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| **Coronavirus Risk Assessment for Salons and Close Contact Services (Scotland)** |
| **This template risk assessment is intended to help you document the risk control measures you have introduced within the workplace to control the spread of coronavirus (COVID-19). It is not a Business Continuity Plan.****You must modify this risk assessment to ensure it reflects your business activities and the specific risks and controls you have in place.**  |
| **Location/Dept:**  | **Date Assessed:**  | **Assessed by:** |
| **Task/Activity:** Operating close contact services (including barbers, salons, hairdressers, make-up counters) |  | **Reference Number:** |
|  | **Risk rating before implementing control measures** |  | **Risk rating after implementing control measures**  |  |
| **Activity/ Task** | **Hazard / Risk** | **Persons at Risk** | **Likelihood (1-5)** | **Severity (1-5)** | **Risk/Priority** | **Controls Measures in Place** | **Likelihood (1-5)** | **Severity (1-5)** | **Risk/Priority** | **Additional Controls Measures Required** |
| Keeping clients and visitors safe | Contracting COVID-19  | Employees Clients VisitorsContractors  | 5 | 5 | 25 | * Employees who feel unwell should stay at home and not attend the premises.
* The frequency of handwashing or sanitising will be increased.
* The maximum number of clients that can reasonably follow physical distancing guidelines (two metres, or one metre with risk mitigation where two metres is not viable) has been calculated for the salon, taking into account total floor space as well as likely pinch points and busy areas.
* Close contact services will clearly mean that the physical distancing measures cannot be maintained and, as such, a full-face visor/mask is required to be worn by staff. Further information is within the PPE section of this assessment.
* Further measures include:
	+ Keeping the activity time involved as short as possible.
	+ Using screens or barriers to separate clients from one another. If the practitioner is wearing a visor, screens will not provide additional protection between the practitioner and the individual. Everyone working in close proximity for an extended period of time must wear a visor.
	+ Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.
	+ Using a consistent pairing system, defined as fixing which workers work together if workers have to be in close proximity (defined as being within arm’s length of someone else for a sustained period of time).
* The local authority has, where relevant, been contacted to discuss the impact of potential queues on open spaces, infrastructure or other local features.
* Neighbouring businesses and local authorities have been consulted to ensure that there is sufficient provision of additional parking or facilities such as bike racks, where possible, to help clients avoid using public transport. Operating times can also be staggered.
* Queuing systems have been reviewed for the premises in order to maintain two-metre physical distancing (or one metre + where this is not possible). Outside spaces will be used where possible and markings will be laid.
* Clear guidance on physical distancing and hygiene will be made available to people on arrival (e.g. signage, visual aids, etc.) and before arrival, such as by phone, on our website or by email.
* Online or phone bookings will be the only permitted means for taking bookings.
* Appointment-only system to be implemented.
* Physical distancing will be maintained in waiting areas when clients wait for their appointments. When waiting areas can no longer maintain physical distancing, consider moving to a ‘one in, one out’ policy.
* Queues will be managed in such a way as to ensure they do not cause a risk to individuals, other businesses or additional security risks, for example by introducing queuing systems, having staff direct clients, and protecting queues from traffic by routing them behind permanent physical structures such as street furniture, bike racks, bollards or putting up barriers.
* Clients will be encouraged to arrive at the time of appointment to avoid crowding or unnecessary waiting.
* Sanitising facilities will be provided at the entrances to the building and clients will be encouraged to use the sanitiser or to wash their hands.
* Changes made to entrances, exits and queue management will take into account reasonable adjustments for those who need them, including disabled clients, for example maintaining pedestrian and parking access for disabled clients.
* Clients who are accompanied by children will be reminded that they are responsible for supervising them at all times and should follow physical distancing guidelines.
* The flow of customers and employees through the premises has been considered and systems put in place to avoid areas of congestion and unnecessary contact.
* Plans have been put in place for maintaining physical distancing guidelines (two metres, or one metre with risk mitigation where two metres is not viable) in the event of adverse weather conditions, being clear that clients cannot seek shelter indoors unless physical distancing can be maintained.
* Booking of essential services and contractor visits have been revised to reduce interaction and overlap between people, wherever possible, for example carrying out services at night.
* All control measures identified will be equally expected of all persons without discrimination.
