**Reopening ‐ Covid 19 Control**

**Created‐ Date: 5th August 2020**

This risk assessment covers the serving of food and drink during the Covid 19 outbreak. It considers the risk of person to person spread of the virus and person to surface to person spread.

People at risk – Team Member, Guests, Contractors and Visitors

References

* Using PPE at work Health and Safety Executive Advice [https://www.hse.gov.uk/news/using](http://www.hse.gov.uk/news/using)‐ppe‐at‐work‐coronavirus.htm
* 5 Steps to working Safely [https://www.gov.uk/guidance/working](http://www.gov.uk/guidance/working)‐safely‐during‐coronavirus‐covid‐19/5‐steps‐to‐working‐safely
* UK Government Guidance ‐ Food Safety [https://www.gov.uk/government/publications/covid](http://www.gov.uk/government/publications/covid)‐19‐guidance‐for‐food‐businesses/guidance‐for‐food‐businesses‐on‐coronavirus‐covid‐19
* UK Government Guidance – Keeping workers safe in restaurants, pubs, bars and takeaway services [https://www.gov.uk/guidance/working](http://www.gov.uk/guidance/working)‐safely‐during‐coronavirus‐covid‐19/restaurants‐offering‐takeaway‐or‐delivery
* UK Government Guidance – Shops and Branches [https://www.gov.uk/guidance/working](http://www.gov.uk/guidance/working)‐safely‐during‐coronavirus‐covid‐19/shops‐and‐branches
* UK Government Guidance ‐ Cleaning in Non‐Healthcare settings [https://www.gov.uk/government/publications/covid](http://www.gov.uk/government/publications/covid)‐19‐decontamination‐in‐non‐healthcare‐settings
* Chartered Institute of Environmental Health (CIEH) ‐ Delivery and Takeaway Guidance [https://www.cieh.org/](http://www.cieh.org/media/4070/covid)m[edia/4070/covi](http://www.cieh.org/media/4070/covid)d‐19‐food‐delivery‐and‐takeaway‐guidance.pdf?version=2

Spread of Covid 19 virus from person to person, resulting in infection. The virus spreads in droplet form, either through sneezing and coughing or through indirect contamination, such as hand to contact area to hand.

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| **Hazard** | **Task** | **Control/Safe System of work** | **Generic Risk Level** | **Site Controls/ Action Needed** | **Site Level Of Risk** |
| Spread of Covid 19 virus from person to person, resulting in infection. The virus spreads in droplet form, either through sneezing and coughing or through indirect contamination, such as hand to contact area to hand. | **Guest Safety** |  |  |  |  |
| Take Table Booking in Advance | **Processing Order**Ask if anyone has Covid‐19 symptoms in household. Guests with apparent symptoms will politely informed that we cannot process their booking and that they must seek medical advice.Ask if anyone in household has food allergies and check if the selected meal contains those allergens. Advise accordingly.Advise guests that:* Their name and contact details will be held for up to 21 days to help government “Track and Trace” services to investigate any illness associated with their visit.
* They are responsible for ensuring that their children keep at a social distance from other guests
* Only people from two households may dine together indoors
* Up to 6 people from different households may only dine outdoors

Explain arrival detailsPayment – Preferably contactless or alternatively by card. This reduces contact withthe member of the public.  | Medium | Instruct guest not to arrive before the allocated time. If they arrive early, then they are to remain outside of the building. Consider taking mobile phone number and guest can be called when order is ready to collect.If Team Member is dealing with guests face to face then maintain 2 metre separation distance where possibleWhere this isn’t possible keep contact time with guest within 2 metres to a minimum and use PPE | Low |

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| **Hazard** | **Task** | **Control/Safe System of work** | **Generic Risk Level** | **Site Controls/ Action Needed** | **Site Level Of Risk** |
| Take table booking on the day | **Processing Order**Ask if anyone has Covid‐19 symptoms in household. Guests with apparent symptoms will politely informed that we cannot process their booking and that they must seek medical advice.Ask if anyone in household has food allergies and check if the selected meal contains those allergens. Advise accordinglyGuests must be made aware that:* Their name and contact details will be held for up to 21 days to help government “Track and Trace” services to investigate any illness associated with their visit.
* they are responsible for ensuring that their children keep at a social distance from other guests
* Only people from two households may dine together indoors

Explain arrival detailsPayment – Preferably contactless or alternatively by card. This reduces contact with the member of the public. | Medium | Where possible web‐based solution will be encouraged for ordering and menu choices. | Low |

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| Guests to table | Social distancing measures are in place to permit guests and family groups to socially distance whilst queuing, and whilst inside the premisesAll tables will be completely cleared and sanitised after each useNo tables will be set prior to guests sitting at their table i.e. no cutlery, crockery, glasses etc.Team members will wash/sanitize their hands after cleaning tablesHand sanitiser will be positioned throughout the premises for guests to use.A host will be available to meet and direct guests to their tablePosters and notices are displayed for guests on the rules in place to prevent the risks of infection from COVID‐19 at point of entry and throughout the premises. Such posters will include detail of social distancing and hand washing arrangementsEncouraging the use of contactless payments where possible, without disadvantaging older or vulnerable guests. | Medium |  | Low |

