

# RISK ASSESSMENT

<b>Task:</b>	Operating Takeaway During COVID-19 Outbreak
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<b>R.A. No.</b>	15	<b>Version</b>	14
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<b>Address:</b>	Whitby's Fish & Chip Restaurants Rotherham & Doncaster Sites
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<b>Date of Assessment</b>
16 <sup>th</sup> July 2021

<b>Review Date</b>
16 <sup>th</sup> July 2022

<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>All Control Measures shall be implemented and followed irrespective of whether an employee has received a recent negative COVID-19 test result, had any of the approved COVID-19 vaccines (1 or 2 doses) or has natural immunity (based on a positive PCR test within the previous 6 months).</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, contractors carrying out work and visitors to site 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 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 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>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 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.</li> </ul>	1	5	5

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		L	S	R		L	S	R
					<ul style="list-style-type: none"> <li>All persons to wash their hands with soap and water or use hand sanitiser more frequently and routinely including;               <ul style="list-style-type: none"> <li>before and after handling food</li> <li>after handling money</li> <li>after touching high-contact surfaces, such as door handles</li> <li>when moving between different areas of the workplace</li> <li>after being in a public place</li> <li>after blowing their nose, coughing or sneezing. Coughs and sneezes should be caught in a tissue or the crook of the elbow</li> </ul> </li> <li>Frequency of cleaning increased with particular attention paid to regularly touched surfaces i.e. door handles.</li> <li>Activities and interactions shall be for as short a duration as possible.</li> <li>Back-to-back or side-to-side working (rather than face-to-face) shall be utilised whenever possible.</li> <li>The number of people each person has contact with shall be minimised wherever practicable through the use of "fixed teams and/or partnering" so each person works only with a few, regular, others.</li> <li>Contact details of staff (from work rotas), 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 national or local lockdown imposed due to an outbreak of COVID-19 all instructions issued by the respective enforcing authority shall be implemented and adhered to.</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 and followed up by a completed "COVID-19 Case Report Form".</li> <li>SPOC to track all cases of self-isolation and complete a pre-return to work screening prior to any person returning to the workplace.</li> <li>If there is any confirmed positive case of COVID-19 within the workplace the SPOC shall inform the respective local authority public health team.</li> <li>Close contacts of any confirmed positive case of COVID-19 in the workplace shall be informed and asked to self-isolate.</li> <li>If the Public Health England Health Protection Team declare an outbreak the SPOC is to provide HPT with details of symptomatic staff and provide assistance in identifying possible close contacts.</li> <li>PHE 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>		5	5

HAZARD	WHO MAY BE HARMED AND HOW	RISK RATING			CONTROL MEASURES	RESIDUAL RISK		
		L	S	R		L	S	R
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>Clinically Extremely Vulnerable persons may now return to work with support provided based on an individuals needs and any additional precautions as advised by their clinicians.</li> <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 hand and respiratory hygiene procedures.</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> </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>The mandatory wearing of a face covering is no longer a legal requirement however, if individuals are in a crowded or enclosed space with others or if they choose to do so they may with the following controls applied; <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> </ul> </li> <li>Customers entering the Takeaway shall be encouraged to wear a face covering however, this is no longer a legal requirement.</li> <li>Where practicable a suitable barrier or screen shall be placed between staff and members of the public.</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 of car, bicycle or walking.</li> <li>If staff choose to car share they should do so with the following measures where practicable; <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 avoiding face to face contact.</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> </ul> </li> </ul>	1	5	5

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		L	S	R		L	S	R
					<ul style="list-style-type: none"> <li>Driver and passengers are encouraged to wear a face covering.</li> </ul>			
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>Safe queuing systems shall be implemented and managed to prevent overcrowding within the building.</li> <li>Any outdoor queuing systems shall segregate pedestrians from vehicles i.e. through the use of physical barriers, where possible.</li> <li>Hand sanitiser to be located at all entrances / exits to site and persons encouraged to use same.</li> <li>All persons are to use hand sanitiser whenever entering or leaving site.</li> <li>Suitable signage to be located at all entrances / exits to advise persons of the use of hand sanitiser and site procedures.</li> <li>Staff 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>Delivery and contractor visits to site are to be made out-of-hours where possible.</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>All persons to observe good hand and respiratory hygiene protocols whenever moving around site.</li> <li>Suitable signage to be located around site to advise persons of good hand hygiene protocols.</li> </ul>	1	5	5
Human Interaction Food Prep & Range	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>Food Safety Management System (FSMS) including existing food hygiene (safer food, better business) and HACCP processes to be followed and reviewed regularly.</li> <li>All persons to observe good hand and respiratory 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 cooking utensils, pots, pans, crockery etc.</li> </ul>	1	5	5
Human Interaction Takeaway	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>All persons to observe good hand and respiratory hygiene protocols.</li> <li>Where practicable persons shall work side-by-side or facing away from each other.</li> <li>Provisions of physical perspex screens between staff and customers on the takeaway.</li> <li>Customers encouraged to place orders by telephone and to use contactless payment methods where possible.</li> <li>Disposable condiments and cutlery are to be provided to each customer with their food order.</li> </ul>	1	5	5

