

COVID-19 Restaurant operating for Delivery and Collection orders

Victor's Hale

 **Adopted on 22/05/2020** by Greg Baxter

This risk assessment covers all aspects of a restaurant serving takeaway food or drink during the COVID-19 outbreak. This risk assessment was created on 21.5.20. The COVID-19 situation is dynamic and hazards and controls must be updated as government advice changes. In order for this risk assessment to be suitable and sufficient, the contents must be reviewed and amended to reflect the operation and then adopted. The use of a sign off sheet is recommended to record the adoption of the risk assessment and that findings of the risk assessment have been communicated and understood by the relevant team.

PEOPLE EXPOSED

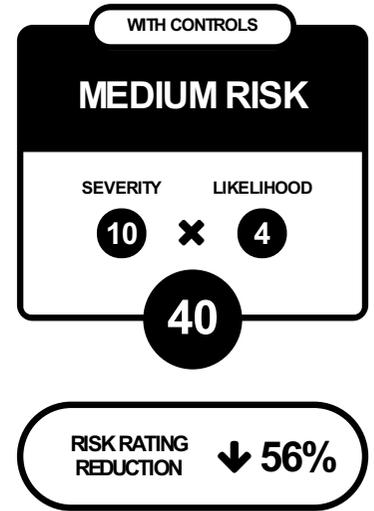
-  Colleagues
-  Contractors
-  Visitors / Guests
-  Members of the Public

HAZARDS

-  **Spread of COVID-19 virus**
COVID-19 is transmitted from small droplets that are created when infected persons sneeze or cough. These can be directly transmitted to another person or a surface and then transferred if a person touches their eyes, mouth or nose
-  **Threat of violence and aggravated theft**
Team members may be attacked in order to obtain goods or money. There may be aggression from customers or members of the public.
-  **Burns and scalds**
Hot food or drink spilling and causing burns and scald

CONTROL MEASURES

-  **Fitness to work**
Team are assessed on their return to work. All team members are to observe the latest government guidance regarding self isolation. Managers to be aware of the symptoms of COVID-19 (new continuous cough and / or high temperature/ or anosmia) and exclude workers if they exhibit these symptom
-  **Enhanced cleaning**
Enhanced cleaning of hand contact surfaces. Use sanitiser that is effective against COVID-19. Contact time to be adhered to. Cleaning frequency to be based on how busy the site is, but minimum would be once an hour to clean hand contact points - eg door handles.



○ **Disinfection of surfaces**

Food preparation and hand contact surfaces are to be disinfected at the beginning and end of the shift and regularly throughout. The chemical used must be effective against COVID-19 and the dilution rate and contact time implemented correctly. Relevant touch points are to be disinfected immediately after there has been a visitor to the kitchen, for example a maintenance contractor.

○ **Hand sanitiser**

Hand sanitiser, with minimum alcohol content of 60%, to be provided on entrance to building and signage displayed requesting people collecting order use it. Sanitiser also available to employees where they are asked to sanitise regularly.

○ **Handwashing**

A supply of hot and cold, or appropriately mixed, running water to be maintained for hand washing. Supply of liquid soap and disposable towels to be maintained at all wash hand basins. Hand sanitiser (minimum 60% alcohol) can be provided to compliment hand washing, but is not a substitute. As per normal food hygiene practices, the wearing of gloves is not a substitute for washing hands and can increase the spread of organisms.

○ **Uniform procedure**

Change into uniform on site and remove when leaving. Wash daily at home.

○ **PPE - Personal Protective Equipment**

It is not considered necessary for team to wear face masks to control the spread of COVID-19. If team are displaying symptoms, they should not be in the workplace. Face coverings are made available if the employee feels more at ease. Disposable aprons and gloves are also available when necessary, eg. bringing in orders.

○ **Accepting payment**

We adopt a no cash policy. Pre-payment required through our website, or from other delivery platforms.

○ **Restricting orders**

The number of orders taken to be restricted to ensure there is sufficient time to implement controls measures.

○ **2 metre distancing**

Clear signage and floor markings identifying 2 metres along with one way systems will be implemented. Different journeys will be available to guest, staff, delivery drivers, and suppliers to avoid congestion.

○ **Collection time communicated**

Guest to inform the restaurant of their arrival and their whereabouts and a contactless drop to their vehicle can be made. Otherwise, collection from the restaurant can be made at the designated pick up time.

○ **Restrict number entering premises**

In order to maintain social distancing, limit the number of members of public in the premises. Signage to instruct customer to adhere to 2 metre social distancing whilst queueing to enter. Markings to be made inside and outside of the property indicating 2 metre separation distance. Team to enforce distancing by asking member of public to comply, if needed. Customer occupancy limits must ensure that a separation distance of 2 metres is maintained.

○ **Designated area to collect orders**

Designated contactless pick up points clearly identified for guest collections and delivery drivers. Clear signage given and a one way traffic system implemented. Follow SOP for contactless drop offs.

○ **Distance between team members**

A distance of at least 2 metres is to be maintained between team members. Allocated work stations given to each team member. PPE provided where necessary. Face to face working is not permitted. SOP for side to side or back to back working methods help reduce the risk.

○ **Restriction of access to the kitchen**

Access to the kitchen limited to essential persons only. Other team members are not to enter the kitchen, unless they are the designated person to take the food to the contactless pick up point. They will take food from the other side of the pass.

○ **Rest periods**

Team must maintain the minimum 2 metre rule during rest periods. This could be achieved by staggering the team taking breaks.

○ **Deliveries to the kitchen**

Deliveries to the kitchen must be left in the designated area and a distance of at least 2 metres maintained between the delivery person and team members. A sign to be placed at the point of delivery instructing delivery persons to observe the 2 metre rule and where delivery is to be left.

○ **3rd party delivery parties**

If using 3rd party delivery services, ensure that they are reputable and have adequate controls in place for safety. Make delivery personnel aware of site specific controls for your business.

○ **Recognise extra time needed for controls to be implemented**

The extra controls in the restaurant and kitchen may slow normal service time. The number of orders can be reduced, wait times increased or menu amended. Kitchen team must have sufficient time to properly implement the COVID-19 controls whilst the kitchen is operational.

○ **Training**

All employees trained on COVID-19 controls when returning to work.

○ **Continually monitor government guidance across the operational Regions and update the risk assessment as necessary**

As the Government and Industry guides are developed this risk assessment will be reviewed and amended where necessary.

○ **Take away food packaging**

All prepared food packaged safely and securely to minimise risk of hot food or drink spilling on collection.