

**COVID-19 SECURE**

**Re-opening your Restaurant, Casual Dining,**

**Quick Service, Café or Coffee Shop**

**business safely and producing your risk assessment**

**This document has been produced in conjunction with the English Riviera BID Company based on DRAFT Government guidance to help Restaurants, Casual Dining, Quick Services, Cafés or Coffee Shops become COVID-19 Secure if it is possible to do so, and produce a RISK ASSESSMENT for their own business before re-opening.**

**Final Government guidance will follow (published on the Government’s website** [**here**](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19)**) but this document will allow you to start thinking about your own safety, as well as that of your staff and customers before 4th July, which, remains a ‘*conditional’* date for the Tourism and Hospitality Sector to re-open, subject to emerging medical and clinical advice.**

**This advice is for restaurant, casual dining, quick service, café & coffee shops only. If your business includes other services such as a bar or takeaway, you will also need to read the appropriate guidelines for that business sector.**

**Summary of the guidance**

**It will be a legal requirement of re-opening that a lead manager has ensured your business demonstrates compliance and understanding of the COVID-19 Secure guidelines by producing a written RISK ASSESSMENT document and implementing it.**

**Every restaurant & casual dining business will be different and need to think carefully about their own needs and circumstances.**

**A Government representative can request to see your RISK ASSESSMENT at any time.**

**Staff Safety**

**Staff must not come to work if they have symptoms of coronavirus or live in a household where someone has coronavirus. Your staff need to be regularly briefed and offered training to ensure that the guidelines are implemented.**

### Staff return and fitness to work

Businesses must carry out a return to work conversation before re-opening with each staff member. To ensure doing so would keep themselves, their families and other staff safe. They should also consider their journey to work. This should include staff with symptoms, living with people with symptoms & high-risk shielding.

Review fitness to work status daily & record this. Reinforce controls daily with briefings covering latest advice.

### Hand washing

Proper hand washing continues to be vital to the reduction of transmission and should be done at regular intervals & immediately on arrival. Hand sanitiser, if used needs to be anti-viral with a high alcohol content.

### Staff protection

* Frequently touched items in staff areas should be regularly disinfected with staggered timings for break areas.
* Disinfect shared items such as card machines, phones, tills, keyboards before and after use.
* **Maintain 2m Social Distancing** at lunch or smoking breaks.
* Uniforms should be washed at temperatures above 60°C. Staff should change into their uniforms on arrival to work. Where uniforms aren’t worn, advise staff to wash their clothes above 60°C and ideally have a change of clothes to wear at work.
* Minimise contact when taking deliveries.
* For staff to protect others- always sneeze or cough into crook of arm or into a tissue (immediately bin afterwards) and wash your hands or use hand gel afterwards.
* If anyone is presenting with a high temperature or continuous cough they must not come to work and follow the latest self-isolating guidance (currently 7 days)
* If anyone lives with anyone who has symptoms of coronavirus they must not come to work and must self-isolate (currently 14 days). If the staff member then develops symptoms, they must be 7 days from onset.

### PPE

Provision and use of protective clothing and equipment for staff will be entirely compliant and in line with Government and PHE guidance. We understand there are publicised issues of PPE stock, to help you find materials we have worked with TDA to find a local supplier. [Edmundson Torquay](http://www.edmundson-electrical.co.uk/) has excellent stock levels of sanitiser, masks and cleaning products, as well as having good stock of Perspex screens. The Company has the Royal Warrant to supply the Crown and is also a supplier to the NHS. The Company are very supportive and will prioritise English Riviera tourism and hospitality businesses orders. To find out more and to discuss your requirements in the first instance please visit <http://www.edmundson-electrical.co.uk/> and contact David Martini, [david.martini@eel.co.uk](mailto:david.martini@eel.co.uk), mobile 07956 492480.

### Training

Training should be given to ensure that all staff understand the new risks. Here is a link to This need not take long but should include details on **2m Social Distancing,** routes of transmission and the importance of hand washing and surface disinfection at key times.

All staff should be instructed about not coming to work if they have a fever, new cough or loss of taste or smell. They should stay at home for seven days (or for as long as prevailing guidance dictates).

### If staff develop symptoms when at work

* You must have a plan in place for this eventuality.
* They must be sent home and must follow Government ‘stay at home’ guidance.
* Using gloves and a disposable apron, clean and disinfect any touch points that may have been contaminated by the infected person as soon as possible. Wash your hands after removing PPE.

