

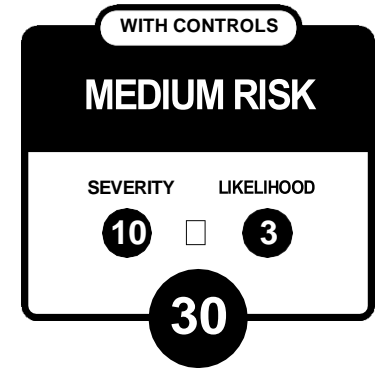
# East Coast Concepts Risk Assessments Post Covid-19 – July 2020

Venue: Victors Hale



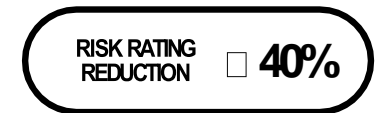
## COVID-19 Controls For Kitchen Environment

This risk assessment covers the risk of COVID-19 spread in a kitchen environment. It recognizes that kitchens are environments where team members would normally have to work in close proximity to one another. The assessment must be read in conjunction with the food safety management system for the operation and the high standards of hygiene and hand washing implemented. This risk assessment was created on 2<sup>nd</sup> July 2020. 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, controls 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 to and understood by the relevant team.



### PEOPLE EXPOSED

- Colleagues
- Contractors
- Visitors / Guests



### HAZARDS

#### Spread of COVID-19 from person to person, both from team and other visitors to the operation.

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.



### CONTROL MEASURES

#### Fitness to work

Team 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) and exclude workers if they exhibit these symptoms.

#### Fixed team working 'bubbles'

Teams fixed into work groups or shift patterns to reduce the number of contacts with the same people/work areas/tables.

## **Social Distancing**

To facilitate social distancing start times will be staggered for those arriving and departing work, reducing congestion at entrances and exits.

## **Training**

All team members to receive COVID-19 specific training.

## **Restriction of access to the kitchen**

Access to the kitchen limited to essential persons only. Other team members are not to enter the kitchen. For example, if they are collecting food it must be done only from the pass or another agreed area of the kitchen.

## **Deliveries to the kitchen**

Deliveries to the kitchen must be left in the designated area and a distance of at least 2 meters 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 meter rule and where delivery is to be left.

## **Distance between team members**

A distance of at least 1 meter is to be maintained between team members. Where this is not possible teams must work side to side or back to back for as short a period of time as possible. Work stations are to be lined with hazard tape or spray. Restriction of colleague movements to only essential areas and segregation of working environments where possible e.g kitchen, bar, front of house staff.

## **Handwashing**

A supply of hot and cold, or appropriately mixed, running water to be maintained to the kitchen. Supply of liquid soap and disposable towels to be maintained at all wash hand basins. Hand sanitizer (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.

## **PPE**

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. The wearing of masks could encourage team to touch their face and increase the risk of the virus being transmitted.

## **Manual handling**

Some manual handling tasks may require a two person lift or carry. This means team members potentially coming into close contact of one another. The task should be reviewed to consider if it is absolutely necessary or if an alternative approach could be used e.g. rather than moving kitchen equipment for cleaning, using a wet and dry vac to clean behind. If the lift or carry is absolutely necessary, then minimize the time team are in close proximity with one another. This can be achieved by ensuring the path is clear of obstructions and one person prepares the area ahead of the lift or carry. Note - the lift or carry should not be rushed, as this could increase the likelihood of injury, It is about minimizing the time that team members are in close proximity to one another by preparing for the lift or carry.

## **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 delivery person.

**Rest periods**

Team must maintain a 1 meter rule during rest periods. This could be achieved by staggering the team taking breaks or reducing the furniture in the rest rooms. A supply of disinfectant to be provided to the rest area and team instructed to disinfect the area before and after they have used it.

**Recognize extra time needed for controls to be implemented**

The extra controls in the 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.

**Kitchen Utensils/Moveable Equipment**

Sharing of handheld equipment only where unavoidable. Any utensils must be sanitized/washed before being used by another team member or gloves worn.

**Ventilation**

Windows and doors should be left open to encourage ventilation. This action must not impact other safety considerations, for example security or fire safety. Ventilation systems should be adjusted to achieve the maximum number of air changes possible.

**First Aid**

All first aiders/responders have been consulted in the first aid review and retrained in the new practices. Please see <https://www.resus.org.uk/covid-19-resources/covid-19-resources-general-public/resuscitationcouncil-uk-statement-covid-19>

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# East Coast Concepts Risk Assessments Post Covid-19 – July 2020

Venue: Victors Hale



## COVID-19 Controls For Restaurant Environment

This risk assessment covers the risk of COVID-19 spread in a restaurant premises. It recognizes that restaurants are environments where team members would normally have to work in close proximity to one another and members of the public. The assessment must be read in conjunction with the East Coast Concepts Rise Again document. This risk assessment was created on 2<sup>nd</sup> July 2020. 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, controls 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 to and understood by the relevant team.

