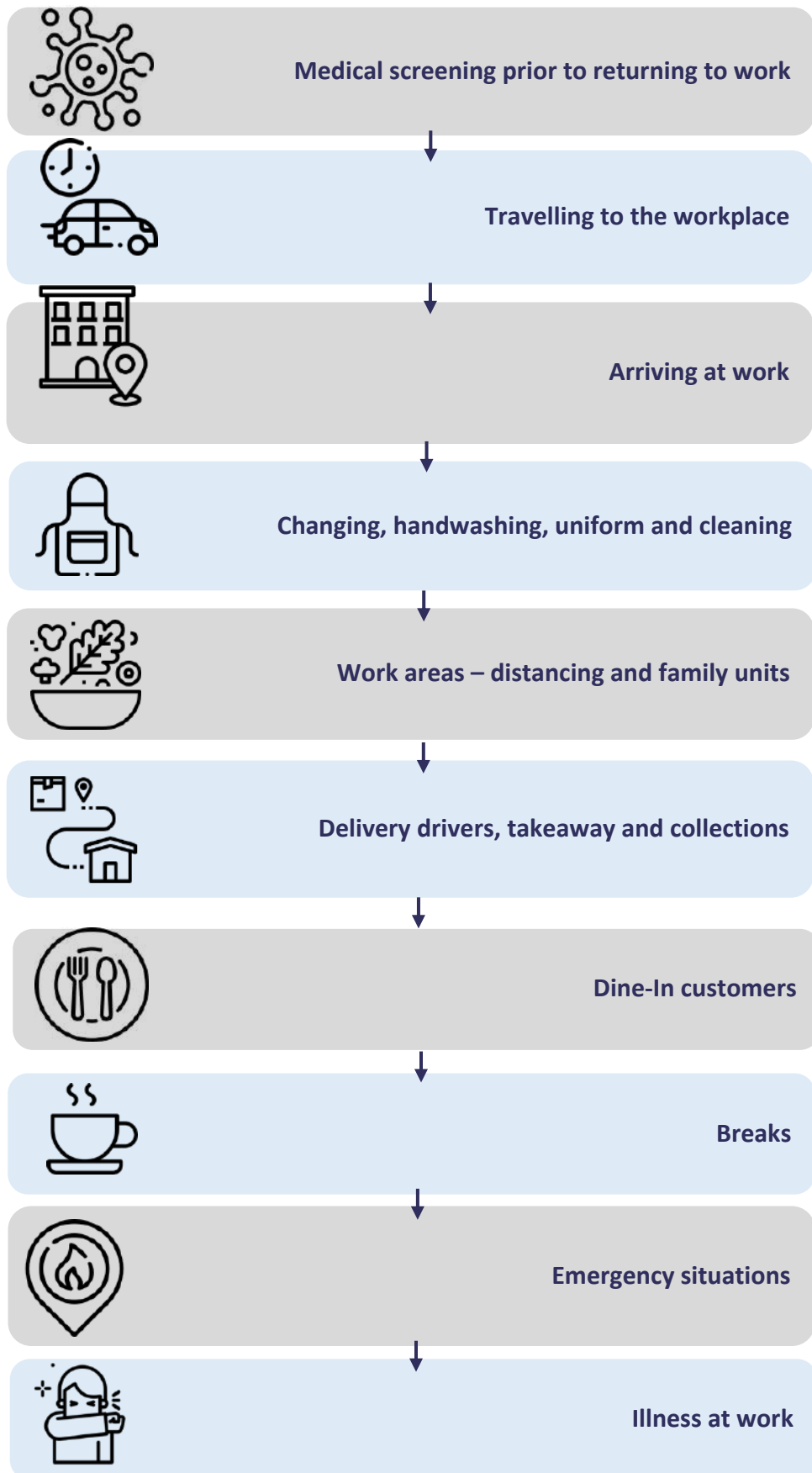**COVID Workplace Risk assessment**

Part 2 - COVID-19 Business Specific Risk Assessment

Name of business that this assessment applies to	Each site has their own personalised site specific risk assessment
Overall responsibility to safety contact within the business	General Manager
Date of risk assessment	
Revised capacity based upon distancing and mitigation measures	

