

Risk assessment

Company name: Serendipities, 12 Union Street, Dundee, DD14BH

Date of risk assessment (reviewed): 15/08/2021

Date of review: 01/10/2021

This risk assessment is solely for Covid-19. A separate risk assessment has been done for food hygiene and cooking, and outdoor seating.				
What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?
Social distancing/sp read of Covid19 due to proximity	All (staff and customers)	<ul style="list-style-type: none"> - Uppertunity follows Government guidelines on the opening and closure of services: https://www.gov.scot/coronavirus-covid-19/ - Reduced persons in building at any one time. There will be 5 tables max inside (2 of these are smaller ones with only 2 seats). Tables are allowed a maximum of 10 people from 4 households inside, and 15 people from 15 households outside. - The maximum number of customers/public allowed in the café at once is 20, and the maximum number of staff and volunteers are 5. - There is at least 1 meter between each customer sitting down (with chairs pulled out). This will be clearly marked with red tape to show the sections. Chairs will be back-to-back, with no face-to-face seats of separate tables. - There is 1 standing hand sanitiser station inside, as well as 1 outside. There is also hand sanitisers at each table and at ordering station. Customers will be asked to use hand sanitizer immediately when coming in. - The front shop door will remain open for ventilation. - Customers who are sitting in with be asked to provide a name, date/time of visit and contact number/email for track and trace. We use Scotland Test and Protect App. - All staff and volunteers will always wear a mask, unless exempt. They will be reminded and checked to wear it correctly i.e covering nose and mouth. Customers are asked to wear a mask when entering and moving around the café, unless exempt. Children under 12 are not required to wear a mask. - A sign will be displayed upon entrance stating that anyone showing signs must not enter premises. - Record of staff rota will be kept. If any member of staff shows symptoms of Covid-19, they will immediately get tested and self-isolate until their test result is confirmed. If positive, they will self-isolate for the required number of days as suggested by NHS. Staff are encouraged to do rapid lateral flow tests weekly. - Card payments are encouraged. Cash will be accepted if that is the only means of payment available to the customer. - Customers are asked to remain seated unless to use toilet. - A sign is displayed at the shop door, indicating rules to be followed: do not congregate, allow social distancing, masks to be worn, track and trace, remain seated and do not move furniture. - Staff to manage queues, and to ask customers to return later if more than 4 households are queued outside. 	<p>Regular reminder to staff and volunteers to wash hands regularly.</p> <p>Manager to check in with staff regularly to ensure these steps are being enforced.</p> <p>Manager to follow NHS and First Minister updates weekly and respond appropriately.</p>	Manager and staff

Toilets/spread of Covid19 due to proximity and surface touching	All (staff and customers)	<ul style="list-style-type: none"> - There is only one person allowed into the toilet at a time. - There is a hand sanitizer station before entering the toilet. Customers are asked to use this before entering. - The toilet will be cleaned frequently throughout the day. - Signs of correct hand washing technique will be displayed. 	Manager to check in with staff regularly to ensure these steps are being enforced.	Manager and staff
Spread of Covid-19 due to touching of utensils, sugar pots and other touchable surface areas	All (staff and customers)	<ul style="list-style-type: none"> - Tables will be wiped with disinfectant after each use. - Menus are laminated for easy cleaning and will be cleaned after each use. - Regular touchpoints will be regularly disinfected and cleaned during the day. - Games or activities will not be used if it causes congregation or touching by multiple people. - All areas will be sprayed with leave on disinfectant (food-safe) at the end of each day. - Dew Room Dry Mister is used at the start of the day and at the end of the day to sanitise room (https://www.dewproducts.co.uk/) 	<p>Manager to check in with staff regularly to ensure these steps are being enforced.</p> <p>Any items that are regularly touched will either be removed or made sure to be cleaned regularly. Staff to check this daily.</p>	Manager and staff
High risk individuals contracting Covid-19	Staff	Anyone falling into the clinically vulnerable category (https://www.gov.uk/government/publications/staying-alert-and-safe-socialdistancing/staying-alert-and-safe-socialdistancing#clinicallyvulnerable-people) should make themselves known to management so individual risk assessments can be carried out.		Manager