NHS Test and Trace service website and provide information about recent close contacts.

The work area, used by the individual, must be cleaned and disinfected before bringing back into use.

Guidance on appropriate environmental decontamination (cleaning and disinfection) after a possible case has left the workplace can be found in HPS's Guidance on COVID-19 for non-healthcare settings.

Objective: To maintain 2m social distancing wherever possible, including while arriving at and departing from work, while in work and when travelling between sites.

Social distancing at work

You must maintain social distancing in the workplace wherever possible.

Where the social distancing guidelines cannot be followed in full in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission between their staff.

Mitigating actions include:

Further increasing the frequency of hand washing and surface cleaning.

Keeping the activity time involved as short as possible.

Using screens or barriers to separate people from each other. (Including front and back shop areas)

Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.

Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others), and restricting the numbers of customers in the shop at one time. Social distancing applies to all parts of a business, not just the place where people spend most of their time, but also entrances and exits, break rooms, canteens and similar settings. These are often the most challenging



Coming to work and leaving work

Objective: To maintain social distancing wherever possible, on arrival and departure and to enable hand-washing upon arrival .

Steps that will usually be needed:

Introducing shifts for smaller groups of staff which take into account of the space available in the premises.

Staggering arrival and departure times at work to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics.

Providing additional parking or facilities such as bike-racks to help people walk, run, or cycle to work where possible.

Restricting numbers in company vehicles such as delivery vans, to driver only.

Reducing congestion, for example, by having more entry points to the workplace in larger stores.

Using markings and introducing one-way flow at entry and exit points.

Providing handwashing facilities (or hand sanitiser where not possible) at entry and exit points.

Moving around buildings and stores

Objective: To maintain social distancing as far as possible while people travel through the workplace.

Steps that will usually be needed:

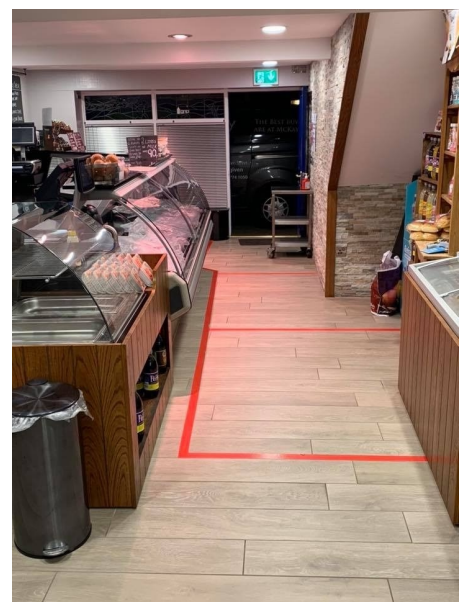
Reducing movement by discouraging non-essential trips within buildings and sites, for example, restricting access to some areas, encouraging use of radios or telephones, where permitted. These items require cleaning between users if multi-use.

Introducing more one-way flow through buildings. Providing floor markings and signage should remind both workers and customers to follow to social distancing wherever possible.

Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.

Making sure that people with disabilities are able to access lifts.

Regulating use of high traffic areas including corridors, lifts, turnstiles and walkways to maintain social distancing.



Workplaces and workstations

Objective: To maintain social distancing between individuals when they are at their workstations

For people who work in one place, workstations should allow them to maintain social distancing wherever possible.

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.

If it is not possible to keep workstations 2m apart then businesses should consider whether that activity needs to continue for the business to operate, and if so take all mitigating actions possible to reduce the risk of transmission.

Steps that will usually be needed:

Reviewing layouts to allow workers to work further apart from each other.

Avoiding people working face-to-face. For example, by working side-by-side or facing away from each other.

Using screens to create a physical barrier between staff and customers the front shops.



Using a consistent pairing system if people have to work in close proximity. For example, maintenance activities that cannot be redesigned.

Minimising contacts around transactions, for example, considering using contactless payments

Rethinking demonstrations and promotions to minimise direct contact and to maintain social distancing.