Medical screening prior to returning to work

↓

Travelling to the workplace

↓

Arriving at work

↓

Changing, handwashing, uniform and cleaning

↓

Work areas – distancing and family units

↓

Delivery drivers, takeaway and collections

↓

Dine-In customers

↓

Breaks

↓

Emergency situations

↓

Illness at work

This is an example only and a separate editable version is included within the main email

Hazards at all stages:

Transmission and spread of COVID-19

Contraction of COVID-19

Key to controls:

⚠ Government guidance   ⚠ Recommended   ✅ Good practice, over and above requirements

Process	Before controls	Control measures	After controls	Who might be affected
Infected team members attending work, with the potential to pass on to others	4x3= 12 (high)	⚠ COVID-19 Specific Visitor and Employee Questionnaire completed via phone prior to returning to work ⚠ Team members who have been unwell, live with someone who is unwell, have travelled abroad or have been asked to isolate as part of the NHS Test and Trace scheme will be required to stay at home and complete the required isolation period ⚠ Completing remotely assists in preventing unnecessary spread or travel for those who may not be eligible to return to work	3x1= 3 (low)	Team members, members of the public if travel was not prevented
Assessment of employee health	4x3= 12 (high)	⚠ COVID-19 Specific Visitor and Employee Questionnaire completed via phone prior to returning to work ⚠ Specific questions assess whether a person may be clinically extremely vulnerable or clinically vulnerable if team member is within the vulnerable group then the vulnerable person risk assessment needs to be completed ⚠ Clinically extremely vulnerable team members are advised to stay at home and work from home where possible ⚠ Clinically vulnerable team members are advised to stay at home and work from home where possible, or have amended duties or extra checks in place - regular health checks - ensuring distancing measures can be put in place ⚠ Safe and Legal online training compulsory to all employees returning to the business.	3x1= 3 (low)	Team members, members of the public if travel was not prevented

Process	Before controls	Control measures	After controls	Who might be affected
Travelling to the workplace	4x4= 16 (high)	⚠️ Only travel if you are unable to work from home ⚠️ Travel completed at quieter times, shift patterns amended where necessary ⚠️ Team walk, cycle or drive where possible, avoiding use of public transport ⚠️ Physical distancing maintained throughout the journey, maintaining distancing from others ⚠️ Use a non-medical grade face covering when travelling ⚠️ A log of overnight stays as a result of work duties, is maintained by the business by team members. Checks are completed to ensure that the accommodation is COVID secure prior to employee stay. It also covers employee(s), dates and times of stay, accommodation used ✅ Team members alert a buddy when travelling and have a charged phone at all times for emergencies **Refer to the specific team travel risk assessment**	3x2= 6 (med)	Team members, members of the public
Arriving at work	4x3= 12 (high)	⚠️ All non-essential visitors are not permitted on-site ⚠️ Contractors attend during quieter hours, either early mornings or overnight wherever possible ⚠️ Rotas have been re-designed to allow staggered arrival and departure times to prevent bottlenecking of routes ⚠️ Key coded doors have been deactivated where it is safe to do so, however not at the detriment of security or fire measures	3x1= 3 (low)	Team members, members of the public, visitors and contractors

