

# RISK ASSESSMENT

<b>Task:</b>	Operating Restaurant During COVID-19 Outbreak
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<b>R.A. No.</b>	16	<b>Version</b>	5
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<b>Address:</b>	Whitby's Fish & Chip Restaurants Rotherham & Doncaster Sites
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<b>Date of Assessment</b>
29 <sup>th</sup> June 2020

<b>Review Date</b>
29 <sup>th</sup> June 2021

<b>Assessor Name:</b>	Phil Jackson CMIOSH
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Likelihood (L)	Severity (S)	Risk Band (R)
5 = Extremely Likely	5 = Fatality	1 to 6 = Low
4 = Very Likely	4 = Reportable Injury	7 to 15 = Medium
3 = Likely	3 = L.T.A.	16 to 25 = High
2 = Unlikely	2 = Minor Injury	
1 = Extremely Unlikely	1 = Minimal Loss	

HAZARD	WHO MAY BE HARMED AND HOW	RISK RATING			CONTROL MEASURES	RESIDUAL RISK		
		L	S	R		L	S	R
Transmission of COVID-19 virus	Employees, customers and other visitors to site risk contracting or spreading the Covid-19 virus resulting in mild to serious respiratory illness and potential fatality	5	5	25	<ul style="list-style-type: none"> <li>Where possible staff shall be encouraged to work from home i.e administrative staff.</li> <li>Only the minimum amount of staff are to be on site to enable it to operate safely and effectively.</li> <li>All staff to be informed of this Risk Assessment, control measures and operating procedures through a Tool Box Talk briefing and reminded regularly of the same.</li> <li>All staff to complete COVID-19 screening questionnaire at the start of each shift, including temperature checks, and any person deemed to be COVID-19 symptomatic advised to return home immediately.</li> <li>Customers and other site visitors to be informed of applicable control measures and operating procedures through suitable signage and disposable handouts and reminded regularly of the same.</li> <li>No person is to attend site who is displaying the symptoms of COVID-19 i.e. a high temperature, a new and persistent cough or loss/change of taste and/or smell, is living with someone who has symptoms or who has been advised to self-isolate as part of the NHS "Test and Trace" programme.</li> <li>Particular attention shall be paid to any employee living with a person who is Clinically Extremely Vulnerable (see below for definitions) with each case assessed and discussed with the individual employee.</li> <li>If any person develops a high temperature, a new and persistent cough or loss/change of taste and/or smell while at work, they shall inform the Duty Manager and return home immediately, avoid touching anything, sneeze or cough into a tissue or the crook of their elbow and follow the Government guidance on self-isolation and not return to work until their period of self-isolation has been completed.</li> <li>Contact details of customers and visitors to site to be taken, retained for</li> </ul>	1	5	5

HAZARD	WHO MAY BE HARMED AND HOW	RISK RATING			CONTROL MEASURES	RESIDUAL RISK		
		L	S	R		L	S	R
					minimum of 21 days and provided to NHS Test & Trace service as and when requested.			
Clinically Extremely Vulnerable & Clinically Vulnerable Persons	Employees risk contracting Covid-19 virus resulting in serious respiratory illness and potential fatality.	5	5	25	<ul style="list-style-type: none"> <li>Any person who is Clinically Extremely Vulnerable shall not attend work i.e. solid organ transplant recipients, people with specific cancers, people with severe respiratory conditions including all cystic fibrosis, severe asthma and severe chronic obstructive pulmonary (COPD), people with rare diseases that significantly increase the risk of infections, people on immunosuppression therapies &amp; women who are pregnant with significant heart disease.</li> <li>Any person who is Clinically Vulnerable shall work from home where possible, however if this is not possible they shall be offered the safest available on-site roles enabling them to stay 2m from others i.e. those aged 70 or older (regardless of medical conditions) and those aged 70 or under with the following health conditions; chronic (long-term) mild to moderate respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis, chronic heart, kidney or liver disease, chronic neurological conditions, diabetes, a weakened immune system, being seriously overweight (a body mass index (BMI) of 40 or above) &amp; pregnant women.</li> </ul>	1	5	5
Face Coverings	Employees risk contracting or spreading the COVID -19 virus resulting in mild to serious respiratory illness and potential fatality	5	5	25	<ul style="list-style-type: none"> <li>All customer facing Front of House staff are to wear a face covering with the following controls; <ul style="list-style-type: none"> <li>Wash hands thoroughly with warm water and soap for at least 20 seconds or use hand sanitiser before putting a face covering on and after removing it.</li> <li>When wearing a face covering avoid touching the face covering or your face.</li> <li>The face covering should be changed if it becomes damp or it has been touched.</li> <li>Continue to wash / sanitise hands frequently.</li> <li>Change and wash, if washable, the face covering daily.</li> <li>Practice 2m social distancing at all times, wherever possible.</li> </ul> </li> <li>Protective face shields are to be made available to any member of staff who requests to wear one and which should be cleaned and sanitised regularly.</li> </ul>	1	5	5
Human Interaction Travel to site	Employees risk contracting or spreading the Covid-19 virus resulting in mild to serious respiratory illness and potential fatality	5	5	25	<ul style="list-style-type: none"> <li>Staff are to be encouraged not to use public transport to site where possible by the use, separately, of car, bicycle or walking.</li> <li>If staff have to use public transport they should maintain 2m social distancing, wear a face covering and avoid touching their face.</li> </ul>	1	5	5

