

Coronavirus Risk Assessment for Florence Park Kiosk

Location/Dept: Florence Park Kiosk			Date Assessed: 1 st July 2020			Assessed by: Rachel Aslet-Clark						
Task/Activity: Operating take-away kiosk during coronavirus			Reference Number:									
			Risk rating before implementing control measures			Risk rating after implementing control measures						
Activity/Task	Hazard/Risk	Persons at Risk	Likelihood (1-5)	Severity (1-5)	Risk/Priority	Controls Measures in Place			Additional Controls Measures Required			
			Likelihood (1-5)	Severity (1-5)	Risk/Priority	Likelihood (1-5)	Severity (1-5)	Risk/Priority				
Keeping customers and visitors safe	Contracting COVID-19	Employees Customers Visitors Contractors	3	5	15	<ul style="list-style-type: none"> Customers are served at the kiosk serving window, a full height protective sneeze guard is in situ to act as barrier between customers and kiosk staff. There is a rectangular gap at the bottom of the screen where staff will place the purchases of the customers. Outdoor seating and tables belonging to the kiosk have been removed. Customers are encouraged to bring their own picnic blanket or use the available public seating in the park. Social distancing signage is displayed outside of the kiosk to remind queuing customers of the continued need to maintain social distancing. The kiosk has reopened in discussion with the local authority. Customers have ample outdoor space within the park to form queues for service. The park has a small car park and adjacent off-road parking, there are railings for locking bikes and most kiosk customers will arrive without needing to use public transport. Queuing systems have been reviewed for the premises to maintain two metre social distancing cones will mark out que spacing. Clear guidance on social distancing and hygiene will be made available at the que point. 			1	5	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>

						<ul style="list-style-type: none"> • Queues will be managed in such a way as to ensure they do not cause a risk to individuals, other, for example by introducing queuing systems or putting up barriers. • Customers will be encouraged to use hand sanitiser or wash their hands within the available public toilets in the park. • Customers who are accompanied by children will be reminded that they are responsible for supervising them at all times and should follow social distancing guidelines. • The flow of employees and customers through the premises has been considered and systems put in place to avoid areas of congestion and unnecessary contact. Staff activities in proximity of customers occurs outdoors (customers are not permitted to enter the kiosk building), tasks include litter picking, bin emptying, movement of kiosk signage and open/closing of windows. • Booking of essential services and contractor visits are agreed with the landlord (local authority) and will be revised to reduce interaction and overlap between people, wherever possible. • All control measures identified will be equally expected of all persons without discrimination. • We will assist the NHS Test and Trace service by keeping a temporary record of our staff shift patterns and assisting with requests for that data if needed. This could help contain clusters or outbreaks. 				
Managing service of food and drinks	Contracting COVID-19	Employees Contractors Visitors	3	5	15	<ul style="list-style-type: none"> • Social distancing will be maintained (two metres, or one metre with risk mitigation where two metres is not possible) between servers and the customer whilst taking orders or delivering food or drinks. • Markers will be used to maintain social distancing. • There is no self-service facility of cutlery or condiments. • Consideration will be given to reducing the number of surfaces touched by customers and staff. Measures will include asking customers not to lean on bars or counters 	1	5	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>

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Managing service of food and drinks – takeaway/ Click and Collect NOT YET OPERATING	Contracting COVID-19	Employees	3	5	15	<ul style="list-style-type: none"> • No food delivery service is offered • A click and collect service for bread, preserves and other baked goods is offered. • Customers order online or over the phone to reduce the need for queues and will be allocated a designated collection time outside of peak opening hours. Collecting customers will join the kiosk que and need to observe social distancing. Or, access to the venue will be limited for people waiting for or Customers may be asked to wait in their car within the public car park. 	1	5	5	
Managing service of food and drinks – service at the venue	Contracting COVID-19	Employees Contractors Visitors	3	5	15	<ul style="list-style-type: none"> • Customers orders are taken at the kiosk window which is protected by the barrier screen. • Service approaches have been adjusted to minimise staff contact with customers. Customers will be prevented from remaining at the kiosk window counter after ordering. • Contact between kiosk workers will be minimised. For example, zones from which staff can operate will be marked on the floor or worksurface. • Staff will use Sanitiser or wash their hands after handling customer items. 	1	5	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>
Use of the toilets STAFF	Contracting COVID-19	Employees Contractors Visitors	3	5	15	<ul style="list-style-type: none"> • Staff have a designated toilet within the building where the kiosk operates. The pavilion is not being hired for public use by the local authority until September (after which toilet can be used by other hirers of which the local authority is responsible for cleaning). There are no customer toilets at the kiosk, there are public toilets within the park that customers can use, and the local authority are responsible for. Signs and posters will be used to 	1	5	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p>