### PEOPLE EXPOSED

- Colleagues
- Contractors
- Visitors / Guests

### HAZARDS

#### Spread of COVID-19 from person to person, both from team and other visitors to the operation.

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.

### CONTROL MEASURES

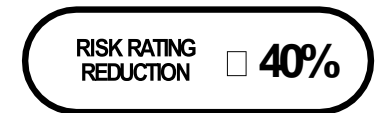
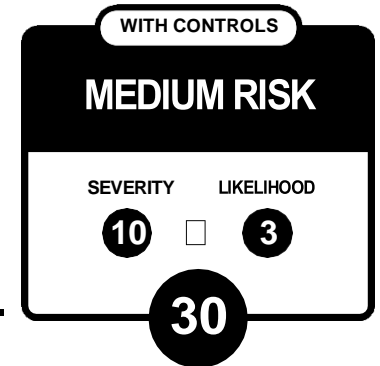
#### Fitness to work

Team 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) and exclude workers if they exhibit these symptoms.

#### Restriction of access to the Restaurant

Access to the restaurant is limited to guests free from COVID-19 symptoms only. Bookings can be made for parties containing guests from two households or support bubbles only – in line with government guidelines.

#### Entrance and Exiting the Venue



Sufficient signage on queuing policy, flow of guests and signage of flow around the venue must be in situ and observed by guests, contractors and team members.

### **Fixed team working 'bubbles'**

Teams fixed into work groups or shift patterns to reduce the number of contacts with the same people/work areas/tables.

### **Social Distancing**

To facilitate social distancing start times will be staggered for those arriving and departing work, reducing congestion at entrances and exits.

### **Training**

All team members to receive COVID-19 specific training.

### **Distance between team members and guests**

A distance of at least 1 meter is to be maintained between team members. If this cannot be achieved, then team members must work side by side or back to back, ensuring that safety is not impacted. Where it is necessary to interact with guests/tables in a proximity of less than 1m then interactions should be for as short a time as possible in line with government guidelines.

### **Distance between team members**

A distance of at least 1 meter is to be maintained between team members. Where this is not possible teams must work side to side or back to back for as short a period of time as possible. Work stations are to be lined with hazard tape or spray. Restriction of colleague movements to only essential areas and segregation of working environments where possible e.g kitchen, bar, front of house staff.

### **Ventilation**

Windows and doors should be left open to encourage ventilation. This action must not impact other safety considerations, for example security or fire safety. Ventilation systems should be adjusted to achieve the maximum number of air changes possible.

### **First Aid**

All first aiders/responders have been consulted in the first aid review and retrained in the new practices. Please see <https://www.resus.org.uk/covid-19-resources/covid-19-resources-general-public/resuscitationcouncil-uk-statement-covid-19>

### **Handwashing**

A supply of hot and cold, or appropriately mixed, running water to be maintained in all toilets. Supply of liquid anti-bacterial soap to be maintained at all wash hand basins with working hand dryers available at all times and disposable hand towels as back up. Hand sanitizer (minimum 60% alcohol) can be provided to compliment hand washing, but is not a substitute. Designated and signposted hand sanitation stations are available at multiple locations around the restaurant environment and marked on the guest and team facing floor plans.

### **PPE**

It is not considered necessary for guests or team to wear face masks to control the spread of COVID-19. If team are displaying symptoms, they should not be in the restaurant or workplace. The wearing of masks could encourage team members or guests to touch their face and increase the risk of the virus being transmitted.

### **Manual handling**

Some manual handling tasks may require a two person lift or carry. This means team members potentially coming into close contact of one another. The task should be reviewed to consider if it is absolutely necessary or if an alternative approach could be used. If the lift or carry is absolutely necessary, then minimize the time team are in close proximity with one another. This can be achieved by ensuring the path is clear of obstructions and one person prepares the area ahead of the lift or carry. Note - the lift or carry should not be rushed, as this could increase the likelihood of injury, It is about minimizing the time that team members are in close proximity to one another by preparing for the lift or carry.

### **Disinfection of surfaces**

Food and drink services and hand contact surfaces are to be disinfected at the beginning and end of the shift and regularly throughout. Every guest table and chairs to be fully sanitized after each guest table is vacated before being resealed. 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 delivery person.

All cutlery, crockery, drinking vessels must be effectively cleaned and disinfected before use by different persons.

