

Coronavirus Risk Assessment for Shop/Café and Kitchen (serving the public)

Location/Dept: Shop/Café/Kitchen – serving the public			Date Assessed: 10 th April 2021			Assessed by: Rachel Aslet-Clark				
Task/Activity: Serving the public for food take-away and outdoor seated service						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	
Keeping customers and visitors safe – kitchen production and transit kitchen/FOH	Spread/Contracting Covid-19	Employees Customers Visitors Contractors	3	5	15	<ul style="list-style-type: none"> • The Apuldram Centre has completed a Covid-19 safety checklist for hospitality venues the re-opening of business from 12th April 2021. • The kitchen and shop/cafe is a prohibited area, only designated staff and customers (customers are not able to access the kitchen) are permitted to enter the area. 2 metre social distancing to be maintained between Front of House (FOH) and designated kitchen staff. • Handwashing regime in place although within kitchen and shop/café. • Hand sanitiser stations outside entrance to kitchen and shop/café. Additional hand sanitiser within shop/café. • FOH space reconfigured to ensure two metre spacing and only two members of FOH staff on duty. No vulnerable staff members (trainees or volunteers). • Face coverings to be worn by FOH and kitchen staff. Shop/café customers are required to wear face coverings inside unless seated. • Gloves will be available and can be used as an aide to good food hygiene practice but should not be considered a substitute for a thorough regime of 	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>

					<p>effective hand washing. The COVID -19 virus (and other viruses as well as bacteria) can contaminate disposable gloves in the same way it gets onto workers' hands. If gloves are used, they should be changed as often as you would wash hands and you must wash your hands when changing or removing gloves.</p> <ul style="list-style-type: none"> • Gloves must be changed after carrying out non - food related activities, such as opening and closing doors by hand, handling money and emptying bins. Food workers should avoid touching their mouth and eyes when wearing gloves. • Anti bac wipes as well as sanitising spray will be available for wiping down coffee machine, dishwasher spray hose etc. • Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles. • Additional time is being set aside to clean kitchen and FOH each day to ensure thorough clean. • Designated staff should adhere to directional in/out routes. • Management of admin staff may be required to enter the work areas for essential work matters only. These staff must wear a face covering, and maintain appropriate social distancing and follow hand hygiene procedures. • The kitchen should be off limits to other staff (trainees and volunteers??). No other staff, trainees or volunteers can use the equipment unless the need arises and only with same precautions as for all kitchen/FOH staff. • Only kitchen staff to use knives, pans, microwave etc. Kitchen and FOH staff should avoid entering the office in the same way as 'admin' staff avoid kitchen/café. • All staff have received Covid-19 essentials training. • Kitchen and FOH staff must change into and out of work clothing at the start and end of day. Clean and laundered workwear must be worn each day. • No indoor seated capacity in the shop/café . 			
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						<ul style="list-style-type: none"> • Outdoor seated capacity for take-away max of 22 customers x 8 tables. • Outdoor seating max of 6 people or 2 households including infants and children. • FOH staff maximum of 2 inside shop/café. • Customer’s directional flow in/out, designated food service waiting area, food hand over point. 				
Serving Customers	Spread/Contracting Covid-19	Employees Customers Visitors Contractors	3	5	15	<ul style="list-style-type: none"> • We will use the outside of the shop/café building for customer queuing, social distancing signs and pavement markers have been placed outside of the shop/café. 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. • Hand sanitiser is placed outside and inside the shop/café for customer use on entry and exit. • We will limit customers/ customer groups , ideally customers and shoppers should order take-away/shop alone when they enter the premises. 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. • Customers can access the shop/café for take-away • Customers requesting and collecting takeaway are served by staff who are behind a sneeze guard screen. There is a rectangular gap at the bottom of the screen where staff will place the purchases of the customers. • Customers adhere to Covid-19 guidance and wear a face covering while inside (children under 11 and those with medical exemptions do not need to wear a face covering).must • All customers and their party if using outdoor seating must complete track and trace check-in. • 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. • Customer tables and seating is reduced to provide 2m separation between tables. Take-away food 	1	5	5	