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		L	S	R		L	S	R
Human Interaction Entering / leaving site	Employees, customers and other visitors to site risk contracting or spreading the Covid-19 virus resulting in mild to serious respiratory illness and potential fatality	5	5	25	<ul style="list-style-type: none"> <li>Shift start times are staggered for staff with fixed teams and rotas.</li> <li>Booking times for customers are staggered to prevent overcrowding.</li> <li>Safe outdoor queuing systems implemented and managed for customers with segregated queues for restaurant and takeaway and customers directed by suitable signage and floor markings.</li> <li>Queuing systems to be provided that segregate pedestrians from vehicles i.e. through the use of physical barriers, where possible.</li> <li>Queuing is not to be allowed inside the restaurant at any time.</li> <li>Hand sanitiser to be located at all entrances / exits to site and persons encouraged to use same.</li> <li>Customers advised at time of booking that groups are only to be from two households or support bubbles.</li> <li>Customers to be guided to tables by Front of House staff.</li> <li>All persons to use hand sanitiser and maintain 2m social distancing whenever entering or leaving site.</li> <li>Suitable signage to be located at all entrances / exits to advise persons of 2m social distancing, use of hand sanitiser and site procedures.</li> <li>Staff are to change into workwear on site in changing facilities provided whilst maintaining 2m social distancing and effective hand hygiene protocols i.e. washing hands more frequently with warm water and soap for at least 20 seconds or using hand sanitiser.</li> <li>Employees are to double bag workwear and take the same home to be washed.</li> <li>Where practicable one way pedestrian traffic routes are to be implemented with these clearly marked.</li> <li>Delivery and contractor visits to site are to be made out-of-hours.</li> </ul>	1	5	5
Human Interaction Moving around site	Employees risk contracting or spreading the Covid-19 virus resulting in mild to serious respiratory illness and potential fatality	5	5	25	<ul style="list-style-type: none"> <li>Where practicable one way pedestrian traffic routes are to be implemented with these clearly marked and customers advised of same.</li> <li>All persons to maintain 2m social distancing, or 1m with risk mitigation where 2m is not viable, and observe good hand hygiene protocols whenever moving around site.</li> <li>Passenger lift (Doncaster site only) is to be used by a maximum of 2 persons from a single household / support bubble.</li> <li>Suitable signage to be located around site to advise persons of 2m social distancing and good hand hygiene protocols.</li> <li>Duty Managers and supervisors are to ensure that 2m social distancing, or 1m with risk mitigation where 2m is not viable, is adhered to and take appropriate action if not.</li> </ul>	1	5	5