HAZARD	WHO MAY BE HARMED AND HOW	RISK RATING			CONTROL MEASURES	RESIDUAL RISK		
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Human Interaction Welfare	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 observe good hand and respiratory 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>Increased cleaning frequency of toilets and frequently hand touched surfaces through opening hours with cleaning schedule posted in toilets to be completed by designated member of staff each hour.</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 where necessary to prevent overcrowding in welfare facilities.</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 where practicable.</li> <li>All persons involved in delivery of goods to site to observe good hand and respiratory 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
Delivering Orders to Parked Customer Vehicles (Doncaster site Only)	Employees risk serious injury or fatality from being struck by a moving vehicle and 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 shall adhere to the designated pedestrian routes, as identified on the attached plan, when distributing food orders to customers in parked vehicles.</li> <li>Staff shall wear Hi-vis clothing at all times, and waterproof clothing during inclement weather, whilst distributing food orders to customers in parked vehicles.</li> <li>Staff are to be instructed on the designated pedestrian routes to be used and on the importance of remaining vigilant to vehicle movements around the car park paying particular attention to any reversing from parking spaces.</li> <li>Site supervision and management to monitor that pedestrian routes are being adhered to and take respective action for non-compliance.</li> <li>Pedestrian routes are to be suitably gritted when ground frosts are forecast and immediately cleared of any accumulated snow.</li> <li>Car park is well lit and external lighting to be inspected as part of Daily Checks and any defects identified rectified as soon as is practicable.</li> </ul>	2	5	10

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					<ul style="list-style-type: none"> <li>All staff involved in delivery of food orders to customer vehicles to observe good hand and respiratory hygiene protocols ensuring hands are sanitised between each customer.</li> </ul>			
Use of Kitchen 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 kitchen 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 kitchen equipment is cleaned down at the end of each work period as per existing hygiene controls.</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
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 the day 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>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>Condiments and disposable cutlery removed from Takeaway counters and issued only by staff.</li> <li>Open doors, but not fire doors, and windows where possible to improve natural 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 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</li> </ul> </li> </ul>	1	5	5

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					<p>contaminated and frequently touched areas such as door handles, grab rails and counter.</p> <ul style="list-style-type: none"> <li>○ Use disposable paper roll and disposable mop heads, to clean all hard surfaces, floors, door handles and counter – 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> <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> </ul> <p>• Where items cannot be cleaned using detergents e.g. upholstered furniture, steam cleaning should be used.</p>			
Workplace Ventilation	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>• Ventilation systems are to be serviced and maintained in-line with manufacturers specifications.</li> <li>• Where appropriate doors are to be wedged open to increase natural ventilation in the workplace, but not Fire Doors.</li> <li>• If Fire Doors are required to be wedged open these shall be fitted with a Dorgard Wireless Fire Door retainer, installed, tested and maintained in-line with manufacturers specifications.</li> <li>• All Fire Doors fitted with a Dorgard are to be shut at the close of business each day.</li> </ul>	1	5	5
Legionella	Employees, customers and other visitors to site risk contracting Legionnaires Disease through stagnant water in infrequently used water systems.	5	5	25	<ul style="list-style-type: none"> <li>• Existing Legionnaires Disease Risk Assessment, control measures and water system checks in place and reviewed at least annually.</li> <li>• During periods of shutdown all water systems that are infrequently used i.e. customer toilets and bar taps are flushed / run and air-conditioning systems run-up on a daily basis to prevent the build-up of stagnated water.</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>• 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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		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	Long Sleeved Chefs Whites / SRC Rated Anti-slip Footwear / Apron / Hat / Food grade, single use, non-latex gloves / Face Covering							
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.								



**WHITBY'S DONCASTER PEDESTRIAN ROUTE FOR  
TAKEAWAY DELIVERY TO PARKED VEHICLES**