* We will assist the [Scottish Government Test and Protect](https://www.gov.scot/publications/coronavirus-covid-19-test-and-protect/) service by keeping a temporary record of our staff shift patterns for 21 days and assisting with requests for that data if needed. This could help contain clusters or outbreaks.
* Clients should be asked upon booking that they attend the appointment on their own.
* Working practices will be reviewed to minimise the duration of contact with the client. Where extended treatments are undertaken, such as braiding, the length of the appointment will be minimised where possible.
* The use of changing facilities available to clients will be limited and will only be opened when essential to providing a service, such as tanning studios.
* COVID-19-related screening questions will be asked of clients ahead of their appointment, including:
	+ Have you had the recent onset of a new continuous cough?
	+ Do you have a high temperature?
	+ Have you noticed a loss of, or change in, normal sense of taste or smell?
	+ If the client has any of these symptoms, however mild, they should stay at home and reschedule their appointment.
* We will create a schedule for staff detailing in advance how treatments will take place and what arrangements have been made with clients.
 |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Sottish Government guidance](https://www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/pages/close-contact-services/).We will download and review the [Scottish Government’s checklist](https://www.gov.scot/binaries/content/documents/govscot/publications/advice-and-guidance/2020/05/coronavirus-covid-19-retail-sector-guidance/documents/close-contact-services-checklist-including-mobile-8-november-2020/close-contact-services-checklist-including-mobile-8-november-2020/govscot%3Adocument/Close%2Bcontact%2Bchecklist%2Bwith%2Bmobile%2B-%2B08%2BNovember%2B2020.docx) for close contact business owners to ensure all reasonable controls are considered and implemented.Employer guidance on testing will be sought by accessing relevant [Scottish Government testing guidance](https://www.gov.scot/publications/coronavirus-covid-19-test-and-protect-advice-for-employers/). |
| Use of the client and employee toilets and good hygiene | Contracting COVID-19 | EmployeesContractorsVisitors | 5 | 5 | 25 | * Signs and posters will be used to build awareness of good handwashing technique, the need to increase handwashing frequency and to 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.
* Physical distancing markings will be installed in areas where queues normally form, and we will adopt a limited entry approach, with one in, one out where possible and where this does not increase risk by creating a bottleneck.
* To enable good hand hygiene, hand sanitiser will be available on entry to toilets where safe and practical, and suitable handwashing facilities, including running water and liquid soap and suitable options for drying (either paper towels or hand dryers), will be available.
* There will be clear use and cleaning guidance for toilets, with increased frequency of cleaning in line with usage. Normal cleaning products will be used, paying attention to frequently hand-touched surfaces, and disposable cloths or paper roll will be used to clean all hard surfaces.
* Ventilation will be increased where necessary by opening windows and, where appropriate, doors.
* Special care will be given to cleaning of portable toilets and large toilet blocks.
* A cleaning schedule will be kept up to date and clearly visible.
* Further waste facilities will be provided and emptied regularly.
* Good handwashing technique will be employed, and we will increase handwashing in between appointments. In the absence of handwashing facilities, mobile operators must use hand sanitiser.
* Clients will be given access to tissues and informed that if they do need to sneeze or cough, they should do so into the tissue, which should then be discarded appropriately. They should then wash their hands thoroughly or use hand sanitiser after using a tissue.
* Regular reminders will be provided, and signage erected to maintain hygiene standards.
* Hand sanitiser will be provided at regular intervals throughout the premises.
 |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Sottish Government guidance](https://www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/pages/close-contact-services/). |
| Providing and explaining available guidance | Contracting COVID-19 | Employees Members of the public Contractors | 5 | 5 | 25 | * Clear guidance on expected customer behaviours, physical distancing and hygiene will be provided to people on or before arrival, for example on online booking forms and on-site signage and visual aids. It will be explained to clients that failure to observe safety measures will result in service not being provided.
* Written or spoken communication regarding the latest guidelines will be provided to both workers and clients inside and outside the salon. Posters or information setting out how clients should behave at the salon to keep everyone safe will be provided. We will also consider the particular needs of those with protected characteristics, such as those who are hearing or visually impaired.
* Where necessary, these will inform clients that police and the local authorities have the powers to enforce requirements in relation to physical distancing and may instruct clients to disperse or leave an area, issue a fixed penalty notice or take further enforcement action.