Objective: To reduce transmission due to face-to-face meetings and maintain social distancing in meetings

Meetings

Steps that will usually be needed:

Using remote working tools to avoid in person meetings.

Only absolutely necessary participants should attend meetings and should maintain 2m separation throughout.

Avoiding transmission during meetings, for example avoiding sharing pens and other objects.

Providing hand sanitiser in meeting rooms.

Holding meetings outdoors or in well-ventilated rooms whenever possible.

For areas where regular meetings take place, use floor signage to help people maintain social distancing.

Common areas

Objective: To maintain social distancing while using common areas.

Steps that will usually be needed:

Introduce social distancing measures in common areas such as toilets, showers, lockers and changing rooms and in any other areas where queues typically form.

Staggering break times to reduce pressure on the staff break rooms or places to eat.

Using safe outside areas for breaks.

Creating additional space by using other parts of the working area or building that have been freed up by remote working.

Installing screens to protect workers in staff rooms or similar areas.

Providing packaged meals or similar to avoid fully opening staff canteens.

Reconfiguring seating and tables to optimise spacing and reduce face-to-face interactions.

Encouraging workers to remain on-site and, when not possible, maintaining social distancing while off-site

Accidents, security and other incidents

Objective: To prioritise safety during incidents

In an emergency, for example, an accident, fire or break-in, people do not have to stay 2m apart if it would be unsafe.

People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands.

Managing your customers, visitors and contractors

Manage contacts

Objective: To minimise the contact resulting from visits to stores or outlets

Steps that will usually be needed:

Defining the number of customers that can reasonably follow 2m social distancing within the store and any outdoor selling areas. Take into account total floorspace as well as likely pinch points and busy areas.

Limiting the number of customers in the store, overall and in any particular congestion areas, for example doorways between outside and inside spaces.

Manage contacts (continued)

Suspending or reducing customer services that cannot be undertaken without contravening social distancing guidelines. This may include re-thinking how assistance is provided, for example, using fixed pairs of colleagues to lift heavy objects rather than a single colleague lifting with a customer.

Encouraging customers to shop alone where possible, unless they need specific assistance.

Reminding customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.

Looking at how people walk through the shop and how you could adjust this to reduce congestion and contact between customers, for example, queue management or one-way flow, where possible.

Ensuring any changes to entries, exit and queue management take into account reasonable adjustments for those who need them, including disabled shoppers.



Using outside premises for queuing where available and safe, for example some car parks.

Working with your local authority or landlord to take into account the impact of your processes on public spaces such as high streets and public car parks.

Having clearly designated positions from which colleagues can provide advice or assistance to customers whilst maintaining social distance.

Shopping centres should take responsibility for regulating the number of customers in the centre and the queuing process in communal areas on behalf of their retail tenants.

Continuing to keep customer restaurants and cafes closed until further notice, apart from when offering hot or cold food to be consumed off the premises.

Providing and explaining available guidance

Objective: To make sure people understand what they need to do to maintain safety

Steps that will usually be needed:

Providing clear guidance on social distancing and hygiene to people on arrival, for example, signage and visual aids.

Providing written or spoken communication of the latest guidelines to both workers and customers inside and outside the store.

Creating social distancing champions to demonstrate social distancing guidelines to customers, if helpful.

Ensuring latest guidelines are visible in selling and non- selling areas.

Cleaning the workplace

Before reopening

Objective: To make sure that any site or location that has been closed or partially operated is clean and ready to restart, including:

An assessment for all sites, or parts of sites, that have been closed, before restarting work.

Cleaning procedures and providing hand sanitiser, before restarting work

Steps that will usually be needed:

Checking whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.