Process	Before controls	Control measures	After controls	Who might be affected
Changing, handwashing, uniform and cleaning	4x3= 12 (high)	⚠️ Thorough handwashing takes place upon arrival at site of all team members ⚠️ Touching face/eyes/nose/mouth with unwashed hands is avoided and coughs or sneezes are always covered with a tissue or mask which is then discarded in the bin ⚠️ If hot water, soap or means of drying are not available the business will remain closed ⚠️ Legionella checks on water systems take place prior to reopening - Refer to the specific Legionella Control risk assessment ⚠️ Frequent cleaning is completed with a chemical capable of killing SARS-CoV-2 ⚠️ Aggressive spray bottles of disinfectant on a surface are avoided to minimise the risk of spreading any virus. With soft spray or pouring technique in use. ⚠️ A procedure is in place for handling any potentially contaminated waste ⚠️ An adequate supply of clean uniform is provided ⚠️ Hands are washed thoroughly and regularly using soap and water for at least 20 seconds ⚠️ Phones and personal items are stored in a designated area to prevent use and touching whilst at work or if they must be used, these are sanitised effectively before use ⚠️ A designated, labelled dirty laundry area is in place, with a sealed, lidded bin ⚠️ Dishwashers achieve above 82 degrees and glasswashers can achieve above 60 degrees. Both of which are documented ⚠️ Natural ventilation is used as much as possible and re-circulating systems, such as air conditioning are avoided ⚠️ A full change of clothing is undertaken; with staggered shift start times in place to help maintain distancing in changing areas ⚠️ Uniform is professionally laundered to prevent it being transported back and forth or washed at home at a minimum of 60 degrees ⚠️ 20-minute cleaning schedules are in place to prioritise potential hand contact areas and preparation surfaces ⚠️ Shared office equipment such as keyboards, phone	2x2= 4 (low)	Team members, visitors and contractors

		and computer mouse are cleaned before and after use using sanitiser wipes		
		⚠ Steam cleaning is used for soft furnishings where a liquid sanitiser cannot be used or is not suitable		
		✅ Where possible, paper towels are in operation over hand dryers to help prevent potential spread		
		✅ A specific team member is designated to complete cleaning of toilet areas to prevent potential contamination		

Process	Before controls	Control measures	After controls	Who might be affected
Work areas – distancing and family units	4x4= 16 (high)	Team will operate onsite with these controls (delete as appropriate); • 2m physical distancing • 1m+ including mitigation measures • Family units **Physical distancing - all** ⚠ A floor plan is used to mark out distancing to keep team members apart from others ⚠ Contactless orders will be facilitated wherever possible, including cashless payments and orders only taken online or over the phone ⚠ Screens are used to separate team members from visitors and delivery drivers ⚠ Designated entrances and exits are used **Physical distancing – team** ⚠ Only the minimum required amount of team members are on the rota at any given time ⚠ Start times are staggered to avoid bottlenecks or over crowding ⚠ Equipment supplies have been increased where required to keep distance such as; utensils, probes, etc ⚠ Operating within 1m+ robust cleaning and hand washing controls in place ⚠ Operating within 1m+ with team members working back to back or side to side **Physical distancing – order collection** 🔺 Physical distancing is adhered to in the queue, both inside and outside of the premises 🔺 Signage is placed on the door or other visible areas to notify collectors of the queuing and pick up system ⚠ Delivery drivers are directed to marked out separate areas **Family units**	2x2= 4 (low)	Team members, members of the public, visitors and contractors

| | | Are only used where physical distancing would make operating unfeasible due to space restrictions and puts team members at risk.

⚠️ If one team member becomes sick, the entire team unit (i.e. blue team) follows the self-isolation guidelines (7 days for infected, 14 days if unknown, see image). The new team brought on shift must complete a full sanitisation of the site before re-starting operation

⚠️ Each family unit equals one shift team, which is kept as small as possible

⚠️ A family unit is assigned to one site and one shift pattern

⚠️ A log of the family units and who is assigned to which can be found in the **Family Unit Log**
Head Office staff do not form part of the family unit if they intend to visit multiple sites, physical distancing of 2m or 1m+ with hand washing and working back to back or side to side must be adhered to. | | |

Process	Before controls	Control measures	After controls	Who might be affected
Dine-In Customers	3x4= 12 (high)	**Prior to Reopening** ⚠️ Maximum occupancy capacity is listed at the beginning of this document, it is based upon distancing controls. This is communicated to the host to prevent overcrowding and effective queue management. Note: this will not exceed any existing capacity levels in place due to fire safety requirements ⚠️ Revised layouts are in place, both internally and externally, and consider provision for customers and visitors with restricted mobility, vision or hearing impairments. ⚠️ A designated team member is in place to specifically monitor distancing. **Bookings** ⚠️ Where bookings are taken, information about what to expect onsite is communicated in advance via a booking confirmation. ⚠️ Bookings are spread to consider the number of people arriving throughout the day into stagger times ⚠️ Customers who have booked do not wait within the normal queue **Queuing** ⚠️ A sign is in place with clear guidance on distancing and hygiene to customers on arrival, it is also communicated verbally upon arrival and before arrival, by phone, on the website or by email ⚠️ Outside queues are managed to ensure they do not cause a risk ⚠️ Where possible queues are outside ⚠️ A one way system is in operation, with separate entrances and exits where layout allows ⚠️ Queue system is designated and marked out, a host is appointed to co-ordinate for available tables when busy ⚠️ For ticketed events, electronic ticket systems are in place	2x2= 4 (low)	Team members, members of the public, visitors and contractors

