

# HASKINS GARDEN CENTRE RESTAURANTS

## COVID-19 Secure Guidance & Risk Assessment

Centre Name	West End	Date	17 <sup>th</sup> May 2021
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# 1. Health and Safety Policy Statement

## Statement of Intent

Site: **Haskins Restaurant, West End Garden Centre, Mansbridge Road, Gaters Hill, West End, Southampton, SO183HW** will fully comply with all legislation relating specifically to the COVID-19 pandemic, relevant to the countries and devolved nations in which it operates.

We will:

- Follow guidance issued by government(s) and local authorities.
- Have measures in place to protect, as far as is reasonably practicable, the health, safety and well-being of our employees, customers, contractors and suppliers.
- Ensure that controls and procedures are implemented effectively in the premises
- Ensure employees are consulted and involved in the steps taken to manage the risk of COVID-19 in the workplace.
- Complete a premises specific COVID-19 risk assessment

## Control Arrangements

We will:

- Adhere to Government imposed requirements as part of the national control plan. These include ensuring the mandatory wearing of face coverings in relevant places (unless exemptions apply) and obedience with trading restrictions applied as a result of the gov.uk Step 3 Hospitality guidelines
- Requires all employees to maintain high standards of personal hygiene, which include regular handwashing.
- Make available hand sanitiser, 'effective against enveloped viruses', of which COVID-19 is an example, throughout the premises for employees and customers to use. This will not be used in place of good hand-washing routines.
- Provide an adequate supply of cleaning sanitiser, effective against enveloped viruses, and equipment to ensure that high standards of cleanliness and hygiene can be maintained.
- Have cleaning routines to ensure that all hand-contact surfaces are frequently and thoroughly sanitised.
- Will develop a safe operating plan for the premises. This will include a review of front and back of house layouts to ensure, as far as reasonably practicable, that safe distancing can be maintained.
- Take all reasonable steps to maintain safe distancing. This will be done by ensuring that there are measures in place to manage queuing, both internally and externally, and to manage the overall capacity of the servery area and the restaurant seating area.
- Encourage customers to use contactless payment
- Ensure that all employees receive training and information about those measures introduced to manage the risk of transmission.
- Require all employees to complete an initial return-to-work assessment, to determine their fitness to work.
- Exclude employees from work if they are displaying any symptoms of COVID-19, required to self-isolate or if they are classified as 'clinically extremely vulnerable', based on government guidelines.
- Require employees to complete a daily health declaration
- Hold regular consultation with employees about the work they are doing and how the risks from COVID-19 are being managed.
- Display hygiene, safe distancing, maximum capacity and directional signage notices prominently for employees and customers.
- Ensure measures are in place which define those steps required to implement all necessary controls.
- Ensure risk assessments will be in place, with control measures reviewed periodically.

## Monitoring

- The Restaurant Manager will ensure that the guidelines in this document are being observed.
- This Restaurant will frequently review adherence to these guidelines and regularly review this policy, the risk assessments and associated procedures.

## 2. Employee Health and Return to Work

Prior to returning to work all employees will receive relevant training and information on new health and hygiene requirements.

### 2.1 Returning to Work

- Employees will only return to work if fit and well to do so. Those who feel unwell will stay at home and not attend the workplace.
- All employees are required to follow government guidance on self-isolating and support the contact tracing programmes in place.
- Upon return all employees will be required to complete the return-to-work form which is provided in appendix of this documents.
- If any question is answered 'yes' the employee will not be permitted to work.
- All employees must adhere to normal absence reporting guidelines for any COVID-19 absence.

### 2.2 Procedures for Dealing with COVID-19 illness in Workplace

- Should an employee, visitor, guest or contractor show signs of symptoms whilst onsite steps must be taken to mitigate the spread of infection.
- Symptomatic visitors, guests and contractors should be instructed to leave the premises straight away; dwell time on site must be minimised as must the areas accessed.
- Any employee who is showing symptoms should be instructed to put on face mask, wash hands, and collect all belongings. If the individual can go home without using public transport, they must be instructed to do so immediately. Until the Employee has left the premises, they must remain in an isolated area which benefits from good ventilation.
- Where necessary, the duty manager may assist with arrangements to transport the individual home. Face masks must be worn until the individual arrives home.
- Hard surfaces that may have been exposed to aerosol droplets from the unwell individual should be cleaned and sanitised as per the cleaning protocol. All PPE, cloths

and towel used in cleaning should be placed in a bin bag and immediately taken to external waste bin. Hands should be washed

- All areas should be well ventilated by fresh air supply while occupied; this should be maximised in any areas known to have been occupied by a symptomatic individual to help flush out any airborne virus.
  
- Good ventilation (fresh air) in all areas of the restaurant will be aided by;
  - Keeping roof vents, doors and windows open
  - Increasing the speed of air handling units
  - Maintaining units and filters in accordance with manufacturers guidance

### 3. Hand Washing & Sanitising

- Measures will be in place to ensure regular and thorough hand washing takes place.
- Additional signs will be in place to build awareness of good handwashing technique, the need to increase handwashing frequency, 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.
- Additional hand sanitiser stations will be placed. However, these will not be used as a replacement for hand washing.
- Hand washing should be undertaken:
  - When arrive at work
  - Before handling food or food contact surfaces, packaging and equipment
  - Before touching clean utensils, cups or packaging
  - After using the toilets and again when re-entering the kitchen
  - After a break and after eating, drinking or smoking
  - After handling rubbish or rubbish bin
  - After touching your face, hair, glasses, apron, mobile phone or any part of your clothes
  - After cleaning tasks
  - If you must cough or sneeze then do this into crook of your arm, if you use your hands then these must be washed immediately
  - After handling any plate, cup, glass and cutlery that has been used by a customer of other employee
  - Between every station swap and at the end of the shift



## 4. Cleaning

### 4.1 Before Reopening

- Prior to reopening a full deep clean of the premises will be undertaken. Individuals premises should undertake an assessment to determine if this can be undertaken in-house or professional deep clean is needed.
- A source of suitable cleaning and disinfection products will be available. Existing stocks to be reviewed and replenished where needed.
- Confirmation of suitable chemicals to limit the spread of infections will be undertaken including the required contact needed during a two-stage clean. Employees will be retrained on dilution rate and contact times accordingly.
- Consideration should be given to old products which should be discarded safely should they have exceeded their expiration date or deteriorated in condition (diluted sanitiser will become less effective over time).