### **Recognize extra time needed for controls to be implemented**

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

### **Contactless Payment**

Cash will not be accepted for any payments in the restaurant, contactless payments will be taken. All PDQ terminals and POS technology will be sanitized after each use.

### **Moveable Equipment**

Restaurant environment layouts have been amended as such that they should not be disrupted by guests or team members. Only Senior unit managers can amend layouts where needed and must abide by social distancing measures when doing so.

### **Children**

Consistent with government guidance and in line with guest booking communication parents must ensure that children in the restaurant abide with social distancing measures.

### **Guest Interaction**

Guests are not interact socially with anyone outside of their group, even if you see other people you know

### **Cloakroom Policy**

Cloakrooms will be suspended until further notice. Guests are encouraged to minimize the number of personal belongings brought to the restaurant or store them safely around their person at the table.

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# East Coast Concepts Risk Assessments Post Covid-19 – July 2020

Venue: Victors Hale



## COVID-19 Controls For Takeaway Operations

This risk assessment covers the serving of takeaway food or drink from a premises during the COVID-19 outbreak. These premises may have already been trading as a takeaway or have converted to a takeaway in response to the outbreak. This risk assessment was created on 2<sup>nd</sup> July 2020. 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

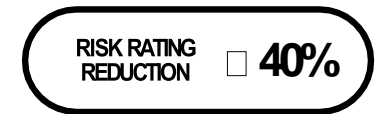
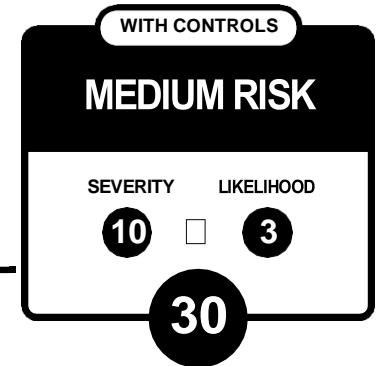
Hot food or drink spilling and causing burns and scalds.

### CONTROL MEASURES

#### Accepting payment

Reduce the contact with the member of the public. The hierarchy of controls are - Payment to be made over the phone before collection. Payment at the time of collection, using chip and pin machine. Payment with cash. If payment is made with cash, then team member to wash hands immediately afterwards. If possible, at the till point erect a screen to provide physical barrier between team member and customer.

#### Designated area to collect orders



To maintain distance an area for orders to be collected from is to be identified. A separation distance of 2 metres to be maintained between team member and customer. Consider a numbering system to help identify an order, as this will reduce communication with the guest.

### **If ordering by phone, collection time communicated**

Customer is to be given a time to collect order. Instructed not to arrive before the allocated time. If they arrive early, then to remain outside of the building. Consider taking mobile phone number and customer can be called when order is ready to collect.

### **Cleaning**

Enhanced cleaning of hand contact surfaces. Use sanitizer 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.

### **Lone working**

Team are not to lone work. There must always be at least two people within the business.

### **Training**

All team members are trained in COVID-19 precautions with special emphasis on hand washing.

### **Take away food packaging**

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

### **Hand sanitizer**

Hand sanitizer, with minimum alcohol content of 60%, to be provided on entrance to building and signage displayed requesting people collecting order use it.

### **Restrict numbers entering premises**

In order to maintain social distancing, limit the number of members of public in the premises. Signage to instruct customer to check if another member of the public is in the premises. If there is, then continue to wait outside. Markings to be made outside of the property indicating 2 metres separation distance. Team to enforce distancing by asking member of public not to enter if there is already a member of the public in the premises. Assessment of the premises may find that the property is large enough to allow more one member of the public inside at a time. Occupancy limits must ensure that a separation distance of 2 metres is maintained.

### **Restricting number of orders**

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

### **Fixed team working 'bubbles'**

Teams fixed into work groups or shift patterns to reduce the number of contacts with the same people/work areas/tables.

### **Social Distancing**

To facilitate social distancing start times will be staggered for those arriving and departing work, reducing congestion at entrances and exits.

### **Distance between team members**

A distance of at least 1 meter is to be maintained between team members. Where this is not possible teams must work side to side or back to back for as short a period of time as possible. Work



stations are to be lined with hazard tape or spray. Restriction of colleague movements to only essential areas and segregation of working environments where possible e.g kitchen, bar, front of house staff.

### **Ventilation**

Windows and doors should be left open to encourage ventilation. This action must not impact other safety considerations, for example security or fire safety. Ventilation systems should be adjusted to achieve the maximum number of air changes possible.

### **First Aid**

All first aiders/responders have been consulted in the first aid review and retrained in the new practices. Please see <https://www.resus.org.uk/covid-19-resources/covid-19-resources-general-public/resuscitationcouncil-uk-statement-covid-19>

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