⚠ At the front of the queue contact details of all customers including name, phone number, the date and time of arrival is taken and held for 21 days in line with track and trace requirements

Seating

⚠ Customer seating separated by 1m ² distances, both internally and externally

At Table

⚠ Face to face/physical contact services which currently cannot maintain the required physical distancing are not offered

⚠ Front of house will maintain a 1m distance whilst taking orders from customers and will only breach this if necessary for delivery of food and drinks. This will be completed as quickly as possible and will not exceed a maximum of 15 minutes

⚠ Disabled people are informed about new procedures, and are able to access facilities, i.e. handwashing facilities at wheelchair height. Verbal direction will be completed for those unable to see floor markings or signage etc.

⚠ Self-service and buffet style food and drink is not be offered at present

⚠ Front of House teams will always wash hands before handling plates and cutlery or any customer items. Also, between collecting used plates and before serving food to another table.

⚠ No items will be on tables; condiments, table signs etc. If condiments are requested by a customer; one use only portions will be provided, or the condiments will be sanitised between uses and replaced. No re-fill cutlery or condiment stations are in use

⚠ Napkins, Cutlery, Menus will all be replaced between customers. Plates and glasses will be picked up only by staff to return to the kitchen – self-clear is not encouraged

⚠ Recyclable paper menus, online menus or large menu boards are in use for normal and allergen menus

Service Offering and Operation

		⚠ Only service permitted by current guidance will be offered ⚠ Music will be kept at a volume so as to ensure shouting is not required ⚠ Additional outside seating and service points provided **Cleaning and Hygiene** ⚠ Customers will be encouraged to use hand sanitiser or handwashing facilities as they enter the site. Hand sanitiser will be provided on entry ⚠ 20-minute sanitisation of any customer contact areas such as drinks machines, doors etc is in place ⚠ Natural ventilation is used where safe to do so, provided that this does not compromise fire doors ⚠ Soft furnishings are cleaned using a steam cleaner ⚠ All glasses, plates and cutlery are run through the dishwasher at end of night or first thing in morning regardless of whether they have been used ⚠ Contactless or cashless payments are encouraged with customers where possible. If a card machine used, it is thoroughly cleaned between transactions **Toilets** ⚠ Clear routes are in place to and from each table and from the entrance ⚠ A clearly marked out queuing system is in place in order for customers to follow physical distancing guidelines whilst queuing for toilet ⚠ Sanitiser hand gel is in place and encouraged to use prior to customers entering facilities ⚠ Signage is in place to build awareness of good handwashing technique, the need to increase handwashing frequency and to avoid touching your face, and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available. ⚠ Facilities are well ventilated, doors are fixed open where appropriate ⚠ A frequent cleaning schedule for the toilets is in place		

Process	Before controls	Control measures	After controls	Who might be affected
Delivery drivers, takeaway and collections	3x4= 12 (high)	⚠️ Signage is placed on the door and/or other visible areas to notify collectors or the queuing and pick up system ⚠️ Physical distancing must be adhered to in the queue, both inside and outside of the premises ⚠️ A floor plan is used to mark out for distancing purposes ⚠️ Contactless orders are facilitated wherever possible, including cashless payments and orders only taken via phone or online ⚠️ Screens are used to separate team members from visitors, delivery drivers ⚠️ Designated entrances and exits are in use ⚠️ Delivery drivers are directed to marked out separate areas ⚠️ Sanitiser stations are available, and use encouraged upon entry to the premises ⚠️ Do not permit leaning on the counter ⚠️ Customers are encouraged to wait outside or in their car until their order is ready	2x2= 4 (low)	Team members, members of the public, visitors and contractors
Breaks	3x4= 12 (high)	⚠️ If leaving and returning the team member will complete the process as if it was the beginning of their shift. This includes a full change of clothing and re-washing hands ⚠️ If following physical distancing controls, these are in place during breaks as well as during working time, this includes sitting to eat or drink as well as preparing food or drinks for personal consumption ⚠️ Where possible, whilst on breaks team members avoid entering other premises and then returning to the business, however sitting outside in an open space (such as a courtyard or garden) is encouraged. ✅ Team members leave site promptly following their shift and do not loiter or wait for others. The only exception is if it has been identified as a safety measure and there is a requirement to travel in pairs, in this case a separate risk assessment is carried out	2x2= 4 (low)	Team members, members of the public, visitors and contractors
	3x2=	⚠️ In the event of an emergency, such as a fire, the	2x2=	Team