### 4.2 During Operation

- It is imperative that frequent and thorough cleaning is undertaken at the premises during and after operation.
- Regular cleaning during opening hours will assist in both employee and customer confidence when at the premises.
- Chemicals will be provided which are effective against preventing the spread of infection. The company will liaise with chemical supplier to ensure adequate supply is available and suitable contact time is advised.
- To minimise spread of infection regular two stage cleaning will be undertaken particularly on common touch points.
- Workstations must be thoroughly cleaned at handovers or end of shifts.
- Each restaurant will identify frequent hand contact points and increase cleaning. Common touch point register (refer to appendix) will be devised which will be adapted to be specific to each restaurant.
- Restaurants will undertake a thorough two stage clean of customer tables and seating after each use.

## 5. Employee Training and Communication

We have completed a risk assessment of our Restaurant areas identifying and analysing potential events that may negatively impact individuals, assets, and/or the environment Haskins will communicate the results of their risk assessment by:

- Providing training to our employees prior to commencing their first shift
- Communicating detail or updates at daily briefings, and posting information on employee notice boards
- Providing opportunity for our employees to give feedback or concern at 1 to 1 meeting with their line manager, or by contacting the employee assistance phone line
- Confirmation of all training will be recorded on the colleague training matrix

### 5.1 Employee Training

It is imperative that all employee receive relevant training and information on any new health and hygiene requirements.

Prior to resuming work all employees will receive training covering:

- Fitness to work
- Personal Hygiene standards
- Handwashing
- Social distancing
- Cleanliness in the workplace
- Key Operational Changes
- Impact on Emergency Procedures including first aid and fire action
- Visitors and Contractors
- PPE Use
- Handling customer non-compliance with COVID rules (i.e. wearing of face coverings, social distancing or completion of contact tracing) so as not to put themselves at risk
- Handling customer refusal of entry to the restaurant so as not to put them at risk

Further training will be required to support restaurant managers in supporting these practices.

### 5.2 Advice for managers to pass to teams

#### **Please reassure staff**

The UK has experienced the highest number of deaths in Europe and the risk of further spread is very real. Whilst it is not possible to eliminate the risk of COVID- 19 from your restaurant, fully implementing the

'Working Safely During Coronavirus' risk assessment for your restaurant and the various control measures is essential to keeping the risk of spread to a minimum.

### **Follow the guidance provided by the Government**

The most up to date information can be found here: <https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

### **Understand the symptoms and don't ignore them**

The most important symptoms of COVID-19 are recent onset of any of the following:

- a new continuous cough
- a high temperature
- a loss of, or change in, your normal sense of taste or smell (anosmia)

## 5.3 Employee Communication

- Ongoing engagement with employees is necessary to understand any unforeseen impacts of changes within the work environment.
- Employees are encouraged to provide feedback which, in the first instance, should be raised with an employee's line manager.
- In addition, employees with concerns about health and safety matters, including the implementation of COVID-19 controls in their workplace, should report them immediately to their line manager.
- Haskins will utilise a range of communication with employees including:
  - Bulletins on Selima, the company staff payroll and information platform
  - Regular updates at daily briefings prior to opening time
  - Posters and employee noticeboards
  - Team meetings or 1 to 1's

## 6. Contact Tracing

To support Public Health England in contact tracing restaurants are required to keep a record of employees and guests for up to 21 days.

The following steps will be taken to support the NHS Test and Trace Scheme:

Upon entry to the restaurant the customer will be met and greeted by a 'HOST'.

The 'Host' will encourage the customer to use the NHS COVID 19 app to scan the QR code on arrival, this is located at the Restaurant entrance lectern. The 'Host' will ensure that the customer has evidenced that they have scanned in.



*Or alternatively,*

The 'HOST' will complete the NHS Test and Trace service customer details record. The record will be completed on a customer database (adhering to GDPR regulation) which will be accessible to the 'HOST' on a secure laptop at the Lectern. A Test and Trace record must be completed for every visitor over the age of 16 years.

Signage will be displayed:

**If visiting our Restaurant today, we are required to collect contact details in line with the Government's guidelines and NHS Test and Trace Scheme.**

*Thank you for your understanding*

- Every customer over the age of 16 years will be asked to provide their name and contact telephone number.

The 'Host' will ask the customer to provide the necessary detail, they can then receive an 'Easy Access' card for convenience, this will enable them to scan a card on their next visit rather than complete the NHS Test and Trace service customer details record. This scan of the card will again provide the necessary detail to the database.

Every customer (over the age of 16) will always provide the required detail to support the NHS Test & Trace service, with emphasis on protecting all our colleagues and customers. Haskins Garden Centre will reserve the right to refuse admission of those who do not supply the required details.

# Test and Trace

Please sign in with your NHS App or provide your details to our host.

Test and Trace is now a mandatory process requested by the government. Details provided will only be used where necessary to help stop the spread of COVID-19



## 7. Personal Protective Equipment

### 7.1 Face Coverings

*'By law, staff and customers of shop venues and those that provide food and drink will be required to wear a face covering, unless they have an exemption.'*

In relation to the requirement for staff members who are serving or in a customer facing role to wear a face covering in the Public Health Regulations. A face covering should meet the following criteria:

- cover your nose and mouth while allowing you to breathe comfortably
- fit comfortably but securely against the side of the face
- be secured to the head with ties or ear loops
- be made of a material that you find to be comfortable and breathable, such as cotton
- ideally include at least two layers of fabric (the World Health Organization recommends three depending on the fabric used)
- unless disposable, it should be able to be washed with other items of laundry according to fabric washing instructions and dried without causing the face covering to be damaged
- Visors may be worn in **addition** to a face covering but not instead of one as they do not cover the nose and mouth.

