

# RISK ASSESSMENT

**Task:** Operating Restaurant During COVID-19 Outbreak

**R.A. No.** 16      **Version** 9

**Address:**  
Whitby's Fish & Chip Restaurants  
Rotherham & Doncaster Sites

**Date of Assessment**  
14<sup>th</sup> October 2020

**Assessor Name:** Phil Jackson CMIOSH

**Review Date**  
14<sup>th</sup> October 2021

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>Only the minimum amount of staff are to be on site to enable it to operate safely and effectively.</li> <li>The restaurant shall be closed between the hours of 10:00pm and 5:00am.</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 single-use handouts and reminded regularly of the same.</li> <li>Groups of customers, from different households, or support bubble, shall not be allowed into the restaurant. Staff are to be advised of this limit and kept up-to-date on any local changes. Customers shall be advised of this at the time of booking and asked to verbally confirm adherence at the point of arrival. This may vary due to the local COVID Alert Level restrictions of which all staff shall be advised and which is currently set at Tier 2, "High".</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 normal sense of taste and/or smell, is living, or in a support bubble, 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 normal sense of taste and/or smell while at work, they shall</li> </ul>	1	5	5

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					<p>inform the Duty Manager and return home immediately, avoid touching anything, sneeze or cough into a tissue or the crook of their elbow, contact NHS 111 to arrange testing for COVID-19 and if test results are positive follow the Government guidance on self-isolation and not return to work until their period of self-isolation has been completed.</p> <ul style="list-style-type: none"> <li>• Social distancing of 2m shall be adhered to at all times, or 1m, with the following risk mitigations, where 2m is not viable; <ul style="list-style-type: none"> <li>○ All persons to wash their hands with soap and water or use hand sanitiser more frequently.</li> <li>○ Frequency of cleaning increased with particular attention paid to regularly touched surfaces i.e. door handles.</li> <li>○ All customer-facing staff to wear a face covering and / or face shield.</li> <li>○ Activities and interactions shall be for as short a duration as possible.</li> <li>○ All background music to be played at a reduced volume to remove the need to speak with raised voices or shout.</li> </ul> </li> <li>• Contact details of staff (from work rotas), one member of each customer party, visitors and contractors working on site to be taken, retained for minimum of 21 days, in accordance with data protection regulations, and provided to NHS Test &amp; Trace service as and when requested.</li> <li>• In the event of a local lockdown imposed due to an isolated outbreak of COVID-19 all instructions issued by the respective enforcing authority shall be implemented and adhered to.</li> <li>• When assessing the possibility of any staff working from home i.e administrative staff, due consideration shall be given to a persons use of public transport, childcare responsibilities, protected characteristics and other individual circumstances.</li> </ul>			
COVID-19 Outbreak in the workplace	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 suspected case of COVID-19 within the workplace shall be reported to the Health &amp; Safety Manager, who is designated as the Single Point of Contact (SPOC), at the earliest opportunity by telephone on 07714 740 619.</li> <li>• If there is more than one case of COVID-19 connected with the workplace at any one time SPOC to contact the local Public Health England Health Protection Team (HPT) and report the suspected outbreak.</li> <li>• SPOC to provide HPT with details of symptomatic staff and provide assistance in identifying possible contacts.</li> <li>• HPT outbreak management process shall be implemented and followed, as advised, to implement additional control measures, communication with staff members and the reinforcement of prevention messages.</li> </ul>	1	5	5
Clinically Extremely Vulnerable Persons & High Risk Groups	Employees risk contracting Covid-19 virus resulting in serious respiratory illness and potential fatality.	5	5	25	<ul style="list-style-type: none"> <li>• Previous shielding advice for Clinically Extremely Vulnerable persons is currently paused and any person in this category may now return to work and shall be offered the safest available on-site roles that enable them to</li> </ul>	1	5	5