### Advice to staff working in kitchens

* As much as possible, social distancing of 2m should be observed which may require planning and rearranging.
* As every kitchen is different, a detailed plan for the individual site and kitchen must be developed, reviewed and communicated to all staff.
* During rinsing processes of crockery & glass wear, ensure that temperatures above 60°C are reached.
* Examples include one person at a time is allowed in the chilled stores or the staff changing room.
* Document all new rules and have a staff briefing on what everyone needs to do.
* Restrict menu to ensure that cross-over and access to food can be effectively controlled and monitored.
* Government guidance refers to using detergent and then 1000ppm available chlorine for disinfecting which kills the virus and can be made up from bleach. This is to be used on visibly clean surfaces.

### **Customer protection- Eat in operations**

### **To manage expectations, information should be made available to guests via your website, communications and entrance, as to the additional measures in place regarding Coronavirus.**

* Access restrictions at the entrances to ensure that the maximum number of people based on current guidance is not exceeded. In possible queues / in the waiting area, measures are also taken to maintain the minimum distances. Consider staggered time slots to limit the queues with guests arriving at acceptable intervals. Customers will be informed of access restrictions and distance regulations by appropriate notices. Advise customers not to enter if they have symptoms of coronavirus
* Potential pinch points to be identified and monitored as part of the overall operational plan per site.
* Establishments may use electronic reservation systems to control the frequency and placement systems.

* It must be ensured that the current distancing level is maintained between guests in all areas; on arrival and exit, toilets and at different seating areas and tables (e.g. by positioning the tables and chairs accordingly), depending on the national physical distancing rules currently in force. It is a good idea to put tape on the floor to mark out the distance.
* Customer contact with commodities (menus, trays, napkins etc) will be limited to what is necessary or designed in such a way that cleaning / replacement is carried out after each use.
* Order and service at table, with staff keeping a safe distance in line with current Government distancing guidelines.
* Plates and glasses should be picked up only by staff to return to the kitchen.
* Where staff come into contact with items used by customers, they need to ensure that they wash their hands before moving on to another task.
* Individually wrapped condiments and sauces should be offered on request and put with the plated food, otherwise they could be contaminated by other customers’ hands.
* Cutlery to be brought to the customer with the food and condiments rather than customers helping themselves or left on the table.
* If payment is contactless that is easier and safer.
* Where a counter service system is operated e.g. Canteen:
  + Customers should step back from counters so staff can serve them safely.
  + Plates should be picked up only by hospitality staff to fill.
  + When the food is plated, the plate can be placed on the customer’s tray and, then the member of staff moves back, and the customer picks it up.
  + Individually wrapped condiments and sauces could be offered on request.
  + Cutlery to be brought to the customer rather than customers helping themselves.
  + Space out tables in the canteen to operate the current social distancing rule.
  + Promote contactless payments wherever possible.
* Deliveries should preferably be back of house or before or after guests with care taken to cross contamination and social distancing.
* The risk assessment must include reference to customer toilets if available. They should be regularly monitored to ensure compliance with social distancing requirements and regularly disinfected

*If applicable…*

* Outdoor areas - Although easier to social distance there is a danger of groups forming. Consider as part of your risk assessment regular patrol of outside areas and restrictions that may be required for children’s play areas.
* Lifts - Minimise lift usage and have extra signage. Lift panels and buttons will be frequently disinfected. Hand sanitiser to be made available near to lifts. Single use items should be used where possible and disposed of safely afterwards.
* Air Conditioning- Consider air filtration – review latest WHO guidance, keep spaces and rooms well-ventilated. Where possible and appropriate, natural ventilation solutions to be applied.

### **Suspected Coronavirus cases in your restaurant, casual dining, Quick Service, Café or Coffee Shop**

### **If a guest presents themselves with symptoms of COVID-19 they should be advised to leave and return home to self-isolate according to current government guidance.**

### **If the guest shows acute symptoms, has breathing difficulties or their life is at potential risk, seek medical help immediately.**

**Template - COVID-19 Secure Risk Assessment**  
**You will need to complete one for your own individual business.**

**Risk Assessment Approach**

Whilst every business is different, there are two things in common – the staff and the customer. Both will have “journeys” through the premises.

The risk assessment document could form the basis of discussions with the local authority prior to opening to ensure that there is agreement on the risk-based approach and controls set up. By setting concerns and control measures in a logical way this will give confidence to enforcement officers and customers and show that due consideration has been undertaken.

This will also be useful to ensure that customers know what the new “rules” are so that everyone’s expectations are managed in advance.

**The hazard**

Coronavirus is a respiratory disease that can invade a host via the respiratory route or via hand to eye / mouth / nose contact. People who appear healthy may be carrying and shedding the virus, this means we need to assume that anyone could be carrying the virus.

**The main controls are:**

* **Social distancing (currently 2 m)**
* **Disinfecting hand contact surfaces**
* **Hand washing and hand sanitiser use**

**Journey** - By plotting out the routes taken by staff and customers in your business, you will have a clear idea of where the potential issues may arise, particularly in relation to social distancing. Create a flow list for customers and then for staff.