* Workers will be encouraged to remind clients to follow physical distancing advice and clean their hands regularly.
* Where visits to salons are required by inbound supplier deliveries or safety-critical visitors, we will provide site guidance on physical distancing and hygiene on or before arrival.
* We shall ensure that information passed to clients does not compromise their safety.
 |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Sottish Government guidance](https://www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/pages/close-contact-services/).Employer guidance on testing will be sought by accessing relevant [Scottish Government testing guidance](https://www.gov.scot/publications/coronavirus-covid-19-test-and-protect-advice-for-employers/).Explore ways of communicating [Scottish Government customer guidance](https://www.gov.scot/publications/coronavirus-covid-19-guidance-for-consumers/) to all of our customers (e.g. website / in-store / local media). |
| Employee attendance to site | Contracting COVID-19 | Employees Members of the public Contractors | 5 | 5 | 25 | * Employees that can work from home, including those not in customer-facing roles such as administrative staff, will do so if at all possible.
* The minimum number of people required for safe operation of the salon will be on site at any one time.
* Employees encouraged to access mental health and wellbeing support either through employer and/or from [NHS Inform](https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/your-mental-wellbeing/coronavirus-covid-19-your-mental-wellbeing), [Breathing Space](https://www.breathingspace.scot/), the [Scottish Association for Mental Health](https://www.samh.org.uk/) and [Samaritans Scotland](https://www.samaritans.org/scotland/samaritans-in-scotland/).
* Employees encouraged to travel to work through other methods away from public transport (where possible), e.g. cycling, using their own car, family member drop-off, etc.
 |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Sottish Government guidance](https://www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/pages/close-contact-services/).Employer guidance on testing will be sought by accessing relevant [Scottish Government testing guidance](https://www.gov.scot/publications/coronavirus-covid-19-test-and-protect-advice-for-employers/). |
| Protecting people who are at a higher risk | Contracting COVID-19 | Employees | 5 | 5 | 25 | * Employees living in vulnerable or shielded households are only expected to return when new safe working environment measures have been fully tested and a return to onsite work is consistent with individual medical advice.
* Extremely clinically vulnerable people to follow the relevant shielding guidance.
 |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Sottish Government guidance](https://www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/pages/close-contact-services/).Employer guidance on testing will be sought by accessing relevant [Scottish Government testing](https://www.gov.scot/publications/coronavirus-covid-19-test-and-protect-advice-for-employers/) guidance. |
| People who need to self-isolate | Contracting COVID-19 | Employees | 5 | 5 | 25 | * Where appropriate, employees will be permitted to work from home when required to self-isolate.
 |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Sottish Government guidance](https://www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/pages/close-contact-services/).Employer guidance on testing will be sought by accessing relevant [Scottish Government testing](https://www.gov.scot/publications/coronavirus-covid-19-test-and-protect-advice-for-employers/) guidance. |
| Coming to and leaving work | Contracting COVID-19 | Employees | 5 | 5 | 25 | * Arrival and departure times at work will be staggered to reduce crowding into and out of the salon, taking account of the impact on those with protected characteristics.
* Additional parking or facilities such as bike racks to help people walk, run, or cycle to work will be provided where possible.
* Employees should avoid using public transport, and aim to walk, cycle, or drive instead. If using public transport is necessary, wearing a face covering is mandatory.
* Where possible, there will be an identified entry and exit point from the salon.
* Markings should be used to inform staff coming into or leaving the building.
* Handwashing facilities or sanitiser will be provided at entry and exit points.
* Storage will be provided for staff belongings and clothing.
* Staff will be requested to change into work uniforms on site using appropriate facilities / changing areas, where physical distancing and hygiene guidelines can be met.
* Uniforms will be washed on site or staff will be requested to wash uniforms regularly at home.
 |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Sottish Government guidance](https://www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/pages/close-contact-services/). |
| Staff movement around the premises | Contracting COVID-19 | EmployeesContractorsVisitors | 5 | 5 | 25 | * Movement around the salon will be limited by discouraging non-essential trips within the building, for example restricting access to some areas, encouraging the use of radios, telephones or other electronic devices when sending orders from service areas to kitchens, where permitted, and cleaning them between use.
