

### COV006 Covid-19 Risk Assessment - Catering

In a risk assessment, we would normally evaluate the likelihood and severity associated with each hazard and arrive at a risk rating. In the case of the novel coronavirus Covid-19, we are unable to make an accurate judgement of severity as this is so variable between individuals, therefore our risk rating is based on likelihood (L) only.

Hazard	Who is affected	Risk (L)	Control Measures	Residual Risk
Website/Online Booking	Employees and visitors	MED	<ul style="list-style-type: none"> <li>• Online booking restrictions to groups of no more than six, along with contact details of each person over the age of 16, or two households</li> <li>• Table capacities set at six. If two household constituting more than six arrive, we can move tables to facilitate this.</li> <li>• Clear communication around arrival to site, social distancing and wearing of masks</li> <li>• Booking volumes are managed directly, via Res-diary and via Fly &amp; Dine during core time slots to avoid queuing</li> <li>• Continue to monitor and ensure compliance with government guidance</li> </ul>	LOW
Inbound/Outbound Goods	Employees and visitors	MED	<ul style="list-style-type: none"> <li>• Only security personnel to accept deliveries into the building, this will include mail.</li> <li>• All mail that is delivered will be quarantined for 24hrs before being opened, the quarantine boxes will be kept inside the West employee entrance.</li> <li>• All deliveries are to be contact free using the floor markings outside of the West entrance door. The only exception to this is food deliveries which can be delivered to the kitchen through the East doors.</li> <li>• All employees to thoroughly wash hands following the receipt of any delivery and once stock has been stored away.</li> </ul>	LOW

Capacities and configurations	Employees and visitors	HIGH	<ul style="list-style-type: none"> <li>• Restaurant capacity reduced to 82 internal covers and 120 externally.</li> <li>• Café capacity reduced to 10 internal covers and 52 externally.</li> <li>• 2m distancing between tables where possible or back-to-back seating</li> <li>• Clear walkways through internal and external spaces</li> <li>• Host station in situ to meet &amp; greet guests and ensure trace &amp; trace compliance</li> <li>• In/outdoors used where appropriate</li> <li>• Sanitizer hygiene stations positioned around walkways</li> <li>• Clear signage that includes track &amp; trace, QR code, where masks are to be worn by guests</li> </ul>	LOW
Arrival/Departure	Employees and visitors	HIGH	<ul style="list-style-type: none"> <li>• Team members temperature checked into building prior to shift</li> <li>• Team members wearing masks always, <b>or face shields if exempt</b>. If exempt badges to be worn and visible</li> <li>• Guests greeted by host. Perspex sneeze screens in place</li> <li>• Manual track &amp; trace details collected</li> <li>• NHS QR use <b>mandatory</b> and promoted via POS</li> <li>• Guests directed to a sanitized table</li> <li>• Guests to wear masks whilst moving around inside, masks may be removed once seated and/or in external spaces</li> <li>• Operating times to always comply with any government curfews introduced.</li> </ul>	LOW
F&B Service	Employees and visitors	HIGH	<ul style="list-style-type: none"> <li>• Daily briefings with Covid-19 focuses and updates</li> <li>• Weekly Covid-19 training and updates shared digitally with team members</li> <li>• Rotas managed to ensure team members on duty can adhere to social distancing</li> <li>• Table service utilised throughout</li> <li>• Cutlery delivered to table following order process</li> <li>• Takeaway service also available</li> <li>• No bar service available, table service only</li> <li>• Staff to remain FOH unless running food from the kitchen to reduce contamination.</li> <li>• Staff to sanitize or wash their hands each time before running food or drinks to tables</li> <li>• Staff to sanitize or wash their hands after clearing plates or glasses from a table</li> </ul>	LOW

Cleaning	Employees and visitors	MED	<ul style="list-style-type: none"> <li>• Restaurant and Café sanitized prior to opening</li> <li>• Touch points regularly sanitized and then signed off by supervisors.</li> <li>• Tables sanitized between each guest use</li> <li>• All menus sanitized between each guest</li> <li>• Water bottles sanitizer soaked after use</li> <li>• Kitchen touch points regularly sanitized and then signed off by kitchen shift leader.</li> <li>• Glass / Dishwasher utilising high temperature settings</li> <li>• Hourly/Daily sign-off sheets completed &amp; signed by supervisors</li> </ul>	LOW
Cash Handling	Employees and visitors	MED	<p><b>Whilst we will strongly promote the use of contactless/card payments there will potentially be a demand for cash payments, we have detailed a comprehensive plan for the handling of cash on site. The key points are:</b></p> <ul style="list-style-type: none"> <li>• Reduced cash till points</li> <li>• Only one employee to work on cash till at any one time</li> <li>• Strict cleaning routine of all cash tills/safes</li> <li>• Staff to use hand sanitizer in between each transaction</li> <li>• Only nominated restaurant supervisors to collect cash floats from cash office</li> <li>• Only ever one employee to work in the catering office</li> </ul>	LOW

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