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| Take meal and drinks order | Menu's will be available as a single use, disposable copy only.Allergen information will be available on request providing information digitally or available in hard copy | Medium | The Host will take order and establish if guests have any allergies | Low |
| Serve food and drinks | Team member will serve food to table | Medium | Team member will wear face mask and gloves if social distancing cannot be maintained for more than 15 minutesFood and drink will be delivered on a tray and set down either on a table or tray stand for the guest to collect their order fromCoffee ‐ no sugar pots will be delivered to the table and sugar will be on the saucer if requested | Low |
| Cleaning of Guest area | Area that food is to be collected from to have enhanced cleaning.Use sanitizer. Cleaning frequency to be based on how busy the site is, but minimum would be once every 30 minutes to clean hand contact points – e.g.door handles and tables/worksurfaces | Medium | Refer to cleaning schedule and checklist | Low |

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|  | Tables and chairs to be cleaned and sanitised  |  |  |  |
| Toilets | The hand driers will continue to be used Toilets will be a 1 in 1 out basisEnhanced cleaning will be carried out on a regular basis | Medium | Team to advise guests on location and how to minimise the impact on social distancingRegular cleaning  | Low |
| **Food Safety** |  |  |  |  |
| Food Preparation | Ensure good hand washing practices are adopted e.g.* Before leaving /entering a food room
* In between handling raw and ready to eat (RTE) food
* Using the toilet
* Before wearing and after removing PPE

Follow social distancing rulesFollow the normal food hygiene/safety | Medium | Adequate stocks of personal protective equipment (PPE) if necessary.PPE will only be required if the normal controls of regular handwashing and social distancing are not available.Safe disposal of PPE into lidded pedal operated container – the bag removed and double bagged and stored in a secure area for 72 hours prior to disposal into the ordinary waste.Disinfection (Contact times must be observed) of touch points and preparation surfaces at beginning and end of shifts.Try to achieve the minimum separation distance. If not possible then consider: | Low |

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|  | precautions |  | Working side to side or back to back.PPE is available should the Team Member wish to use itComplete relevant front of house check lists. Complete relevant Kitchen sheets |  |
| Receiving Deliveries | Ensure that sufficient Team Members are available to deal with the delivery of ambient/temperature‐controlled goods in a timely fashion. | Medium | It would helpful to have timed deliveries and a team member allocated to assist with the process of offloading and placed into the correct storage in a timely fashionHand sanitiser must be available for use by the delivery driver/teamHand washing is required by the team member after dealing with the deliveryand the goods are in storage | Low |
| **Team Safety** |  |  |  |  |
|  | Rota planning should take into account arrival at work time with times staggered to avoid large groups arriving at any one timeTeam member should be encouraged to avoid the use of public transport to get to work.Where they do have to use public transport thenthey should be advised that it is a legal | Medium |  | Low |

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|  | requirement to wear face coveringsTeam members will be encouraged to maintain social distancing whilst at work. Where this is not possible and is likely to exceed 15 minutes then PPE) may be worn.Dirty surfaces are cleaned with soap and water/detergent before disinfection Touch points such as door handles, tills, keyboards, touch screens, telephones and handrails are cleaned and sanitized routinelyHand washing regimes are in place: using soap and hot water for at least 20 seconds. Use hand sanitizer with at least 60% alcohol if soap and water is not available.Team member to be trained and regularly updates on the latest guidance and infection controlShaking of hands is not permitted – we encourage the use of other verbal greetings and smiling as non‐contact methods of greeting |  | Training and guidance will be provided on how to communicate our controls to guests with confidence and on how to deal with anyone who fails to adhere to the controls in‐place.Teams will be reminded of personal hygiene and the need to wash hands thoroughly more often. Hand contact with eyes, nose and mouth are to be actively discouragedHealth screening questionnaires are completed with the Managers on team member’s return to work.Where Team Members indicate they are at risk of infection they will be excluded from work and asked to remain away from the workplace for 14 days. |  |

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| **Social Distancing** |  |  |  |  |
| Ensure guests can be seated at a suitable distance from each otherAllow for a one way system to assist with social distancing | The layout of tables and chairs within the premises will be adjusted to allow for appropriate social distancing to be achieved.Back ground music will be played at a level that avoids people having to raise their voicesWhere there is more than one point of access, a door will be designated for entry and exitSignage is to be placed at the entrance door to advise guests of social distancing rules within the premisesThe occupancy level of the business is to be regularly reviewed as guidance changes | Medium | Ideally 90 minutes will be allowed per booking | Low |

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|  | Host will regulate the number of people within the house. Guests will be advised that they have up to 90 minutes allocated for their visit.Where Guests are required to queue to access the site, the queuing area is to be marked and distance markers placed on the floor at regular intervals in accordance with current government adviceTables are set out to provide a distance of 1m between table surfaces inside and outside of the premises.Communicate on entrance the controls we are taking as a company, there will be signs at certain locations repeating the messageThe primary means of securing a table will be online bookings, walk ins will be accepted where possible |  |  |  |