						<p>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.</p> <ul style="list-style-type: none"> • Suitable handwashing facilities, including running water and liquid soap and suitable options for drying (either paper towels or hand dryers), will be available in the designated staff toilet and kiosk hand wash basin. • Toilet cleaning is the responsibility of the local authority; however, staff are asked to self-clean facilities in line with usage. Normal cleaning products will be used, paying attention to frequently hand-touched surfaces, and disposable cloths or paper roll will be used to clean all hard surfaces. • A cleaning schedule will be kept up to date and clearly visible. 				Control measures will be revised and updated daily at 2pm when the latest government guidance is released.
Providing and explaining available guidance	Contracting COVID-19	Employees Members of the public Contractors	3	5	15	<ul style="list-style-type: none"> • Clear guidance on expected customer behaviours, social distancing and hygiene will be provided to people. It will be explained to customers that failure to observe safety measures will result in service not being provided. • Written or spoken communication will be provided of the latest guidelines to both workers and customers inside and outside the venue. Posters or information setting out how customers should behave at the venue to keep everyone safe will be provided. We will also consider the particular needs of those with protected characteristics, such as those who are hearing or visually impaired. • Where necessary, these will inform customers that police and the local authorities have the powers to enforce requirements in relation to social distancing and may instruct customers to disperse or leave an area, issue a fixed penalty notice or take further enforcement action. • Workers will be encouraged to remind customers to follow social distancing advice and clean their hands regularly. 	1	5	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>

						<ul style="list-style-type: none"> Where visits to venues are required by inbound supplier deliveries or safety-critical visitors, we will provide site guidance on social distancing and hygiene on or before arrival. 				
Employee attendance to site	Contracting COVID-19	Employees Members of the public Contractors	3	5	15	<ul style="list-style-type: none"> Employees that can work from home, including those not in customer-facing roles such as administrative staff, will do so if at all possible. The minimum number of people required for safe operation of the venue will be on site at any one time. Staff at the kiosk may be lone working, lone working staff will be provided with a company mobile phone and receive regular check up calls or visits from other team members. In an emergency or inclement weather staff lone working are permitted to close the kiosk (in conjunction with communicating with their line manager). The wellbeing of people who are working from home will be monitored and means for them to be able to stay connected to the rest of the workforce, especially if the majority of their colleagues are on-site, will be implemented. We will keep in touch with home-based workers on their physical wellbeing, including their welfare, mental and physical health, and personal security. Remote workers will be provided with sufficient hard and software to be able to complete their roles. 	1	5	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>
Protecting people who are at a higher risk	Contracting COVID-19	Employees	3	5	15	<ul style="list-style-type: none"> Support will be provided to employees with regards to mental health and wellbeing. A support system will be identified and implemented. Employees and volunteers who fall into the vulnerable, clinically vulnerable and clinically extremely vulnerable categories will be risk assessed and provisions made accordingly. 	1	5	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>

People who need to self-isolate	Contracting COVID-19	Employees	3	5	15	<ul style="list-style-type: none"> • Arrangements will be made to enable employees to self-isolate and if appropriate to their role staff will be permitted to work from home when required to self-isolate. 	1	5	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>
Coming to and leaving work	Contracting COVID-19	Employees	3	5	15	<ul style="list-style-type: none"> • Arrival and departure times at work will be staggered to reduce crowding into and out of the venue, taking account of the impact on those with protected characteristics. • Staff will be encouraged to use alternative methods of transport to reduce the requirement of public transport. Parking facilities and bike racks to help people walk, run, or cycle to work will be provided where possible. • Employees should avoid using public transport, and aim to walk, cycle, or drive instead. If using public transport is necessary, wearing a face covering is mandatory. • It is not possible to have a separate entry and exist point at the kiosk. The kiosk door should be pinned open and the main building door closed. Door handles should be cleaned frequently. • Handwashing facilities and sanitiser are provided within proximity to entry and exit points. Staff are provided with individual bottles of hand sanitiser. • Storage will be provided for staff belongings and clothing in a designated cupboard. • Staff will be requested to change into work uniforms on site using appropriate facilities / changing areas, where social distancing and hygiene guidelines can be met. • Staff will be requested to wash workwear regularly at home. 	1	5	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers</p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>