* Physical changes like barriers or screens between, behind or in front of workstations (where possible), between clients, at wash stations, and in reception areas will be implemented where necessary.
* One-way systems will, where possible, be implemented and marked through the salon.
* Maximum occupancy for lifts will be reduced, hand sanitiser will be provided for the operation of lifts, and the use of stairs will be encouraged wherever possible.
* We will ensure that disabled access to the lift is maintained.
* Physical distancing measures will also be implemented in high-traffic areas such as corridors, staircases and lifts.
* Ahead of visits to other people’s homes, we will contact the client to ask that physical distancing guidelines (two metres, or one metre with risk mitigation where two metres is not viable) are maintained from other people in the household.
* Only the client should be present in the same room for appointments in the home.
 |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Sottish Government guidance](https://www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/pages/close-contact-services/). |
| Work stations | Contracting COVID-19 | Employees Members of the public Contractors | 5 | 5 | 25 | * Layouts and processes will be reviewed to maintain physical distancing (two metres, or one metre with risk mitigation where two metres is not viable) between clients being served simultaneously, ensuring there is sufficient spacing between client chairs, for example closing off alternate chairs.
* Where possible and practical, screens will be erected to create a physical barrier between workstations.
* We will avoid overrunning or overlapping appointments and will contact clients virtually to let them know when we are ready for them to be seen, where possible.
* Paint or tape will be used to demarcate physical distancing.
* Contactless payment options will be employed, including for tips.
* Equipment should not be frequently shared between workers. Instead, there should be frequent cleaning between use and equipment should be assigned to an individual where possible.
* Disposable items will be used where possible, such as nail files. Non-disposable items will be cleaned between each use.
* Role/task rotation will be avoided, including remaining at a consistent workstation where possible.
* Where items are required to be frequently passed between people, a drop-off zone will be identified.
 |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Sottish Government guidance](https://www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/pages/close-contact-services/). |
| Conducting and participating in meetings | Contracting COVID-19 | Employees Members of the public Contractors | 5 | 5 | 25 | * Remote meeting tools should be used where possible to avoid face-to-face contact.
* Only absolutely necessary participants will physically attend meetings and will maintain physical distancing guidelines.
* Participants will avoid sharing pens, documents or other items during a meeting to reduce transmission.
* Hand sanitiser will be provided in the meeting rooms.
* Wherever possible, meetings will be held outdoors or in well-ventilated areas.
* Floor signage will be implemented to encourage physical distancing.
 |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Sottish Government guidance](https://www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/pages/close-contact-services/). |
| Use of common areas | Contracting COVID-19 | EmployeesMembers of the publicVisitors | 5 | 5 | 25 | * Break times will be staggered to maintain physical distancing within break/staff rooms.
* The use of outside areas for breaks will be encouraged.
* Areas freed up by remote working can be used for breaks.
* Screens may be required in common areas where staff and clients interact, such as tills.
* Employees to bring their own food and drinks. No food or drink to be consumed in the salon by clients other than water in disposable cups or bottles.
* Seating and tables will be reconfigured, such as in waiting areas, to optimise spacing and reduce face-to-face interactions.
* Workers will be encouraged to stay on site for the whole of their shift.
* Physical distancing markings for other common areas, such as toilets, showers, lockers and changing rooms and in any other areas where queues typically form, will be maintained.
* Materials and equipment will be prepared in advance of scheduled appointments, such as scissors or hairbrushes in hairdressers, to minimise movement to communal working areas.
* A secure area where physical distancing is maintained will be provided for a client when services or treatments require development time, for example hair colouring.
 |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Sottish Government guidance](https://www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/pages/close-contact-services/). |
| Accidents, security and other incidents | Contracting COVID-19 | Employees Members of the public Contractors | 5 | 5 | 25 | * Incident and emergency procedures will be reviewed to ensure they reflect the physical distancing principles as far as possible.
* Consideration will be given to ensure enough persons with safety designated tasks are on site at all times to ensure the safety of staff and clients.
 |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Sottish Government guidance](https://www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/pages/close-contact-services/). |
| Cleaning the premises  | Contracting COVID-19 | Employees Members of the public Contractors | 5 | 5 | 25 | * Checks will be completed on the 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.
* If in doubt, we will seek advice from HVAC Engineers.