A visor alone does not provide the same level of protection against the risk of spreading infection as it is not close fitting to the wearers face and so would not effectively catch the droplets from for example coughing or sneezing. The face covering is there to protect others rather than the wearer and as a proportion of our customers are likely to be from a vulnerable group, then as a business we need to ensure that we take all reasonable steps to protect them from infection.

Employers should support their workers in using face coverings safely if they choose to wear one. This means telling workers:

- Wash your 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 your face or face covering, as you could contaminate them with germs from your hands.
- Change your face covering if it becomes damp or if you've touched it.
- Continue to wash your hands regularly.
- Change and wash your face covering daily.
- If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste.
- Practise social distancing wherever possible.

For further guidance refer to <https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own>

## 7.2 PPE Requirements

- For each restaurant a risk assessment has been undertaken to identify mitigating measures need to reduce the risk of infection spread.
- PPE is considered as a last resort and where possible other mitigating measures have been put in place. As per the risk assessment the following PPE has been identified.
- The following PPE required will be provided by Haskins Garden Centre

### PPE Assessment – Haskins Restaurants

Area/Colleague	PPE - compulsory	PPE Specification	Notes
Host	Face covering	<b>Protective mask.</b> Certification number <b>EN149:2001+A1:2009 FFP2 RD. 3 ply non-medical grade, 14*14cm.</b> Able to filter pollen, bacterial particulates, and to prevent exhaling pollutants from the mouth and nose.	Additional PPE available upon colleague request Inc. gloves For exemptions, please refer to guidance
Cakes	Face covering	<b>Protective mask.</b> Certification number <b>EN149:2001+A1:2009 FFP2 RD. 3 ply non-medical grade, 14*14cm.</b> Able to filter pollen, bacterial particulates, and to prevent exhaling pollutants from the mouth and nose.	Additional PPE available upon colleague request Inc. gloves For exemptions, please refer to guidance
Deli	Face covering	<b>Protective mask.</b> Certification number <b>EN149:2001+A1:2009 FFP2 RD. 3 ply non-medical grade, 14*14cm.</b> Able to filter pollen, bacterial particulates, and to prevent exhaling pollutants from the mouth and nose.	Additional PPE available upon colleague request Inc. gloves For exemptions, please refer to guidance
Hot Plate	Face covering	<b>Protective mask.</b> Certification number <b>EN149:2001+A1:2009 FFP2 RD. 3 ply non-medical grade, 14*14cm.</b> Able to filter pollen, bacterial particulates, and to prevent exhaling pollutants from the mouth and nose.	Additional PPE available upon colleague request Inc. gloves For exemptions, please refer to guidance
Till Point and Coffee Order	Till operator – Face covering Baristas – Face covering	<b>Protective mask.</b> Certification number <b>EN149:2001+A1:2009 FFP2 RD. 3 ply non-medical grade,</b>	Additional PPE available upon colleague request Inc. gloves For exemptions, please refer to guidance

		<b>14*14cm.</b> Able to filter pollen, bacterial particulates, and to prevent exhaling pollutants from the mouth and nose.	
<b>Food and Beverage Runners</b>	Face covering	<b>Protective mask.</b> Certification number <b>EN149:2001+A1:2009 FFP2 RD. 3 ply non-medical grade, 14*14cm.</b> Able to filter pollen, bacterial particulates, and to prevent exhaling pollutants from the mouth and nose. .	Additional PPE available upon colleague request Inc. gloves. Maintain social distancing where possible at 2m For exemptions, please refer to guidance
<b>Waiter/Waitress (FL ONLY)</b>	Face covering	<b>Protective mask.</b> Certification number <b>EN149:2001+A1:2009 FFP2 RD. 3 ply non-medical grade, 14*14cm.</b> Able to filter pollen, bacterial particulates, and to prevent exhaling pollutants from the mouth and nose.	Additional PPE available upon colleague request Inc. gloves. Maintain social distancing where possible at 2m For exemptions, please refer to guidance
<b>Table Clearers</b>	Face covering	<b>Protective mask.</b> Certification number <b>EN149:2001+A1:2009 FFP2 RD. 3 ply non-medical grade, 14*14cm.</b> Able to filter pollen, bacterial particulates, and to prevent exhaling pollutants from the mouth and nose.	Additional PPE available upon colleague request Inc. gloves Maintain social distancing where possible at 2m For exemptions, please refer to guidance
<b>Chefs</b>	N/A	<b>Protective mask.</b> Certification number <b>EN149:2001+A1:2009 FFP2 RD. 3 ply non-medical grade, 14*14cm.</b> Able to filter pollen, bacterial particulates, and to prevent exhaling pollutants from the mouth and nose.	<b>When present in FOH public areas a face covering must be worn. Or when working in close contact with another colleague.</b> Additional PPE available upon colleague request Inc. gloves For exemptions, please refer to guidance
<b>KP'S</b>	N/A	<b>Protective mask.</b> Certification number <b>EN149:2001+A1:2009 FFP2 RD. 3 ply non-medical grade, 14*14cm.</b> Able to filter pollen, bacterial particulates, and to prevent exhaling pollutants from the mouth and nose.	<b>When present in FOH public areas a face covering must be worn. Or when working in close contact with another colleague.</b> Additional PPE available upon colleague request Inc. gloves For exemptions, please refer to guidance
<b>Administrator</b>	N/A	<b>Protective mask.</b> Certification number <b>EN149:2001+A1:2009 FFP2 RD. 3 ply non-medical grade, 14*14cm.</b> Able to filter pollen, bacterial particulates, and to prevent exhaling pollutants from the mouth and nose.	<b>When present in FOH public areas a face covering must be worn. Or when working in close contact with another colleague.</b> Additional PPE available upon colleague request Inc. gloves For exemptions, please refer to guidance