Staff movement around venues	Contracting COVID-19	Employees Contractors Visitors	3	5	15	<ul style="list-style-type: none"> • Job and location rotation will be employed, for example by assigning workers to specific areas or keeping personnel dedicated to one venue. • One-way systems will be implemented where possible and marked through the venue. • Maximum occupancy for staff and visitors is 2 people 	1	5	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>
Working areas	Contracting COVID-19	Employees Members of the public Contractors	3	5	15	<ul style="list-style-type: none"> • Layouts and processes have been reviewed to ensure staff can work apart from each other as far as is reasonable. • Where it is not possible to move working areas further apart, we will arrange for people to work side-by-side or facing away from each other rather than face-to-face. Where this is not possible, screens may be used to separate people from each other. • Paint or tape will be used to demarcate social distancing. 	1	5	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>
Food preparation areas	Contracting COVID-19	Employees Members of the public Contractors	3	5	15	<ul style="list-style-type: none"> • All food being sold at the kiosk is pre-wrapped there is no food preparation. • Hot drinks are prepared by staff and we will continue to follow government guidance on food preparation. • Sugar and milk will be added to drinks as per customers request. • Staff will not refill or reuse any customer drinks container. • Working areas will be spaced to maintain social distancing guidelines as much as possible, recognising the difficulty of moving equipment such as sinks, hobs and ovens. • Floors will be marked with social distancing measures. • One-way traffic systems will be employed through the kiosk 	1	5	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>

Meetings	Contracting COVID-19	Employees Members of the public Contractors	3	5	15	<ul style="list-style-type: none"> • Remote meeting tools should be used where possible to avoid face-to-face contact. • Only absolutely necessary participants will physically attend meetings and will maintain social distancing guidelines. • Participants will avoid sharing pens, documents or other items during a meeting to reduce transmission. • Hand sanitiser will be provided in the meeting rooms. • Wherever possible, meetings be held outdoors or in well-ventilated areas. • Floor signage will be implemented to encourage social distancing. 	1	5	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>
Back of house / common areas	Contracting COVID-19	Employees Members of the public Visitors	3	5	15	<ul style="list-style-type: none"> • The use of outside areas for breaks will be encouraged. • Staff should adhere to social distancing while on breaks and breaks should be scheduled to reduce contact with other staff/teams. 	1	5	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>
Accidents, security and other incidents	Contracting COVID-19	Employees Members of the public Contractors	3	5	15	<ul style="list-style-type: none"> • Incident and emergency procedures will be reviewed to ensure they reflect the social distancing principles as far as possible. • Activities at the Kiosk are low risk, staff are lone workers, a first aid box is provided and regular check ins by colleagues are undertaken. 	1	5	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>
Cleaning the premises – prior to opening	Contracting COVID-19	Employees Members of the public Contractors	3	5	15	<ul style="list-style-type: none"> • Pre-opening checks have been completed including a manager visit. • A deep clean of the premises prior to opening has been undertaken. 	1	5	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p>