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	respiratory illness and potential fatality.				<p>maintain social distancing guidelines of 2m, or 1m, with risk mitigations, where 2m is not viable.</p> <ul style="list-style-type: none"> <li>Clinically Extremely Vulnerable persons are defined as; 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 Extremely Vulnerable must remain diligent with regards to social distancing and hand hygiene.</li> <li>The specific duties of Expectant Mothers shall be assessed and amended accordingly on an individual basis through an Expectant Mothers Assessment undertaken as soon as practicable after formal notification of the pregnancy.</li> <li>Persons in High Risk groups, defined as; <ul style="list-style-type: none"> <li>Older males</li> <li>Persons with a high Body Mass Index (BMI)</li> <li>Persons with health conditions i.e. diabetes</li> <li>Perspns from some black, asian or minority ethnicity (BAME) backgrounds</li> </ul> shall be offered the safest available on-site roles and must remain diligent with regards to social distancing and hand hygiene.</li> </ul>			
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, unless exempt (exemptions listed below), 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>Single-use face coverings are to be disposed of in general, bagged, waste and are not to be recycled.</li> <li>Practice 2m social distancing at all times, wherever possible.</li> </ul> </li> <li>All customers entering the Restaurant shall wear a face covering, unless exempted (exemptions listed below), which may be removed when seated to eat or drink.</li> <li>The exemptions for wearing of face coverings are; <ul style="list-style-type: none"> <li>a child under the age of 11</li> </ul> </li> </ul>	1	5	5

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					<ul style="list-style-type: none"> <li>○ If a person has a physical or mental illness or impairment, or a disability that means they cannot put on, wear or remove a face covering.</li> <li>○ If putting on, wearing or removing a face covering would cause a person severe distress.</li> <li>○ if a person is with, or providing help to, someone who relies on lip reading to communicate.</li> <li>● Customers shall be advised and encouraged to wear face coverings when entering the Restaurant through suitable signage, single-use handouts and reminders from staff.</li> <li>● The responsibility for customers wearing face coverings lies with the individual customers themselves and is enforceable by the Police with fines for non-compliance.</li> <li>● A face covering should: <ul style="list-style-type: none"> <li>○ Cover the wearers nose and mouth while allowing them to breathe comfortably</li> <li>○ Fit comfortably but securely against the side of the face</li> <li>○ Be secured to the head with ties or ear loops</li> <li>○ Be made of a material that the wearer finds to be comfortable and breathable, such as cotton</li> <li>○ Ideally include at least two layers of fabric</li> <li>○ Unless disposable, it should be able to be washed with other items of laundry according to fabric washing instructions and dried without causing the face covering to be damaged</li> </ul> </li> </ul>			
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, seperately, 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> <li>● Staff using private vehicles should travel alone and avoid travelling with someone from outside their household or support bubble unless they can practise social distancing.</li> <li>● If staff have no option but to car share they should do so with the following measures; <ul style="list-style-type: none"> <li>○ Share with the same persons each time and keep to small groups.</li> <li>○ Travel side by side or behind each other and avoiding face to face.</li> <li>○ Open windows to increase ventilation.</li> <li>○ Sanitise hands whenever entering and leaving the vehicle.</li> <li>○ Clean and sanitise the inside of the vehicle more regularly.</li> <li>○ Driver and passengers are encouraged to wear a face covering.</li> </ul> </li> </ul>	1	5	5
Human Interaction Entering / leaving site	Employees, customers and other visitors to site risk contracting or spreading the Covid-19 virus	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> </ul>	1	5	5