After doing this you may find that your business needs to be adapted because you can’t manage social distancing rules effectively, and you may need to reconsider your whole business, or part of it to make it work. It is likely that you may then have to re-draw the “new normal” customer or staff journey.

**Controls** - based on the above principles and your own enhanced measures, list what actions you are taking to make your business COVID-19 Secure.

You can support this document with photographs of your control measures where appropriate.

**Your Risk Assessment is a living document that will be continuously edited and updated as our understanding of the virus improves and government guidance changes.**

On the following page some example Controls are given, these will need to be adapted and added to for your own business.

| **Guest Journey** | **Controls**  **(examples in blue)** |
| --- | --- |
| Pre-booking *– where possible* | Page on website detailing COVID-19 secure plan and allow online booking where possible.  Notices displayed outside venue for passers-by/ potential / future customers. |
| Pre-arrival *– where possible* | Sending automatic response email / message after booking explaining the new procedures.  Staggered time slots to limit the queues with guests arriving at acceptable intervals. |
| Arriving on the car park and queuing outside | Closing out every other parking space, tape on floor to denote 2m spaced queueing areas. One way in, one way out system (keep left). |
| Entering the business | Advise customers not to enter if they have symptoms of coronavirus.  Hand sanitiser next to front entrance.  Customers will be informed of access restrictions and distance regulations by appropriate notices. |
| Walking to table  Either inside or outside | Directions given rather than showing to the tables, clear indication of table numbers is therefore required. Use keep left system for any corridors and stairs. |
| Ordering food and drinks | Order and service at table, with staff keeping a safe distance in line with current Government distancing guidelines. |
| Food and drinks service | Space tables in the dining room.  Reduce touch points, print disposable menus / use of blackboards. Sanitise any menus after use.  Cutlery to be brought to the customer with the food and condiments rather than customers helping themselves or left on the table.  Individually wrapped condiments and sauces to be used. |
| Clearing the customer table | Plates and glasses should be picked up only by staff to return to the kitchen  Where staff come into contact with items used by customers, they need to ensure that they wash their hands before moving on to another task. |
| Going to the toilet | Check customers to remain 2m apart where possible - marked out and have one in one out  Extra cleaning procedures are in place and frequency enhanced |
| Paying | Request contactless payment where possible |
| Leaving the business | One way in / one way out system used and signposted |
| In-between customers | Disinfect hand contact surfaces – including backs of chairs and tables. Staff member to wash hands afterwards. |
| Continuous actions (cleaning etc.) | Daily briefing and cleaning tasks assigned and monitored by duty manager.  Cloths and sponges etc used for cleaning to be changed daily and similarly used materials disposed of safely on a daily basis. Tea towels used for drying to be changed on a daily basis and washed at temperatures above 60°C or a laundry sanitising agent used if the fabrics can’t be washed at such a temperature. |

| **Staff Journey** | **Controls** |
| --- | --- |
| Before returning to work | Contact all staff, check they are not suffering from any symptoms and discuss mode of transport |
| Pre-arrival | Ensure staff think about limiting contact with other people on route to work |
| Arrival / offices / staff areas | Staff to wash hands on entering and change into clean uniform / clothes taking care around common areas |
| Training | Ensure all staff are trained in any new procedures and able to answer guests’ queries |
| Kitchen areas | Check staff can remain 2m apart where possible and extra opening/closing cleaning procedures in place |
| Food storage areas | Only one person to enter at a time. Hourly cleaning of handles and shelf frontages |
| Work benches / tables | Wipe down of all work areas in between staff changes and at least hourly |
| Equipment | Equipment to be wiped or washed before and after use |
| Outdoor areas | Staff to remain 2m apart in the smoking area and whilst on breaks |
| Deliveries | Deliveries to be dropped off and driver left before staff handle delivery, care not to cross contaminate |
| Front of house | Staff to take orders from a 2m distance where possible and place food on a table next to diners |
| Toilet use | Staff toilets to be limited to one person and sanitised in between use particularly all touch points |
| Interaction with customers | Staff to be aware of social distancing at all times, masks to be worn where this is not possible |
| Interaction with work colleagues | Staff to keep a 2m distance wherever possible and sanitise their work area at the end of their shift |
| Feeling unwell | Staff should advise their manager immediately if they feel unwell or have any known C-19 symptoms |

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| **What you need to do now…** |
| * **Complete a Risk Assessment for your business** * **Produce a plan of action to implement the Risk Assessment** * **Look at the customer journey and make necessary amendments** * **Contact all staff and begin training – Online COVID-19 Secure Gov Training is available** * **Source suppliers and purchase PPE and other equipment (such as screens, hand sanitiser, masks, disinfectant wipes, disposable aprons and gloves, signage, hazard tape and condiment sachets)** |