## 8. Food Safety Planning and Preparation for Start Up

- Notify your Local Authority of your intention to restart operations.
- Notify your Local Authority of any change to the business activities you are registered for. This includes the introduction of any new delivery or takeaway service.
- Update your food safety management system for any new procedures:
  - o Introduction of new procedures may include takeaway or delivery services e.g. allergen management, cook-chill-reheat, temperature control.
  - o Adjustments that could impact fitness for work
  - o Impact of use of PPE
  - o Laundering of PPE and/or uniforms
- Ensure service providers like pest, waste carriers etc. are up and running and reinstate service accordingly.
- Check food preparation areas are clean and disinfected (this includes work surfaces, equipment and utensils).
- Check all areas are free from evidence of pests e.g. signs gnawed packing, droppings etc.
- Ensure there is adequate supplies of consumables (soaps, sanitiser, paper towels). Due to additional cleaning measures that will be in place more stock will be required than restaurant is used to having.
- Check hot and cold water is running to all sinks and hand wash basins.
- All raw materials and ingredients should be checked:
  - o Damage to packaging or loss of allergen information
  - o Dates
  - o Evidence of temperature abuse that may render food unsafe

- For new incoming orders it is imperative allergen information is correct and meet current product specifications. These may have been changed by supplier since last ordering.
  
- Check and amended as necessary all allergen information for products:
  - o Allergen matrices
  - o Menus
  - o New operation impacts i.e. takeaway / delivery
  
- Water systems to be flushed through weekly during all periods of lockdown to prevent water stagnation and an associated risk of legionella; similarly, toilet cisterns should be flushed.

## 9. Site Specific Risk Assessments

- Each site will be required to undertake a site-specific risk assessment. Support will be given through the guidance in this document and an initial general risk assessment for the restaurant to be bespoke to their operation.
- The Restaurant Manager will also be responsible for ensuring all relevant personnel are made aware of the significant findings of these Risk Assessments through in-house training, and that the necessary control measures are implemented. They will be responsible for documenting this on an ongoing basis.
- The Restaurant Manager will also be responsible for undertaking site/person specific Risk Assessments.
- Employers have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures. Employers must work with any other employers or contractors sharing the workplace so that everybody's health and safety is protected. In the context of COVID-19 this means protecting the health and safety of your workers and customers by working through these steps in order:
  - Ensuring both workers and clients who feel unwell stay at home and do not attend the venue.
  - In every workplace, increasing the frequency of handwashing and surface cleaning.
  - Businesses and workplaces should make every reasonable effort to enable working from home as a first option. Where working from home is not possible, workplaces should make every reasonable effort to comply with the social distancing guidelines set out by the government (2m, or 1m with risk mitigation where 2m is not viable, is acceptable. You should consider and set out the mitigations you will introduce in your risk assessments).
  - Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and if so, take all the mitigating actions possible to reduce the risk of transmission between their staff.
- Further mitigating actions include:
  - Further increasing the frequency of hand washing and surface cleaning.
  - Keeping the activity time involved as short as possible.
  - Using screens or barriers to separate workers from each other and workers from customers at points of service.

- Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.
- Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).
- Finally, if people must work face-to-face for a sustained period with more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead. No one is obliged to work in an unsafe work environment.
- In your assessment you should have particular regard to whether the people doing the work are especially vulnerable to COVID-19.

## 10. Haskins Restaurants COVID-19 Risk Assessment

**Centre Name: West End**  
**Assessed by: Jason Froggatt**  
**Date: 17<sup>th</sup> May 2021**

### Hazards

- Transmission of COVID-19 via person-to-person contact
- Transmission of COVID-19 via hard surface to person
- Transmission of COVID-19 from persons with the virus to hard surfaces and to people
- Stress connected to COVID-19

### Who might be harmed

All persons working and visiting the Restaurants in Haskins Garden Centres. People may be at risk of contracting the virus from infected hard surfaces they may touch. At particular risk are persons identified as extremely vulnerable or clinically vulnerable.

<b>Initial Risk Assessment (with no controls in place)</b>	<b>Likelihood</b>					<b>Evaluation</b>  <b>LOW - GREEN</b> For a risk rating of 6 or less no further action is required.  <b>MEDIUM - YELLOW</b> For a risk rating between 8 and 15 further actions are required to reduce the risk.  <b>HIGH - RED</b> For a risk rating of 16 the task or machine should not be used until the risk is reduced.	
	<b>Severity</b>	1	2	3	4		5
	1	1	2	3	4		5
	2	2	4	6	8		10
	3	3	6	9	12		15
	4	4	8	12	16		20
5	5	10	15	20	25		
<b>Severity</b>	4						
<b>Likelihood</b>	4						
<b>Risk Rating</b>	<b>16</b>						

### Controls in place by activity – Front of House

#### Customer Toilets

- Customers must maintain their 2M distancing throughout their journey as much as possible
- Colleagues must keep to the 2M social distancing guidelines as much as possible
- Sanitize station at shared entry/exit point
- A two-way system will be maintained as much as possible with directional in place, right of way will be given to customer leaving the toilet facilities
- Signage – handwashing, social distancing guidelines, priority system for corridor
- Contract cleaning schedules to be increased – toilets, dispensers and flushing
- Automated controls – taps
- Customer information - Upon entry to the restaurant customers will be advised to use the toilets facilities after their restaurant visit