									https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19 Control measures will be revised and updated daily at 2pm when the latest government guidance is released.	
Cleaning the premises – keeping the venue clean	Contracting COVID-19	Employees Members of the public Contractors	3	5	15	<ul style="list-style-type: none"> • Government guidance on cleanliness in food preparation will be followed. • Doors will be wedged open, where appropriate, to increase ventilation. This does not apply to fire doors. • Frequent cleaning will be completed of objects and surfaces that are touched regularly, including counters, card readers and tills, and we will make sure that there are adequate disposal arrangements for cleaning products. • Surfaces and objects will be cleaned between each customer use. This includes card machines; laminated menus are on display off the kiosk (they are not removable). • In the event of symptomatic staff, all surfaces that the person has come into contact with must be cleaned, including: <ul style="list-style-type: none"> ○ All surfaces and objects which are visibly contaminated with body fluids; and ○ All potentially contaminated high-contact areas such as toilets, door handles, telephones, etc. • General cleaning will be increased to cover all occupied areas. • Windows and doors will be kept open as much as possible to increase ventilation. The kiosk always remains open while trading. 	1	5	5	Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible. https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19 Control measures will be revised and updated daily at 2pm when the latest government guidance is released.
Keeping the Kiosk clean	Contracting COVID-19	Employees Members of	3	5	15	<ul style="list-style-type: none"> • Cleaning and hygiene is already stringent but further cleaning and disinfection will be implemented. • A cleaning schedule is followed. 	1	5	5	Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.

		the public Contractors							https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19 Control measures will be revised and updated daily at 2pm when the latest government guidance is released.	
Handling goods, merchandise, other materials and onsite vehicles	Contracting COVID-19	Employees Members of the public Contractors	3	5	15	<ul style="list-style-type: none"> • Goods and merchandise entering site will be cleaned and sanitised. • Frequent handwashing will be encouraged, and further facilities provided. • Regular cleaning will be completed of the interior of any shared vehicles that are used by staff. 	1	5	5	https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19 Control measures will be revised and updated daily at 2pm when the latest government guidance is released.
PPE and face coverings	Contracting COVID-19	Employees Members of the public Contractors	3	5	15	<ul style="list-style-type: none"> • PPE identified to control risks other than COVID-19 will continue to be worn as directed. • It is not believed that any additional PPE is required at the Kiosk as long as social distancing and other control measures identified can be implemented. • Staff who wish to wear face coverings will be permitted to do so, even though not required. To do so safely, they should: <ul style="list-style-type: none"> ○ Wash their hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and before and after removing it. ○ When wearing a face covering, avoid touching their face or face covering, as this could contaminate them with germs from their hands. ○ Change their face covering if it becomes damp or if they have touched it. ○ Continue to wash their hands regularly. ○ Change and wash their face covering daily. ○ If the material is washable, wash in line with manufacturer's instructions. If it is not washable, dispose of it carefully in the usual waste. ○ Practise social distancing wherever possible. 	1	5	5	https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19 Control measures will be revised and updated daily at 2pm when the latest government guidance is released.

Communication and training	Contracting COVID-19	Employees Members of the public Contractors	3	5	15	<ul style="list-style-type: none"> Regular and clear communication with staff will be delivered to ensure knowledge and comprehension of the risks and controls. Training will be delivered to staff prior to opening the site. This will include arriving at and leaving work. 	1	5	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>
Ongoing communication and signage	Contracting COVID-19	Employees Members of the public Contractors	3	5	15	<ul style="list-style-type: none"> Simple, clear signs will be used with pictures where possible. These will be clear to persons for whom English is not their first language or who are visually impaired. Means of written communication, such as whiteboards, will be used to remind staff of rotas and control measures. 	1	5	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>

Risk/Priority Indicator Key

Likelihood
1. Improbable / very unlikely
2. Unlikely
3. Even chance / may happen
4. Likely
5. Almost certain / imminent

Severity (Consequence)
1. Negligible (delay only)
2. Slight (minor injury / damage / interruption)
3. Moderate (lost time injury, illness, damage, lost business)
4. High (major injury / damage, lost time business interruption, disablement)
5. Very High (fatality / business closure)

RISK / PRIORITY INDICATOR MATRIX						
LIKELIHOOD	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5
		1	2	3	4	5
		SEVERITY (CONSEQUENCE)				

Summary		Suggested Timeframe
12-25	High	As soon as possible
6-11	Medium	Within the next three to six months
1-5	Low	Whenever viable to do so

Review Record

Date of Review	Confirmed by	Comments

I have read the risk assessment and understand and accept its contents form part of my job role. I will keep myself informed of any changes.

Employee Name (Print)	Employee Signature	Date