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	resulting in mild to serious respiratory illness and potential fatality				<ul style="list-style-type: none"> <li>• Safe outdoor queuing systems implemented and managed for cutomers with segregated queues for restaurant and takeaway and cutomers directed by suitable signage and floor markings to maintain 2m social distancing.</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>• NHS Test and Trace QR Code Poster displayed at entrance to enable customers to use NHS Test and Trace mobile app to record their visit to site.</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, from different households, or support bubble, shall not be permitted in the restaurant. This maximum number of persons may vary due to local COVID Alert Level restrictions of which all staff shall be advised.</li> <li>• Customers shall be asked to verbally confirm that they are from the same household, or support bubble, at the point of arrival.</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 maintaing 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 and managed.</li> <li>• Delivery and contractor visits to site are to be made out-of-hours where possible.</li> </ul>			
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 and managed 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> </ul>	1	5	5

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					<ul style="list-style-type: none"> <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> <li>Customers are required to wear a face covering, unless exempt, whenever moving around site i.e. when visiting toilets, and are to be politely reminded of the requirement by staff if not complying.</li> </ul>			
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>Wipe-clean, reuseable, menus provided to customers are to be sanitised after each 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 and seating to be fully cleared and sanitised, with suitable COVID-19 cleaning products (according to manufacturers specifications) and disposable paper towels, 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> </ul>	1	5	5

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					<ul style="list-style-type: none"> <li>• Increase natural ventilation to all areas where possible by opening doors, but not fire doors, and windows. Ensure that by doing so does not pose any additional security hazards.</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>			
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 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.</li> <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>	1	5	5
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>• Any shared tools or equipment to be sanitised, using existing cleaning products, between each person using it.</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> </ul>	1	5	5



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					<ul style="list-style-type: none"> <li>• Use of training room (Doncaster site only) to provide additional space for staff to take their breaks.</li> <li>• Maximum occupancy limits to be placed on staff changing rooms, indicated by signage, 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>			
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, using a suitable disinfectant which is effective against the COVID-19 virus according to manufacturers specification and for the specified minimum contact time, 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>• Wipe-clean menus and 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, with suitable COVID-19 cleaning products (according to manufacturers specifications and for the specified minimum contact time) and disposable paper towels between each customer use.</li> <li>• Provision of hand sanitiser at all entrances and exits to minimise the potential contamination of surfaces and all persons encouraged to use same through suitable posters.</li> <li>• Open doors, but not fire 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 as below; <ul style="list-style-type: none"> <li>○ Public areas where a symptomatic person has passed through and spent minimal time but which are not visibly contaminated with body fluids, such as corridors, shall be cleaned thoroughly as normal.</li> <li>○ All surfaces that the symptomatic person has come into contact with should be cleaned and disinfected, including all potentially contaminated and frequently touched areas such as bathrooms, door handles, telephones, grab rails in corridors and stairwells.</li> <li>○ Use disposable paper roll and disposable mop heads, to clean all hard surfaces, floors, chairs, door handles and sanitary fittings – think one site, one wipe, in one direction.</li> <li>○ Use a suitable disinfectant which is effective against the COVID-19 virus according to manufacturers specification and for the specified minimum contact time.</li> </ul> </li> </ul>	1	5	5



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					<ul style="list-style-type: none"> <li>○ Cleaning products shall not be mixed together as this can create toxic fumes. Avoid creating splashes and spray when cleaning.</li> <li>○ All disposable cleaning products shall be double bagged and stored for 72 hours before disposal in general waste.</li> <li>○ Where items cannot be cleaned using detergents e.g. upholstered furniture, steam cleaning should be used.</li> </ul>			
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
Confrontation / Violence	Staff may suffer stress and/ or physical injuries from aggressive customers.	4	4	16	<ul style="list-style-type: none"> <li>• Staff to be trained in good, polite behaviour and how to avoid confrontation, when to call police etc.</li> <li>• Incident log kept and filled out as soon as possible after incident</li> <li>• Cashing up done after hours/out of customers' sight.</li> </ul>	1	4	4

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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
<b>PPE REQUIREMENTS</b>	SRC Rated Anti-slip Footwear / Apron / Face Covering							
<b>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 &amp; Safety Manager can then be consulted for further advice/assistance if required.</b>								