## Customer Entrance

### Controls put in place before reopening

- Signage put in place to show the entrance to and exit from the restaurant. Ensure that a one-way system is in place to allow for social distancing and to control and manage the number of customers entering the restaurant.
- Restrict the number of customers and have a maximum number of customers permitted in the restaurant at a time. This is approximately 73% of the normal capacity of the Restaurant seating areas.
- Maximum number of customers using the inside area in the Haskins Restaurant at West End is 238.
- Maximum number of customers using the outside areas at the Haskins Restaurant at West End is 132.
- Customers are recorded via a camera in the ceiling at the entrance and the exit of the restaurant, this provides a 'live count' which is displayed on an iPad with the 'Host'
- Maximum number of customers permitted in the servery area is 44 persons
- Maximum number of customers permitted in the holding area is 68 (32 inside/36 outside)
- Maximum number of customers permitted on each floor marker is 4
- A suitable electronic customer counter system sourced to manage the numbers. Safecount by Irisys. Customers are recorded via a camera in the ceiling at the entrance and the exit of the restaurant, this provides a 'live count' which is displayed on an iPad with the 'Host'
- Ensure that an appropriate number of fully operational headsets are available to aid affective communicate between team members and management. All headsets should be allocated, and this equipment is not shared, on return at end of day the headsets will be cleaned and sanitised and stored accordingly.
- Appropriate PPE sourced and staff trained in its correct and safe use. PPE is supplied as per the PPE Register
- 'Host' desk/lectern in place with screening and face covering worn by host
- NHS QR code poster clearly displayed at the lectern
- Data base and Easy Access Cards for NHS Test and Trace service if required
- Place floor markings to show 2m social distancing for queuing
- Customer informational signage erected at the front of the Restaurant advising of the social distancing guidelines and advising that we will only be accepting payment by card, either chip & pin or contactless and Apple Pay.
- Customer information signage is displayed at counters displaying the range of food and beverage items which are available
- Set up a sanitize station at the front of the Restaurant and in the seating areas for customer use. Customers will be asked to use the hand sanitizer at the start and during their visit, unless health reasons restrict

- Host is trained on the use of the appropriate PPE e.g. Face covering and frequently hand washing using the correct technique.

## Controls once open

### *Capacity control in the Restaurant Servery area*

- There will be a maximum capacity of customers using the Restaurant servery area
- There will be a maximum of 22 queuing/waiting points determined by floor markers throughout the servery area at 2m distance. Persons may only queue in household/Support bubble groups of up to 4 persons at each marker



- The maximum number of customers using the Restaurant servery area will be limited to 44
- Regular communication between the host team will be made by operational headsets to ensure that the maximum number is not exceeded
- If the maximum number is reached at any point during open times, further customer access to the Restaurant servery area will not be permitted
- Social distancing will be facilitated through the operation of a split servery; hot drinks and cakes will be positioned on one side and hot food options/ sandwiches on the other

### *Restaurant entrance Host 1 (Lectern) requirements*

- The Host will be located behind a Lectern at the customer greet point. The Host will wear a face covering and will be stood behind protective screening
- The host lectern, screen and laptop are frequently and thoroughly cleaned using the appropriate cleaning agent before use. During any colleague changeover, this process will also apply.
- The Host maintains a high standard of hygiene and washes their hands frequently.



- Signage will be displayed to make clear that face coverings must be worn, unless exemptions apply.
- The Host (1) is always present. They will reiterate face covering requirement, the need for queuing in household/support bubble groups and for hand sanitiser to be used on entering the restaurant.
- Customers will not be permitted to enter the Restaurant servery area unless advised to do so by the Host (1)

- The Host (1) will manage the queue and limit the number of customers entering the Restaurant servery area
- The Host (1) will check that the QR code has been scanned by customers with the NHS Test and Trace App. For those that do not have the App they will take the required Track and trace details from all customers over the age of 16 years. Haskins Garden Centre will refuse admission of those who do not supply the required details.
- Host (1) will ask customers if they are ordering hot drinks and/or cakes, or a hot meal/ sandwich and directs them to the correct side of the servery accordingly.
- Signage is displayed in the servery to help direct customers to the correct food options.
- Regular checks in place to ensure that the 2M markers on the floor are in a good state of repair, and POS is displayed in the correct position

#### *Restaurant entrance Host 2 (Queue Manager) requirements*

- The Host (2) is always present
- The Host (2) will patrol the entire Restaurant servery area to ensure customers are clear where to queue for their order choices and till payments, and to direct them accordingly
- The Host (2) will reiterate to customers the requirement for face coverings and social distancing
- The Host (2) will monitor customers to ensure that Government guidance is adhered to where possible in terms of household groups / support bubbles and restrictions that apply
- At any point, the Host (2) may refuse customer entry if the guidance is not followed

#### *Capacity Controls – holding area to Outdoor Retail area*

- Regular communication between the host team will be made to the Garden Centre Host. The Host (2) will provide detail of the trade level in the Restaurant and confirm the number of queuing customers in P1 leading out to the Outdoor area.
- There will be a max capacity of 68 persons in this area with a maximum of 17 queuing/waiting points determined by floor markers throughout at 2m (9 markers/36 people of which are located in the outside area). Persons may queue in their party groups with up to 4 at any one marker.

## **Self-Service food counters**

### **Controls put in place before reopening**

- Menu options reviewed and reduced to allow for some food service counters to remain closed. This allows more space to be available for queuing customers to enable social distancing.
- Menu reviewed to include pre-wrapped items for customers to self-serve.
- Signage displayed advising customers to only touch their intended purchase
- Work processes reviewed to enable one colleague to work behind each counter. Where this is not possible colleagues to work back-to-back and to limit the use of shared equipment.
- Colleagues are reminded of the importance of frequent hand washing – Signage displayed reminding colleagues of effective regular hand washing procedure
- Appropriate PPE sourced and staff trained in its correct and safe use. PPE is supplied as per the PPE assessment.
- 2M markers on the floor for queuing and POS displayed to advise customers of the social distancing regulations.
- Staff trained on dealing with customer queries and maintaining the counters appearance and standards of hygiene.
- Counter staff trained on product information, stock levels, stock rotation and presentation standards

- Clear point of sale and menu options for customers to use to prevent them having to communicate with staff
- To ensure that social distancing is maintained a one-way system is in place for customer from self-serve counters to served counters or express till point