HAZARD	WHO MAY BE HARMED AND HOW	RISK RATING			CONTROL MEASURES	RESIDUAL RISK		
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Human Interaction Workstations	Employees risk contracting or spreading the Covid-19 virus resulting in mild to serious respiratory illness and potential fatality	5	5	25	<ul style="list-style-type: none"> <li>All persons to maintain and observe 2m social distancing, or 1m with risk mitigation where 2m is not viable, at work stations and observe good hand hygiene protocols.</li> <li>If 2m social distancing can not be maintained for any task then this shall be for as short a duration as possible and persons shall work side-by-side or facing away from each other.</li> <li>Segregation between Front of House and kitchen staff to established areas to be maintained and managed at all times. No Front of House staff allowed in kitchen areas.</li> </ul>	1	5	5
Human Interaction Restaurant	Employees, customers and other visitors to site risk contracting or spreading the Covid-19 virus resulting in mild to serious respiratory illness and potential fatality	5	5	25	<ul style="list-style-type: none"> <li>Restaurant table / seating layout re-organised to maintain social distancing between customers from different households or support bubbles.</li> <li>All persons to maintain and observe 2m social distancing, or 1m with risk mitigation where 2m is not viable, and observe good hand hygiene protocols.</li> <li>If 2m social distancing can not be maintained for any task then this shall be for as short a duration as possible and persons shall work side-by-side or facing away from each other.</li> <li>Customers advised of new restaurant protocols through provision of a single-use disposable leaflet and clear signage.</li> <li>Customers advised to remain at their tables and not to move furniture.</li> <li>Customers to be reminded of their responsibility to supervise their own children at all times.</li> <li>Single-use disposable menus provided to customers, disposed of correctly after each single use.</li> <li>Cutlery and condiments are taken to the table for each group of customers and cleared from table after each service.</li> <li>Condiment bottles are to be sanitised after each customer(s) use.</li> <li>All tables to be fully cleared and sanitised, plus respective seating, after each customer / group of customers.</li> <li>All till points taken out of use for customers with all payments taken at the table with contactless payment methods encouraged where possible.</li> <li>Bar closed to customer service to prevent groups from congregating in that area.</li> <li>The use of any outdoor seating areas (Rotherham only) is to be prohibited and notices posted advising customers and visitors to site of the same.</li> </ul>	1	5	5
Food Preparation and Service	Employees and customers risk contracting or spreading the Covid-19 virus resulting in mild to serious respiratory illness and potential fatality	5	5	25	<ul style="list-style-type: none"> <li>Food Safety Management System (FSMS) including existing food hygiene (safer food, better business) and HACCP processes to be followed.</li> <li>All persons to maintain and observe 2m social distancing, or 1m with risk</li> </ul>	1	5	5

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	fatality				<p>mitigation where 2m is not viable, at work stations and observe good hand hygiene protocols i.e. washing hands more frequently with warm water and soap for at least 20 seconds or using hand sanitiser.</p> <ul style="list-style-type: none"> <li>• Staff to sanitise their hands prior to handling plates, cutlery, cups, glasses etc.</li> <li>• Staff are to deliver items to the end of the table and are not to lean over customers to place items in front of them.</li> <li>• Staff are only to handle glasses at their base and cups by their handles.</li> </ul>			
Use of Catering Equipment	Employees risk contracting or spreading the Covid-19 virus resulting in mild to serious respiratory illness and potential fatality	5	5	25	<ul style="list-style-type: none"> <li>• All existing controls i.e. Risk Assessments, Safe Systems of Work, COSHH Assessments etc. apply to the use of catering equipment and work processes.</li> <li>• Ensure all catering equipment is cleaned down at the end of each work period as per existing hygiene controls.</li> </ul>	1	5	5
Human Interaction Welfare	Employees and customers risk contracting or spreading the Covid-19 virus resulting in mild to serious respiratory illness and potential fatality	5	5	25	<ul style="list-style-type: none"> <li>• All persons to maintain and observe 2m social distancing, or 1m with risk mitigation where 2m is not viable, in welfare areas and observe good hand hygiene protocols particularly before and after eating or drinking and after using the toilet.</li> <li>• All persons reminded of effective hand hygiene through the use of posters in all toilets.</li> <li>• Hand sanitiser to be provided at entrance / exit to all toilets and persons encouraged to use same.</li> <li>• Cubicles and urinals taken out of use, with clear signage provided to explain, in order to promote social distancing.</li> <li>• During busy periods Managers are to manage any queue forming for customer toilets to promote social distancing.</li> <li>• Increased cleaning frequency of customer toilets and frequently hand touched surfaces through opening hours with cleaning schedule posted in customer toilets to be completed by designated member of staff each hour.</li> <li>• Table and seating arrangements in staff rest rooms reconfigured to ensure social distancing is observed.</li> <li>• Maximum occupancy limits to be placed on staff changing rooms to ensure social distancing is maintained.</li> <li>• Ensure all waste is disposed of correctly in welfare areas, do not leave it for others to clean up.</li> <li>• Break times are to be staggered to minimise personal interaction and prevent overcrowding in welfare facilities.</li> </ul>	1	5	5

