



RISK ASSESSMENT Crown & Garter (takeaway) - COVID 19 -

Activity: TAKEAWAY FOOD SERVICE (from 1st June) & RETAIL SALES

Risk Level

H

References: HM Gov (May 2020: Recovery Strategy) + Working safely during COVID-19 in restaurants offering takeaway or delivery (11.May 2020)

DESCRIPTION (please describe the operation)

The Crown and Garter will start providing take away service of food and other items from the 1st of June.

RISK ASSESSMENT

ACTIVITY	HAZARD	POSSIBLE EFFECTS	L	I	RISK RATING	Detail existing controls	ACTION PLAN			Revised risk rating
							Action	Who	When	
Setup and preparation (SHOP)	Contamination with COVID-19 via transmission from surfaces and resale items	Contamination with virus, including death	3	5	15	Sanitizer widely available, hand washing facilities. Staff trained to wash and sanitize hands before and after every operation.	Ensure availability of sanitizer and hand wash soap.	Manager or Supervisor	Constantly	5
						All surfaces, handles and equipment to be sanitized prior to opening for business (every AM) and after close down (every PM)	Ensure availability of disposable cloths and surface sanitizers	Manager or Supervisor	Constantly	5
Shop operation (staff, rotas, breaks)	Contamination with COVID-19 via transmission from staff	Contamination with virus, including death	3	5	15	Retail shop operates with 1 or 2 members of staff	Monitor breaks covering and likelihood of social distancing to work. Review periodically. When more than 2 people work together they should maintain social distancing by performing different tasks (1 at till, 1 serving, etc)	Manager or Supervisor	Constantly	10
						When relief colleagues cover for breaks, both are instructed to keep 2 mts apart while on takeover				
						Deliveries are done before opening (no contact with staff members)				

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Serving customers	Contamination with COVID-19 via transmission from customers	Contamination with virus, including death	3	5	15	<p>PAYMENT</p> <p>Contactless payments or pre order only (no cash).</p>	Where PDQ's are handed over to the customer social distancing needs to be ensured. Mark PDQ area on counter, and train staff to stay away (2mts at least).	Manager or Supervisor	Constantly	10
							All PDQ machines disinfected periodically (staff to wear disposable gloves for that task).			
						All items are supplied as take away (disposable packaging)	Ensure all packaging arrives in boxes / original containers and is placed in area where contact with customers is not possible.	Manager or Supervisor	Constantly	5
						1 customer allowed in at any time. Queuing outside marked with 2 mts apart. Shop floor marked with lines, establishing 1 way path.	Mark the floor to ensure customers stay as far from the counter as possible. Use tables to limit customer's mobility.	Manager or Supervisor	Constantly	5
						Staff trained to wear face shields	Ensure face shields are widely available and being used.	Manager or Supervisor	Constantly	10
						Customers have access to sanitizer	Ensure hand sanitizer dispensers are widely available			
All activities	Contamination with COVID-19	Contamination with virus, including death	3	5	15	Staff is returning from furlough. All staff with symptoms have self isolated from day 1, following guidelines	Record for tracking contact (when early symptoms are shown by 1 member of staff) and therefore allow others to self isolate.	Manager or Supervisor	Immediately	10



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Supply of food from kitchen	Contamination with COVID-19	Contamination with virus, including death	3	5	15	Kitchen prepares food and packaging. All food is left on counter for staff to pick up and deliver to customer in the shop. 2mts distance maintained	Ensure distance is respected at all times. Create lines on kitchen floor to ensure the distancing rules are easily followed and understood	Manager or Supervisor	Immediately	10

RISK ASSESSMENT

ADDITIONAL MEASURES:

- INFORM GENERAL PUBLIC OF THE ACTIONS TAKEN (Risk Assessment), via WEBSITE.
- INFORM STAFF OF THE ACTIONS TAKEN VIA:
 1. WEBSITE or EMAIL of this document
 2. Making the "Staying Safe" Poster available in all work areas
 3. Provide training and supervision throughout the course of each work day
 4. Management to be available at all times to clarify questions or doubts, and to update information as per Government's communications
- STAGGERING BREAKS AND MEAL TIMES: For as long as possible, shop will operate with only 1 staff. Breaks are covered by a relief worker, and social distancing is maintained at shift change times.
- ACCESS CONTROL: All doors and access doors to remain open where possible (except fire doors). Customer access to toilets is interdicted.
- SCREENS: Where possible screens will be installed to separate customers from staff – this is an additional to social distancing policies, which shall be kept (2 mts). Alternately, staff will be given visors to shield their face.
- KITCHEN: A separate risk assessment for the kitchen as been created on 21.5.2020
- FRONT OF HOUSE: A Safety procedure was developed to ensure all practices are easily understood and followed.

DECLARATION

I certify that all controls are in place which reduce risk to as low as is reasonably practicable, all staff have been informed and safe systems of work have been applied.

Prepared by: *Tiago Figueiredo*

Date: 21.05.2020

Approved by:

Date:

ADDITIONAL INFORMATION ON THIS DOCUMENT:

- This document was prepared in May 2020, with information provided by HM Government, including Working Safely guidance. The coffee shops fall into the “food preparation or food service setting where food is sold for takeaway or delivery” category.
- The WHO documents were consulted for additional information on “Covid-19 and NCD” and
- Risk Rating Matrix:

	LIKELIHOOD	IMPACT	RISK RATING	
			Result (L x I)	Action
1	Very unlikely	Insignificant – no injury	20-25	STOP – Stop activity and take immediate action
2	Unlikely	Minor – Minor injuries requiring first aid	15-16	URGENT ACTION – Take immediate action and stop activity if necessary, maintain existing controls rigorously
3	Fairly likely	Moderate – Up to three days absence	8-12	ACTION – Improve within specified timescales
4	Likely	Major – More than seven days absence	3-6	MONITOR – Look to improve at the next review or if there is a significant change
5	Very likely	Catastrophic – Death	1-2	NO ACTION – No further action but ensure controls are maintained and reviewed