### **Controls once open**

- Daily cleaning and sanitising regimes in place and signed off in each appropriate front of house diary (daily cleaning and sanitizing required at minimum every 2 hr. intervals) to include items identified as per common touch point register
- Hand washing posters in place and verbal reminders to colleagues to wash hands correctly
- Colleague(s) working behind each counter will be monitored and social distancing guidelines will be observed and managed.
- Colleague(s) allocated to this area will wear a face covering
- Colleagues will be allocated their own equipment. If a colleague changeover takes place, all equipment and utensils will be sanitised ready for the next colleague to use
- PPE will be available to all colleagues, and guidance on appropriate use will be given
- Daily checks to ensure POS, menu information and floor markers are in place
- Ensure that crockery, appropriate to the customers selection, is always readily available
- Ensure that trays are regularly sanitised through the dishwasher, and are always available for customer use
- Customer flow is monitored and managed to avoid queues and to enable social distancing



### **Food Service Counters (cakes, hot plate and coffee order point)**

#### **Controls put in place before reopening**

- Review of the customer journey to lead them directly past the counter enabling them to make their preferred choice, this will be placed on a tray at the collection point by the server.
- Wrapped cutlery will be provided for customers.
- Screens erected in front of the counters to ensure the colleagues and food is protected. The food ordered by the customer is served at a collection point clearly indicated at the end of the counter.
- Once the customer has been served, they follow the one-way route to the next counter or the Coffee order and pay point.
- Erection of clear protective screens in front of service counters to prevent person to person (customer to colleague) transmission of the virus.

- Review of the Coffee service system to speed up service and reduce queues. Staff to be trained in this.
- Train all staff on safe social distancing and importance of frequent hand washing.
- Appropriate PPE sourced and staff trained in its correct and safe use. PPE provided as per PPE assessment.

### Controls once open

- Daily cleaning and sanitising regimes in place and signed off in each appropriate front of house diary (daily cleaning and sanitizing required at minimum every 2 hr. intervals) to include items identified as per common touch point register
- Hand washing posters in place and verbal reminders to colleagues to wash hands correctly
- Colleague(s) working behind each counter will be monitored and social distancing guidelines will be observed and managed.
- Colleague(s) allocated to this area will wear a face covering
- Colleagues will be allocated their own equipment. If a colleague changeover takes place, all equipment and utensils will be sanitised ready for the next colleague to use
- PPE will be available to all colleagues, and guidance on appropriate use will be given. PPE provided as per PPE assessment.
- Daily checks to ensure POS, menu information and floor markers are in place
- Ensure that wrapped cutlery, appropriate to the customers selection, is always readily available
- Ensure that trays are sanitised through the dishwasher after each use, and are always available for customer use
- Customer flow is monitored and managed to avoid queues and to enable social distancing via the use of collection points.



### Till Points and Coffee ordering/collection

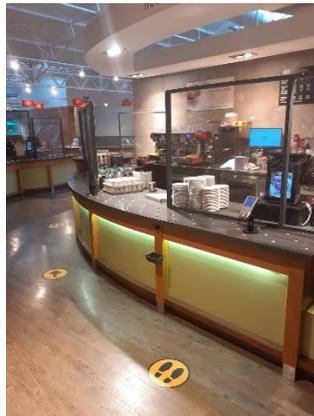
#### Controls put in place before reopening

- Review of till point numbers and positions to ensure that social distancing for customers and colleagues is possible.
- Repositioning of tills at Coffee counter to enable customers to be served quicker which will reduce the queues.
- Protective clear screens erected at the pay point counters to keep our colleagues and customers safe
- 2M Social distancing between colleagues where possible, 1.1 back-to-back working
- 2M Queuing markers on floor to indicate the required social distancing
- Clear customer signage in place to direct customers to the tills

- Introduction of an Express till at the 'horseshoe' tills to speed up serving customer who do not want to purchase a hot drink
- Introduction of additional daily cleaning and sanitising regimes
- Appropriate PPE sourced and staff trained in its correct and safe use. PPE provided as per PPE assessment.
- Colleague(s) working behind each counter will be monitored and social distancing guidelines will be observed and managed.
- Colleague(s) allocated to this area will wear a face covering
- Customers to pay by contactless card or Apple Pay. No cash to be accepted.

### Controls once open

- Start and end of day checks will be in place to ensure that the screens are maintained and cleaned correctly. If a colleague changeover take place, screens will be sanitised ready for the next colleague to use.
- Signage to inform customers that cards only will be accepted at the tills.
- Restaurant management are monitoring and controlling the queues to ensure that social distancing guidelines are adhere to.
- The colleague located to at the till point will wear a face covering
- The two colleagues (baristas) in the coffee areas will wear face coverings
- Colleagues will maintain 2M social distancing, where this is not possible 1.1M back-to-back working will take place
- Designated safe area marked out, available for use when appropriate to aid with the social distancing of colleagues
- PPE will be available to all colleagues, and guidance on appropriate use will be given. PPE provided as per PPE assessment.
- Staff are reminded of the importance of regular hand washing and maintaining social distancing.
- Staff trained on the appropriate cleaning requirements for equipment e.g. wiping the chip and pin card reader if a non-contactless transaction has been completed.
- Daily cleaning and sanitising regimes in place and signed off in each appropriate front of house diary (daily cleaning and sanitizing required at minimum every 2 hr. intervals) to include items as identified on common touch point register.
- Hand washing posters in place and verbal reminders to colleagues to wash hands correctly



## Restaurant Seating Areas

### Controls put in place before reopening

- Reconfigure seating areas, remove tables and chairs to allow for more space between furniture to allow for social distancing of 2m where possible and 1.5m back-to-back at nearest point (back of chair).
- Divide the seating areas into zones to facilitate easier management of numbers and the cleaning and clearing of tables by staff.
- Markers on floor to indicate one-way route through the seating area to a single exit point.
- Review of the clearing and cleaning of customer tables, chairs and highchairs and an SSW for table clearers to be trained out to relevant staff.
- Two stage cleaning process for tables, chairs and highchairs to be put in place and trained out.
- Provide Customer guidance on moving furniture, the permitted number of people in groups and seating arrangements, to include guidance on social distancing.
- Appropriate PPE sourced and staff trained in its correct and safe use. PPE provided as per PPE assessment.
- Review of customer exit route, to be clearly signed in order to maintain a safe and socially distanced one-way system.
- Two customer hand sanitizer stations are set up in Restaurant seating areas.