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Contaminated Surfaces	Employees, customers and other visitors to site risk contracting or spreading the Covid-19 virus resulting in mild to serious respiratory illness and potential fatality	5	5	25	<ul style="list-style-type: none"> <li>Enhanced cleaning of facilities and surfaces to be implemented prior to opening, during opening hours and at the end of each day.</li> <li>Frequent cleaning of work / shared areas and equipment between uses, using existing cleaning products and hygiene procedures.</li> <li>Condiment bottles are to be sanitised after each customer(s) use.</li> <li>All surfaces and objects i.e. tables, seats, card machines to be cleaned and sanitised between each customer use.</li> <li>Provision of hand sanitiser at all entrances and exits to minimise the potential contamination of surfaces.</li> <li>Open doors and windows where possible to improve ventilation.</li> <li>If cleaning of contaminated surfaces is being carried out after a known or suspected case of Covid-19 on the premises specific Government guidance shall be followed.</li> </ul>	1	5	5
Human Interaction Deliveries / Contractors	Employees and visitors to site risk contracting or spreading the Covid-19 virus resulting in mild to serious respiratory illness and potential fatality	5	5	25	<ul style="list-style-type: none"> <li>Minimise contact between staff and delivery drivers / contractors by arranging for these to attend site out of hours.</li> <li>All persons involved in delivery of goods to site to maintain and observe 2m social distancing, or 1m with risk mitigation where 2m is not viable, and observe good hand hygiene protocols.</li> <li>Persons handling deliveries of goods / materials to site are to observe effective hand hygiene protocols i.e. washing hands more frequently with warm water and soap for at least 20 seconds or using hand sanitiser.</li> <li>Where practicable goods and merchandise entering site shall be cleaned with anti-bacterial wipes or spray and paper towels with waste disposed of in a bin.</li> <li>Employees are to restrict personal, non-business deliveries to site.</li> </ul>	1	5	5
Poor Personal Hygiene	Employees, customers and other visitors to site risk contracting or spreading the Covid-19 virus resulting in mild to serious respiratory illness and potential fatality	5	5	25	<ul style="list-style-type: none"> <li>Do not sneeze or cough into your hands.</li> <li>Cough or sneeze into a tissue, which must be then disposed of appropriately, or into the crook of your elbow.</li> <li>Observe good hand hygiene protocols, especially after coughing or sneezing, i.e. washing hands more frequently with warm water and soap for at least 20 seconds or using hand sanitiser.</li> <li>Suitable signage posted at hand wash / sanitisation points to provide information on good handwashing technique, increased frequency and other effective hygiene procedures.</li> </ul>	1	5	5
Emergency & First Aid Provision	Employees, customers and other visitors to site risk contracting or spreading the Covid-19 virus resulting in mild to serious respiratory illness and potential fatality	5	5	25	<ul style="list-style-type: none"> <li>In an emergency situation i.e. accident or fire, social distancing of 2m does not have to be maintained if it would be unsafe to do so.</li> <li>Persons involved in providing First Aid assistance to others shall pay particular attention to sanitation measures immediately afterwards including the safe disposal of any waste and washing hands with warm water and soap for at least 20 seconds.</li> </ul>	1	5	5

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		L	S	R		L	S	R
Stress	Staff could be affected by issues such as concerns over Covid-19, financial worries, job security etc.	5	5	25	<ul style="list-style-type: none"><li>• Staff understand what their duties and responsibilities are.</li><li>• Staff advised that they can talk confidentially to supervisor or manager if they are feeling unwell or are ill at ease regarding issues at work.</li><li>• Staff made aware that the company operates a zero-tolerance policy to bullying and harassment in the workplace.</li></ul>	1	5	5
PPE REQUIREMENTS	SRC Rated Anti-slip Footwear / Apron / Face Covering / Face Shield							
If there is any doubt about what action to take work must not proceed and the Line Manager / Kitchen Supervisor must be consulted. The Health & Safety Manager can then be consulted for further advice/assistance if required.								