Most air conditioning systems do not need adjustment, however where systems serve multiple buildings, or you are unsure, advice should be sought from your heating ventilation and air conditioning (HVAC) engineers or advisers. Guidance can be found here:- <https://www.cibse.org/coronavirus-covid-19/coronavirus-covid-19-and-hvac-systems>

Keeping the workplace clean

Objective: To keep the workplace clean and prevent transmission by touching contaminated surfaces

Steps that will usually be needed:

Increase the frequency of cleaning schedules for workstations, and ensure all public areas are cleaned down regularly, **preferably every 2-3 hours for areas which are routinely used**. It is particularly important that all surfaces in any communal areas, for example changing areas and clocking in points are cleaned and disinfected between different groups of staff occupying these spaces.

Identify key touch points (including switches, door handles, grab-rails in corridors, stairwells, keypads, vending machines, etc) and ensure these are being cleaned and disinfected at frequent intervals (based on risk assessment or at least every 2-3 hours). Using a disposable cloth, first clean hard surfaces and then disinfect these surfaces following your usual proven procedures with the products you normally use.

Increase cleaning of shared working areas such as toilets and common areas.



If you are cleaning after a known or suspected case of COVID-19 then you refer to the specific guidance.

Hygiene – handwashing, sanitation facilities and toilets

Objective: To help everyone keep good hygiene through the working day

Steps that will usually be needed:

Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.

Providing regular reminders and signage to maintain hygiene standards.



Hygiene – handwashing, sanitation facilities and toilets (continued)

Providing hand sanitiser in multiple locations in addition to washrooms.

Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.

Enhancing cleaning for busy areas.

Providing more waste facilities and more frequent rubbish collection.

Where possible, providing paper towels as an alternative to hand dryers in handwashing facilities

Handling goods, merchandise and other materials

Objective: To reduce transmission through contact with objects in the store

Steps that will usually be needed:

Encouraging increased handwashing and introducing more handwashing facilities for workers and customers or providing hand sanitiser where this is not practical.

Limiting customer handling of merchandise, for example, through different display methods, new signage or rotation of high-touch stock.

Putting in place picking-up and dropping-off collection points where possible, rather than passing goods hand-to-hand.

Enforcing staggered collection times for customers collecting items, with a queuing system in place to ensure a safe distance of 2m.

Providing guidance to how workers can safely assist customers with handling large item purchases.

Personal Protective Equipment (PPE) and face coverings

PPE protects the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment, such as face masks.

Where you are already using PPE in your work activity to protect against non-COVID-19 risks, you should continue to do so.

It is important not to confuse Government advice on the use of facemasks as PPE with the suggestion that the wearing of face coverings could provide a precautionary measure for preventing the spread of COVID-19 in the general population.

Based on currently inconclusive evidence, the use of any type of face covering is considered to be of limited value for protecting staff in food business environments.

Personal Protective Equipment (PPE) and face coverings

Inappropriate use and handling of face masks and coverings could present a risk to food hygiene and safety. **Therefore, if a FBO is considering allowing staff to wear face coverings, it is strongly recommended that a risk assessment is undertaken to determine if this is appropriate to the task and the food business setting**

A face covering can be very simple and may be worn in enclosed spaces where social distancing isn't possible. It just needs to cover your mouth and nose. It is not the same as a face mask, such as the surgical masks or respirators used by health and care workers. Similarly, face coverings are not the same as the PPE used to manage risks like dust and spray in an industrial context. Supplies of PPE, including face masks, must continue to be reserved for those who need them to protect against risks in their workplace, such as health and care workers, and those in industrial settings like those exposed to dust hazards.

It is important to know that the evidence of the benefit of using a face covering to protect others is weak and the effect is likely to be small, therefore face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing.

These other measures remain the best ways of managing risk in the workplace and government would therefore not expect to see employers relying on face coverings as risk management for the purpose of their health and safety assessments.

Wearing a face covering is optional and is not required by law, including in the workplace. If you choose to wear one, it is important to use face coverings properly and wash your hands before putting them on and taking them off.



Employers should support their workers in using face coverings safely if they choose to wear one. This means telling workers:

Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.

When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.

Change your face covering if it becomes damp or if you've touched it.
Continue to wash your hands regularly.

Change and wash your face covering daily.

If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste.

Practise social distancing wherever possible.