### Controls once open

- All colleagues located to this service point will wear a face covering
- All staff members working in the Restaurant seating area is supplied with appropriate PPE including gloves
- Staff working on the Restaurant seating area have a zone allocated to them to be responsible for.
- Ensure that tables and chairs are sanitized to the standard required using the two-stage cleaning process. Regular checks by the management will take place.
- Regular handwashing is completed by colleagues.
- Daily cleaning and sanitising regimes in place and signed off (daily cleaning and sanitizing required at minimum every 2 hr. intervals) to include items as per common touch point register.
- Two hand sanitizer stations are available for customers to use on their way out of the Restaurant and these are checked regularly and replenished as required.
- Customers are reminded, via signage, to maintain their 2M distancing throughout their journey
- Colleagues are reminded about keeping to the 2M social distancing guidelines as much as possible
- Colleagues allocated to these areas will wear a face covering
- PPE will be available to all colleagues, and guidance on appropriate use will be given. PPE provided as per PPE assessment.
- The exit route back into the Garden Centre via one exit point only is monitored and managed at peak times to ensure that it flows well and does not create a bottle neck or pinch point.
- Regular checks of Fire exits are made to ensure that they are always accessible.
- Daily checks are completed to ensure that customer signage is in place
- Managers monitor customers in groups to ensure that Government guidance is adhered to where possible.
- Filtered tap water will be available at a water station, the dispense tap is contact free. The customer will receive a glass at the till point and then dispense water from the tap by pressing the glass against the tap to allow water to flow. Queuing points at safe distance will be marked out on the floor.



## Controls in place by activity – Back of House

### Staff Facilities/Break areas

#### Controls put in place before reopening

- Clocking In & Out – wipes provided for iPad sanitising
- Hand sanitise station located at the entrance of the staff area
- Signage erected throughout the Staff areas advising colleagues of the social distancing guidelines
- Hand washing posters in place and verbal reminders to colleagues to wash hands correctly
- Additional staff break areas will be provided
- Break rooms will have furniture removed to create extra space
- 2M social distancing where possible, 1.5M back-to-back seating
- Disposable cups will be provided for drinks

#### Controls once open

- Colleagues will be advised to not bring personal belongings into the colleague areas. Where possible colleague lockers will only be provided at the discretion of the Manager
- Clocking In & Out – iPad screen to be sanitised after every use
- Colleagues are to demonstrate the 2M social distancing guideline where possible
- Daily cleaning and sanitising regimes in place and signed off (daily cleaning and sanitizing required at minimum every 2 hr. intervals) to include items as per common touch point register.
- Hand washing posters in place and verbal reminders to colleagues to wash hands correctly
- Regular handwashing is completed by colleagues.
- Break times will be staggered where possible to avoid large groups of colleagues using the break room at the same time
- No loitering by colleagues in staff areas prior to or after shift time
- Staff are reminded of the importance of regular hand washing and maintaining social distancing
- PPE will be available to all colleagues, and guidance on appropriate use will be given. PPE provided as per PPE assessment.

## Working in the Kitchen

### Entry and exit to Kitchen

#### Controls put in place before reopening

- Signage erected throughout the Kitchen advising colleagues of the social distancing guidelines
- Floor markers to indicate a one-way system in the kitchen are in place
- Entry to the Restaurant counters from the Kitchen will be through designated entry points only.
- A one-way system will be maintained as much as possible and directional markers are in place
- Appropriate PPE sourced and staff trained in its correct and safe use. PPE provided as per PPE assessment.
- Entry to the Restaurant counters will be made through designated entry points
- Colleague access to the kitchen from the Restaurant area is only permitted through the dishwash area, all colleagues will not loiter

#### Controls once open

- Checks are completed to ensure that all signage and floor markers are in place and that the staff are adhering to the guidance and one-way system where possible
- Regular handwashing is completed by chefs and colleagues.
- PPE will be available to all colleagues, and guidance on appropriate use will be given. PPE provided as per PPE assessment.
- Management observe kitchen staff to ensure that social distancing is being adhered to and that frequent hand washing is being done.
- Daily cleaning and sanitising regimes in place and signed off in the kitchen diary (daily cleaning and sanitizing required at minimum every 2 hr. intervals) to include items as per common touch point inventory.

### Main Cookline – Kitchen

#### Controls put in place before reopening

- Review of menu options on offer when reopen to enable a safe Counter Service operation to work
- Clearly defined work areas/stations in kitchen to enable social distancing
- Chefs and Colleagues will be allocated their own equipment. If a colleague changeover takes place, all equipment and utensils will be sanitised ready for the next colleague to use
- All service fridges and stock will be located appropriate to area, zone and chef
- Zones and safe areas marked out on the floor. Chefs will be allocated to a zone, and they will be responsible for that area
- Use of food preparation areas in the front of house to increase the space available in the kitchen
- Put additional daily cleaning and sanitising regimes in place where required and add these to the Kitchen Diary
- Signage put in place throughout the Kitchen advising colleagues of the social distancing guidelines and requirement to hand wash frequently
- Reviewed the number of chefs permitted in the kitchen to a maximum of 4.