						<ul style="list-style-type: none"> ordering only. FOH staff will take customer take-away orders while maintaining social distancing. Food and drink menus are displayed on chalkboards and in wipe clean menu holders that are cleaned between customer use. A Perspex guard will be placed across the payment area to separate staff and customers. A designated customer toilet is allocated, and regular hygiene checks and cleaning routines are in place. Kitchen and FOH staff have access to separate toilet facilities. Deliveries for kitchen, Shop/Café as per dedicated risk assessment. There is limited outdoor seating and tables belonging to the shop/café for customer use. Tables will be cleared, cleaned and sanitised between customer users. Signage will be displayed to alert customers to not sit at tables until they have been cleaned. The shop/café has a small car park and cycle rack storage, and most customers will arrive without needing to use public transport. Booking of essential services and contractor visits 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"> 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 Contactless payment will be taken wherever possible and card readers will be in such a way as 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>

						<ul style="list-style-type: none"> maintain social distancing efforts. Cash will be considered, Cash handlers must wear gloves. Contact between staff and customers at points of service will be minimised by using screens or social distancing measures such as food service tables. 				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"> Customers will need to use the NHS test and trace check in service. QR codes are displayed in the shop/café or leave their contact details with FOH staff (name, contact number of one person in the group) – data will be retained IAW guidance (currently 21 days). 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. 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. 	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>
Employee attendance to site	Contracting COVID-19		3	5	15	<ul style="list-style-type: none"> The minimum number of people required for safe operation of the venue will be on site at any one time. Staff in the kitchen or shop/cafe may be lone 	1	5	5	Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.

		Employees Members of the public Contractors				<ul style="list-style-type: none"> working (out of hours), lone working staff will be have access to a telephone or 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 shop/café (in conjunction with communicating with their line manager). If any staff becomes unwell with a new continuous cough or a high temperature or other Coronavirus symptoms in the workplace they will be sent home and advised to follow the stay at home guidance. All staff undertake PCR testing once a week. FOH and other nominated staff undertake LFT testing on their first work day and on the day of their PCR test. 				<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. 	1	5	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p>

						<ul style="list-style-type: none"> • 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 shop/cafe. Door handles and power operated buttons 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. 				<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>
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 served in the shop/café handled by FOH staff is pre-prepared there is no food preparation. • Hot drinks are prepared by staff and we will continue to follow government guidance on food preparation. 	1	5	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p>

						<ul style="list-style-type: none"> • Sugar and milk will be added to drinks as per customers request for take-away orders and provided in sachets and milk jugs for seated service. Condiments and seasoning will be provided in individual sachets at the customer's request. • Staff will not refill or reuse any customer drinks container. • Food preparation takes place within the kitchen which is a contained covid-secure environment. Food prepared in the kitchen is passed to a designated handling point for FOH staff or customers. • 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 kitchen 				<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. • Fire Marshalls and First Aiders are at the site throughout opening hours. • First Aid boxes are located inside the kitchen and shop/café. 	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>

									Control measures will be revised and updated daily at 2pm when the latest government guidance is released.	
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 spot checks. • 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> <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 – keeping the venue clean	Contracting COVID-19	Employees Members of the public Contractors	3	5	15	<ul style="list-style-type: none"> • A commercial cleaning contractor cleans to kitchen and shop/café daily at close of service. • Government guidance on cleanliness in food preparation will be followed. • 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 and laminated menus • 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. 	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"> • General cleaning will be increased to cover all occupied areas. • Kitchen, shop/café should be ventilated as to provide fresh air circulation. 				
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. • Kitchen and shop/café staff must wear face coverings through their shift. <ul style="list-style-type: none"> • Day care staff and volunteers providing support to trainees indoors must wear surgical mask. • It is recommended you use face masks continuously until you need to remove it, e.g. to drink, eat or take a break from duties, both to reduce risk to you and to make it easier for you to conduct your usual work without unnecessary disruption. <p>It will be important to use face coverings properly and wash your hands before putting them on and taking them off.</p> <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 their face covering after close contact with any individual within the Kiosk. ○ If the material is washable, wash in line with manufacturer's instructions. If it is not washable, dispose of it carefully in the dedicated PPE waste in. ○ Practise social distancing wherever possible. 	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> <p>After you remove your PPE or face covering, wash your hands or use hand sanitiser.</p> <p>If you need to throw away used face coverings or PPE, such as gloves dispose of them in the Kiosks dedicated PPE bin, do not put them in a recycling bin as they cannot be recycled through conventional recycling facilities</p>

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
10/04/2021	RAC	Updated in respect of re-opening from lockdown and for take-away service only

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