* Extra bins and waste collection will be provided.
 |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Sottish Government guidance](https://www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/pages/close-contact-services/). |
| Cleaning the premises – keeping the salon clean | Contracting COVID-19 | Employees Members of the public Contractors | 5 | 5 | 25 | * Appointments will be spaced to allow for frequent cleaning of work areas and equipment between uses, using the usual cleaning products.
* Workspaces will be cleared frequently, including removing waste and belongings from the work area at the end of a shift and not providing reading materials such as magazines in client waiting areas.
* Any reusable equipment used, including client chairs, treatment beds and equipment such as scissors, will be sanitised after each appointment, and at the start and end of shifts.
* Disposable gowns will be used for each client. Where this is not possible, we will use separate gowns (and towels in the normal way) for each client, washing between use and disposing appropriately as required.
* Doors will be wedged open, where appropriate, to increase ventilation. This does not apply to fire doors.
* Frequent cleaning will be completed of objects and surfaces that are touched regularly, including door handles and handheld devices, and we will make sure that there are adequate disposal arrangements for cleaning products.
* Once symptomatic, all surfaces that the person has come into contact with must be cleaned, including:
* All surfaces and objects which are visibly contaminated with body fluids; and
* All potentially contaminated high-contact areas such as toilets, door handles, telephones, etc.
* Public areas where a symptomatic individual has passed through and spent minimal time in (such as corridors) but which are not visibly contaminated with bodily fluids do not need to be specially cleaned and disinfected.
* If a person becomes ill in a shared space, these should be cleaned using disposable cloths and household detergents, according to current recommended workplace legislation and practice.
* General cleaning will be increased to cover all occupied areas.
* Windows and doors will be kept open as much as possible to increase ventilation.
 |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Sottish Government guidance](https://www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/pages/close-contact-services/). |
| Changing rooms and showers | Contracting COVID-19 | Employees Members of the public Contractors | 5 | 5 | 25 | * Where shower and changing facilities are required, there will be clear use and cleaning guidance for showers, lockers and changing rooms to ensure they are kept clean and clear of personal items and that physical distancing is achieved as much as possible.
* Enhanced cleaning will be implemented during the day and at the end of the day.
* Client changing rooms will not be opened, unless absolutely necessary.
* Where fitting rooms are essential, for example during photoshoots or fashion shows, they will be cleaned very frequently, typically between each use.
 |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Sottish Government guidance](https://www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/pages/close-contact-services/). |
| Handling goods, merchandise, other materials and onsite vehicles | Contracting COVID-19 | Employees Members of the public Contractors | 5 | 5 | 25 | * Goods and merchandise entering site will be cleaned and sanitised.
* Equipment that employees may bring from or take home will be regularly cleaned. Cleaning should also take place before and following client use.
* We will ensure that equipment entering a person’s home is thoroughly cleaned before use and between clients, with usual cleaning products.
* We will minimise client contact with testers, for example employees demonstrating testers from a distance or facilitating the use of testers.
* Frequent handwashing will be encouraged, and further facilities provided.
* Picking-up and dropping-off collection points will be utilised where possible, rather than passing goods hand-to-hand.
* Handling procedures for laundry will be reviewed to ensure that dust is not raised and to prevent spread of the virus.
 |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Sottish Government guidance](https://www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/pages/close-contact-services/). |
| PPE and face coverings | Contracting COVID-19 | Employees Members of the public Contractors | 5 | 5 | 25 | * PPE identified to control risks other than COVID-19 will continue to be worn.
* Due to the close nature of the work for extended periods, the use of face visors will be mandatory.
* The visor will cover the forehead, extend below the chin and wrap around the face.
* The visor can be either reusable and cleaned frequently using normal cleaning products or disposable and changed between treatments.
* To wear the covering safely. Staff should:
* Wash their hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and before and after removing it.
* Avoid touching their face or face covering, as this could contaminate them with germs from their hands.
* Change their face covering if it becomes damp or if they have touched it.
* Continue to wash their hands regularly.
* Change and wash their face covering daily.
* If the material is washable, wash in line with the manufacturer’s instructions. If it is not washable, dispose of it carefully in the usual waste.
* Practise physical distancing wherever possible.