Emergency situations	6 (med)	nearest exit is used irrespective of whether this is the designated exit in accordance with the distancing floor plan	4 (low)	members, members of the public, visitors and contractors
		⚠️ Once outside, distancing from others is maintained including colleagues and public		
		⚠️ In the event of a security issue, such as a break in, the police will be called in the normal way, distancing will be maintained from officers whilst helping with their investigations. Anything that can be prepared in advance of their arrival will be such as CCTV to prevent over-crowding in the office		
		✅ Each shift with reduced team will still have a First Aider and Fire Warden as a minimum.		
		✅ At the very least, there will be an appointed person assigned to each to raise the alarm in the event of an emergency		

Process	Before controls	Control measures	After controls	Who might be affected
Ddelivering First Aid	4x3= 12 (high)	Trained First Aiders may find themselves in situations where First Aid is required. To keep safe, the following steps are completed: ⚠ Hands are washed or sanitised before and after dealing with a casualty wherever possible ⚠ First Aider will wear a mask wherever possible when treating injured party. ⚠ First Aider will wear gloves prior to handling any dressings. Gloves are always worn when dealing with open wounds ⚠ Cuts and grazes will always be covered with waterproof dressing and gloves ⚠ Waste is disposed of safely ⚠ If CPR is required, any helpers must remain 2m away from the first aider and the casualty. The helper may swap roles with the first aider, but will maintain appropriate distancing from each other ⚠ A towel or piece of material will be placed over the mouth and nose of the casualty where possible as a makeshift mask. ⚠ First Aiders will not perform rescue breaths	3x2= 6 (med)	Team members, members of the public, visitors and contractors
Suspected case whilst working on site	4x3= 12 (high)	⚠ If a team member develops a high temperature or a persistent cough while at work, they will: • Return home immediately - try to avoid public transport • Avoid touching anything • Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow. ⚠ Follow the guidance on self-isolation and not return to work until their period of self-isolation has been completed. If operating family units, the other members must also complete a 14-day precautionary self-isolation. ⚠ Once the team member has left, a precautionary clean is carried out. The illness may be treated as a lower or higher risk case. The type of case will determine the PPE to be used, however the cleaning process will remain the same. **Follow the Cleaning Section in the guidance pack** to identify the required PPE, cleaning equipment and waste disposal method	3x2= 6 (med)	Team members, members of the public, visitors and contractors

		⚠️ Allow 72hours between the events where possible to help the virus to become less prevalent ✅ Testing is encouraged to provide confirmation of whether the symptoms are COVID-19. If negative, then the individual and family unit may return to work (provided that there have been no other suspected cases).		
Team Communication	4x3= 12 (high)	🔺 Team training is conducted via meetings or shift briefs following distancing guidelines. Where possible communication will be completed via alternative means, such as email, WhatsApp or whiteboards. 🔺 Team cook offs will be tasted via individual portions and cutlery will be provided for each individual 🔺 Loud music is not permitted in back of house.	2x2= 4 (low)	

Process	Before controls	Control measures	After controls	Who might be affected
Business or site specific hazards – list below:	Add risk rating	Add controls	Add post-control risk rating	Who might be affected

As per the re-opening checklist, ensure that all team members are made aware of this risk assessment and controls. Record this on the Team Checklist for individuals.