

COVID-19 Risk Assessment

1. Thinking about risk

- 1.1 Meeting with our staff and measuring the risk at our workplace.
- Making decisions and controlling measures to find ways to minimise the risk.
 - If staff are unwell stay at home.
 - Increasing the frequency of hand washing and surface cleaning.
 - Keeping 2 metre apart. If not possible 1 metre plus with risk mitigation.
 - Limiting the number of people in the work place.
 - Using screens/ barriers to separate workers from customers at points of service where possible otherwise risk mitigation will be in place.
 - Using back to back or side to side working whenever possible.
 - Reducing the number of people each person has contact with by using fixed members of staff and minimising the numbers of staff at one time.
 - Vulnerable people who are at high risk will not return to work during pandemic and they will only return to work when infection rates are low.
- 1.2 Share the results of the risk assessment.
- Our COVID-19 risk assessment results are published on our website.
 - Our staff members have access to our COVID-19 risk assessment results.
 - Displaying a “Staying COVID-19 Secure in 2020” sign in the restaurant window.

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2. Keeping customers and visitors safe

2.1 To minimise the risk of transmission and protect the health of customers/visitors in restaurant.

- Temporary record of customers / visitors for 21 days in order to assist NHS Test and Trace with requests for the data if needed.
- Indoor gathering in groups of up to two households (including support bubbles) or a group of six people at most from any number of households.
- Lowering restaurant's capacity by limiting the number of customers visitors entering the restaurant area.
- Staggering entry times to avoid queues including for take away collection.
- Arranged one way travel routes both inside and outside the restaurant where possible.
- Providing clear guidance on social distancing and hygiene to people on arrival. This include encouraging customers to use hand sanitiser or hand washing facilities as they enter the venue.
- Customers who are accompanied by children are responsible for supervising them at all times and should follow social distancing.
- Essential services and contractors to visit during non operating hours.

2.2 Managing service of food and drink at a restaurant.

- Maintaining social distancing of 2 metre (1 metre with risk mitigation) from customers when taking orders.
- Minimise customer self service of food, cutlery, and condiments to reduce the risk of transmission. Thus cutlery and condiments will only be serve along with the food.
- Disposable menu will be used as disposable mat and paper napkins instead of napkins cloths to maximise disposable condiments in order to minimise the risk. Non disposal condiments or containers will be cleaned after each use.
- Encouraging contactless payment where possible and cleaning card reader every time after used.
- Minimise contact between front of house workers and customers at point of service where appropriate. Thus the sneeze guard with payment serving hatch is now used at the collection and payment points. In addition please we would like to ask our customers to remain at table where possible or not lean on counters when collecting.
- Encouraging customers to order online or telephone for take away collection.
- Provided a collection point for take away collection and delivery.
- Limiting access to restaurant area for people waiting for collecting take away. Where possible customers will be asked to wait outside.
- Minimise contact between front of house and kitchen staff by having a clear zone from which front of house can collect the food.

2.3 Customer toilets

- Using signs and posters to build awareness of good hand washing technique.
- Using social distancing marking for toilet queuing.
- Using disposable cloths to clean all hard surfaces.
- Putting up a visible cleaning schedule and keep it up to date.

2.4 Providing and explains available guidance to make sure people understand what to do to remain safe.

- A clear guidance provided on our website for expected customer behaviours, social distancing and hygiene at the time of visit.

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3. Who should go to work

- 3.1 Protecting people who are at higher risk.
 - Vulnerable individuals or anyone with high risk to not return to work unless the infection rates are low.
 - Support is provided to workers with high risk.
- 3.2 People who need to self-isolate
 - Anyone who has symptoms of COVID-19 or living with someone who has symptoms and advises those to self-isolate by staying home and not return to work.
- 3.3 Equality in the work place.
 - Understand and taking into account of the particular circumstances of those with different protected characteristic.
 - Avoid disable worker being put at a disadvantage.

4. Social distancing for workers

- 4.1 Maintain social distancing where possible and ensure hand washing upon arrival.
 - Providing hand washing or hand sanitiser at the entry point and exit point.
 - Provided storage for staff clothes and bags.
 - Request workers to regularly wash uniform and change to uniform onsite.
 - Limiting the number of staff at one time.
- 4.2 Moving around a workplace.
 - Reducing movement within the workplace by using the system provided within the restaurant. Thus sending orders through by electronic device, and restricting access to some areas.
 - One way flow routes where possible.
- 4.3 Working areas
 - Maintain social distancing wherever possible.
 - Working areas is assigned to individual or fixed teams as much as possible.
- 4.4 Food preparation areas
 - Minimise interaction between kitchen staffs and other workers
 - Restriction of workers who are allowed to enter the kitchen areas.
 - Restricting the number of workers in the kitchen at anytime.
 - Providing floor marking.
- 4.5 Entertainment
 - No live entertainment.
- 4.6 Meeting
 - Only necessary participants attend the meeting.
 - Minimising the meeting in person as much as possible. Video conference is preferable if needed.
- 4.7 Accidents, security and other incident
 - Review incident and emergency procedures
 - Staff training to keep people safe.
 - Revised the operations and practices in response to COVID-19
 - Following government guidance on managing security risk.

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5. Cleaning the work place	<p>5.1 Keeping the restaurant area clean</p> <ul style="list-style-type: none">- Frequent cleaning of objects and surfaces that are touched regularly.- Cleaning surfaces and objects between each customer use. Example: tables, card machine, and trays.- Frequent cleaning of work areas and equipment between uses.- Maintaining good ventilation such as opening the front door where possible. <p>5.2 Keeping the kitchen clean.</p> <ul style="list-style-type: none">- Ensure the highest hygiene standards are operated in kitchen areas at all times. This includes frequency of hand washing, cleaning the kitchen area and using a separate bin for collection of used towels. <p>5.3 Keep good hygiene throughout the working day</p> <ul style="list-style-type: none">- Following government guidance on hygiene in food preparation and food service areas.- Using signs to remind and build awareness of hygiene standards.- Providing hand sanitiser in multiple locations in addition to the washroom.- Provide hand drying facilities.- Washing hands after handling customer items and before moving onto another task. Example: after collecting used plates for cleaning and before serving food to another table. <p>5.4 Changing rooms.</p> <ul style="list-style-type: none">- Separate areas of changing and keeping staff belongings.- Keep it tidy and clean <p>5.5 Handling goods, merchandise, and onsite vehicles.</p> <ul style="list-style-type: none">- Regular cleaning of the inside of shared vehicles that the worker uses while on duty.
6. Personal protective equipment (PPE) and face covering	<p>6.1 Face covering</p> <ul style="list-style-type: none">- Encouraging our workers to wear a face covering when possible.- Ensure face covering is changed daily or whenever a person touches their mask.- PPE is provided for our workers.

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7. Workforce management

7.1 Shift pattern and working group

- Split staff into teams, fixing those teams so that where contact is unavoidable, this happens between the same people.
- Test and Trace service by keeping record of staff for 21 days.

7.2 Work related travel.

- We are now offering contact free delivery to minimise the risk and to keep every safe.
- Taking payment over the phone when possible or using partners platform.

7.3 Communication and training

- Providing clear, consistent and regular communication to improve understanding and consistency of ways of working.
- Staff have been informed of changed in working environment and change have been explained.

8. Inbound and Outbound goods

8.1 To maintain social distancing and avoid surface transmission when goods enter and leave the site

- Minimising the number of suppliers delivering of stock by ordering delivery once a week.
- One man responsible for loading.
- Providing pick up and collection point, procedure, signage, and marking.