* Individuals who are contacted by the Test and Protect system should still self-isolate as the visor will offer greater protection but does not rule out transmission.
* Where treatments require the employee to be in the high danger zone in front of the face, consideration has been given to moving out of the zone or strict enforcement of the wearing of visors.
 |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Sottish Government guidance](https://www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/pages/close-contact-services/).Advice on face coverings can be sought from referring to [Scottish Government guidance](https://www.gov.scot/publications/coronavirus-covid-19-phase-3-staying-safe-and-protecting-others/pages/face-coverings/). |
| Communication and training | Contracting COVID-19 | Employees Members of the public Contractors | 5 | 5 | 25 | * Regular and clear communication with staff will be delivered to ensure knowledge and comprehension of the risks and controls.
* Training will be delivered to staff prior to opening the site. This will include arriving at and leaving work.
* Workers unions will be consulted prior to opening.
* We will ensure staff know how and when to use PPE.
 |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Sottish Government guidance](https://www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/pages/close-contact-services/).Employer guidance on testing will be sought by accessing relevant [Scottish Government testing guidance](https://www.gov.scot/publications/coronavirus-covid-19-test-and-protect-advice-for-employers/). |
| Ongoing communication and signage | Contracting COVID-19 | Employees Members of the public Contractors | 5 | 5 | 25 | * Ongoing communications will be made with workers unions.
* Simple, clear signs will be used with pictures where possible. These will be clear to persons for whom English is not their first language or who are visually impaired.
* Means of written communication, such as whiteboards, will be used to remind staff of rotas and control measures.
* We will communicate approaches and operational procedures to suppliers, clients or trade bodies to help their adoption and to share experience, such as with emails or social media.
* We will communicate with households prior to arrival to discuss the steps required to safely provide close contact services in the home.
 |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Sottish Government guidance](https://www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/pages/close-contact-services/).Employer guidance on testing will be sought by accessing relevant [Scottish Government testing guidance](https://www.gov.scot/publications/coronavirus-covid-19-test-and-protect-advice-for-employers/).Relevant signage can be downloaded from the ‘Supporting files’ in the [Scottish Government retail sector guidance](https://www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/). |
| Inbound and outbound goods | Contracting COVID-19 | Employees Members of the public Contractors | 5 | 5 | 25 | * Pick-up and drop-off collection points, procedures, signage and markings will be revised.
* The frequency of deliveries will be minimised, for example by ordering larger quantities less often.
* Where possible and safe, single workers will load or unload vehicles.
* Scheduled deliveries will be outside of client appointment times.
* Re-stocking/replenishing will be done outside of workplace operating hours.
 |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Sottish Government guidance](https://www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/pages/close-contact-services/). |

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| **Risk/Priority Indicator Key** |

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| **Likelihood** |  | **RISK / PRIORITY INDICATOR MATRIX** |
| 1. Improbable / very unlikely |  | LIKELIHOOD | 5 | 5 | 10 | 15 | 20 | 25 |
| 2. Unlikely |  | 4 | 4 | 8 | 12 | 16 | 20 |
| 3. Even chance / may happen |  | 3 | 3 | 6 | 9 | 12 | 15 |
| 4. Likely |  | 2 | 2 | 4 | 6 | 8 | 10 |
| 5. Almost certain / imminent |  | 1 | 1 | 2 | 3 | 4 | 5 |
|  |  |  | 1 | 2 | 3 | 4 | 5 |
| **Severity (Consequence)** |  | SEVERITY (CONSEQUENCE) |
| 1. Negligible (delay only) |  |  |  |  |  |  |  |  |
| 2. Slight (minor injury / damage / interruption) |  | **Summary** | **Suggested Timeframe** |
| 3. Moderate (lost time injury, illness, damage, lost business) |  | 12-25 | High | As soon as possible |
| 4. High (major injury / damage, lost time business interruption, disablement) |  | 6-11 | Medium | Within the next three to six months |
| 5. Very High (fatality / business closure) |  | 1-5 | Low | Whenever viable to do so |

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| **Review Record**  |

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| **Date of Review**  | **Confirmed by** | **Comments** |
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I have read the risk assessment and understand and accept its contents form part of my job role. I will keep myself informed of any changes.

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| **Employee Name (Print)** | **Employee Signature** | **Date** |
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