Workforce management

Shift patterns and working groups

Objective: To change the way work is organised to create distinct groups and reduce the number of contacts each worker has.

Steps that will usually be needed

As far as possible, where workers are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people.

Identifying areas where people have to directly pass things to each other and finding ways to remove direct contact such as by using drop-off points or transfer zones.

Work- related travel

Objective: To avoid unnecessary work travel and keep people safe when they do need to travel between locations

Cars, accommodation and visits

Steps that will usually be needed:

Minimising non-essential travel – consider remote options first.

Minimising the number of people travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoiding sitting face-to-face.

Cleaning shared vehicles between shifts or on handover.

Where workers are required to stay away from their home, centrally logging the stay and making sure any overnight accommodation meets social distancing guidelines .

Deliveries to other sites

Objective: To help workers delivering to other sites such as factories, logistics sites or customers' premises to maintain social distancing and hygiene practices

Steps that will usually be needed:

Maintain 2 meter physical distancing at all times.

Putting in place procedures to minimise person-to-person contact during deliveries to other sites.

Maintaining consistent pairing where two-person deliveries are required.

Minimising contact during payments and exchange of documentation, for example by using electronic payment methods and electronically signed and exchanged documents.

Communications and training

Objective: To make sure all workers understand COVID-19 related safety procedures

Returning to work

Steps that will usually be needed:

Providing clear, consistent and regular communication to improve understanding and consistency of ways of working.

Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements.

Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.

Ongoing communications and signage

Objective: To make sure all workers are kept up to date with how safety measures are being implemented or updated.

Steps that will usually be needed:

Ongoing engagement with workers (including through trade unions or employee representative groups) to monitor and understand any unforeseen impacts of changes to working environments.

Awareness and focus on the importance of mental health at times of uncertainty. The government has published guidance on the mental health and wellbeing aspects of coronavirus (COVID-19).



Using simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language.

Using visual communications, for example whiteboards or signage, to explain changes to production schedules, breakdowns or materials shortages to reduce the need for face-to-face communications.

Communicating approaches and operational procedures to suppliers, customers or trade bodies to help their adoption and to share experience.

Inbound and outbound goods

Objective: To maintain social distancing and avoid surface transmission when goods enter and leave the site, especially in high volume situations, for example, distribution centres or despatch areas.

Steps that will usually be needed:

Revising pick-up and drop-off collection points, procedures, signage and markings.

Minimising unnecessary contact at gatehouse security, yard and warehouse. For example, non-contact deliveries where the nature of the product allows for use of electronic pre- booking.

Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often.

Where possible and safe, having single workers load or unload vehicles.

Where possible, using the same pairs of people for loads where more than one is needed.

Enabling drivers to access welfare facilities when required, consistent with other guidance.

Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-aways.

Once you have read the information in the guide. Complete the risk assessment form to accurately reflect the procedures in place in your business. Use the following questionnaire to identify what your business is doing to meet the requirements of covid-19 regulations.

Coronavirus Policy for _____

The arrangements in place to limit contact between customers and employees are:

The arrangements in place to maintain social distancing between staff whilst working are:

The arrangements in place to promote social distancing in welfare areas are:

The arrangements in place to promote social distancing amongst customers are:

The arrangements that are in place to allow employees to regularly wash or sanitise their hands are:

The arrangements in place for the regular cleaning of contact surfaces are:

The arrangements in place to isolate an employee who shows symptoms are:

The arrangements in place to disinfect hard surfaces in the workplace if an employee becomes symptomatic are:

The arrangements in place for employees who show symptoms to avoid coming to the workplace are:

The arrangements in place for employees who can work from home are:

After this assessment, a copy of which will be available to any member of staff involved, record the staff name and date. It should be signed, where possible, to confirm that the member of staff has read and understood the procedures required for your business.

The risk assessment of hazards and who is affected has been fully explained and understood by me. It is in my best interests and the other members of staff that I follow the procedures and I understand that the health and safety of my colleagues may be affected by my actions.

[illegible]