



RISK ASSESSMENT SADDLEBACK FS

- COVID 19 -

Activity: RETAIL SERVICE (including butcher and deli) at Saddleback Farm Shop

References:

HM Gov (May 2020: Recovery Strategy) + Working safely during COVID-19 in restaurants offering takeaway or delivery (11.May 2020)
+ RA (Covid-19) for Coffee shops (takeaway service) Ed. 1 15.5.2020

Risk Level



DESCRIPTION (please describe the operation)

Saddleback Farm Shop provides retail food, drink and non perishables, along with a deli and butcher counter service. Customers visit to collect orders and to purchase products. The shop also provides deliveries to local areas.

RISK ASSESSMENT

ACTIVITY	HAZARD	POSSIBLE EFFECTS	L	I	RISK RATING	Detail existing controls	ACTION PLAN			Revised risk rating
							Action	Who	When	
Setup and preparation	Contamination with COVID-19 via transmission from surfaces	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)	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	Shop operates with 3 staff	Management to plan rotas with a view to maintaining same teams working together	Manager or Supervisor	Constantly	10
						A relief colleague will cover for breaks. Both are instructed to keep 2 mts apart.				

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RISK ASSESSMENT

ACTIVITY	HAZARD	POSSIBLE EFFECTS	L	I	RISK RATING	Detail existing controls	ACTION PLAN			Revised risk rating
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Customer service (retail shop, including Butcher and Deli counters)	Contamination with COVID-19 via transmission from customers	Contamination with virus, including death	3	5	15	Limit the maximum number of customers in shop to 4	Create information board / notice at front door informing of max capacity of 4 customers	Manager or Supervisor	Immediately	10
							Install rope / cord access system to ensure customers know when they are allowed in			
							Deploy 1 staff member to control access (open cord) when customers leave the store, allowing others to come in			
						Path ways (1 way system) established	Mark floor accordingly	Manager or Supervisor	Immediately	
						Shop exit separate from shop entrance	Ensure customers are adhering to the 1 way system	Manager or Supervisor	Constantly	
Shopping baskets and boxes	Create station to allow customers to sanitize these items (plastic baskets) The cardboard boxes are taken home by the customer	Manager or Supervisor	Immediately							
All activities	Contamination with COVID-19	All staff with symptoms have self isolated from day 1, following guidelines	3	5	15	Shops have been closed and re opening for takeaway is planned for 1 st June. Staff is returning from furlough.	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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Serving Customers	Contamination with COVID-19	Contamination with virus, including death	3	5	15	PAYMENT Contactless payments or pre order only (no cash).	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	Immediately	10
							All PDQ machines disinfected periodically (staff to wear disposable gloves)	Manager or Supervisor	Immediately	
							Staff trained to wear face shields and gloves (when restocking shelves or working at till)	Manager or Supervisor	Immediately	
							Customers have access to sanitizer	Manager or Supervisor	Immediately	
							Deli counter and butcher floor marking with 2mts intervals to allow customers to maintain social distancing	Manager or Supervisor	Immediately	
Restocking shelves	Contamination with COVID-19	Contamination with virus, including death	3	5	15	Staff to wear gloves to replenish shelves	Enforce hand washing even after activities performed using gloves	Manager or Supervisor	Immediately	10
Deliveries	Contamination with COVID-19	Contamination with virus, including death	3	5	15	Staff to maintain social distancing and avoid contact with suppliers	Gloves used when receiving and stocking goods in.	Manager or Supervisor	Immediately	10
						Note for delivery drivers to place items in safe area and wait further instructions (a phone number to be made available)				

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, this shop will operate with only 3 staff. Breaks are covered on rotation basis. An office worker might be on site and cover breaks if shop is busy, 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). In outlets where this isn’t possible, staff will be given visors to shield their face.

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: 18.5.2020

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