#### Controls once open

- Colleagues to keep to the 2M social distancing guidelines as much as possible and work within their allocated zone, where 2M is not possible colleagues will work back-to-back.
- Regular handwashing is demonstrated by all chefs with regular reminders from management

- Regular cleaning and sanitizing are completed using a two-stage cleaning process when cleaning hard surfaces and preparation areas Zones and safe areas are adhered to by all colleagues, when a chef moves from a zone clear communication must be made to all other colleagues prior to moving
- Chefs and Colleagues will be allocated their own equipment. If a colleague changeover takes place, all equipment and utensils will be sanitised ready for the next colleague to use
- PPE will be available to all colleagues, and guidance on appropriate use will be given. PPE provided as per PPE assessment.
- Ensure maximum number of chefs is not exceeded

## **Pot wash and wash up area**

### **Controls put in place before reopening**

- The number of staff permitted to enter the pot wash and wash up areas is restricted
- Clearly defined work areas in the wash up area to enable social distancing and to reduce the requirement for the sharing of equipment.
- Zones and safe areas marked out on the floor. Kitchen Porters will be allocated to a zone, and they will be responsible for that area
- Put additional daily cleaning and sanitising regimes in place where required and add these to the Kitchen Diary
- Signage put in place throughout the Kitchen advising colleagues of the social distancing guidelines and requirement to hand wash frequently
- Appropriate PPE sourced and staff trained in its correct and safe use. PPE provided as per PPE assessment.
- Review the number of KP's permitted in the pot wash area to a maximum of 3

### **Controls once open**

- Colleagues to keep to the 2M social distancing guidelines as much as possible and work within their allocated zone
- Regular handwashing is demonstrated by all Kitchen Porters with regular reminders from management
- Regular cleaning and sanitizing are completed using a two-stage cleaning process when cleaning hard surfaces.
- Daily cleaning and sanitising regimes in place and signed off in the kitchen diary (daily cleaning and sanitizing required at minimum every 2 hr. intervals) as per common touch point register.
- Zones and safe areas are adhered to by all staff to aid the social distancing guidelines
- Colleagues will be allocated their own equipment. If a colleague changeover takes place, all equipment and utensils will be sanitised ready for the next colleague to use
- PPE will be available to all colleagues, and guidance on appropriate use will be given. PPE provided as per PPE assessment.
- Ensure maximum number of Kitchen Porters is not exceeded
- FOH colleagues may pass through this area during service but should not loiter. This will be monitored by the management team. The maximum number of colleagues in this area at any one time will be 4

## Storage

### Controls put in place before reopening

Signage advising access restrictions to one person only (at any one time), present on the following storage areas;

- walk-in chiller
- walk-in freezer and
- dry store
- cleaning cupboard
- laundry room

Staff instructed in the requirement to observe social distancing and to not enter the storage areas if there is someone in there.

### Controls once open

Only one chef or colleague is permitted in;

- walk-in chiller
- walk-in freezer and
- dry store
- cleaning cupboard
- laundry room

## Managing Deliveries

### Controls put in place before reopening

- Suppliers instructed to deliver to the Kitchen back door only and not to enter if there is a delivery in progress already. They will advise the kitchen of arrival by pressing the doorbell.
- A designated delivery zone has been indicated with floor markings and signage at the kitchen back door area
- Contact suppliers and confirm preferred delivery schedules and delivery procedure
- Delivery acceptance procedures have been reviewed and will be trained out to the relevant personnel
- Appropriate PPE is made available to staff accepting deliveries. PPE provided as per PPE assessment.

### Controls once open

- All relevant staff are trained on the acceptance procedures for deliveries in order to observe social distancing and prevent the use of shared equipment
- All colleagues will wear a face covering when allocated to this task
- Delivery schedules will be amended, and deliveries will be reduced
- Stock levels will be reduced resulting in less stock being delivered
- Supplier deliveries will be scheduled at different time points during the day
- The checking and storage of delivered items will be completed appropriately, by one colleague at any one time

- PPE will be available to all colleagues, and guidance on appropriate use will be given. PPE provided as per PPE assessment.
- Regular handwashing is completed by all colleagues designated to accepting deliveries
- Daily cleaning and sanitising regimes in place and signed off in the kitchen diary (daily cleaning and sanitizing required at minimum every 2 hr. intervals) as per the common touch register.

## **Shared Equipment**

### **Controls put in place before reopening**

- Review the necessity for sharing equipment and avoid sharing where possible by providing additional equipment or changing working practices. Colleague to be allocated their own equipment.
- Appropriate cleaning and sanitising equipment available to clean shared equipment such as the Zonal till screen, chip and pin readers, phones, shared keyboards, and headsets.

### **Controls once open**

- All colleagues will be allocated their own equipment. If a colleague changeover takes place, all equipment and utensils will be sanitised ready for the next colleague to use
- Provision of appropriate cleaning and sanitising equipment and chemicals are always available to clean shared equipment.
- Staff are trained on the requirement to ensure that their workstation is clean and sanitised for the next person to use it.
- Staff are instructed to clean Zonal till screens before and after each shift; to clean chip and pin machines after every transaction, unless a contactless payment has been processed.
- Office equipment such as phones, keyboards are cleaned and wiped before and after use.
- PPE will be available to all colleagues, and guidance on appropriate use will be given. PPE provided as per PPE assessment.

## **Kitchen offices**

### **Controls put in place before reopening**

- Review the number of staff permitted to use the office at any time and to utilise the training room in the Garden Centre where necessary.
- Shared equipment to be kept to a minimum and where it must be shared cleaning equipment is available and instruction given to staff on its cleaning.
- Appropriate PPE sourced and staff trained in its correct and safe use. PPE provided as per PPE assessment.

### **Controls once open**

- Only one person is permitted to work in the restaurant office at a time.
- Staff are instructed to always observe the 2m social distancing guidelines
- The appropriate cleaning and sanitising equipment are always available for office equipment including phones, headsets and stationery items. These will be cleaned and sanitised after every use, and end of day

- All colleagues will be allocated their own equipment. If a colleague changeover takes place, all equipment and utensils will be sanitised ready for the next colleague to use
- PPE will be available to all colleagues, and guidance on appropriate use will be given. PPE provided as per PPE assessment.

## Controls in place by activity – miscellaneous

### Managing Contractors & Visitors

#### Controls put in place before reopening

- All contractors and visitors are required to sign in at the Garden Centre Customer Service Desk.
- All contractors and visitors will be asked to complete a health questionnaire relating to COVID-19 symptoms and will not be permitted to enter the Garden Centre or Restaurant if there are exhibiting symptoms or live with someone that is.
- All contractors and visitors are instructed to pre-book and plan their visit with Restaurant management. These visits must not be scheduled at peak trading times unless it is an emergency.
- Visitors and contractors are always instructed to observe social distancing and to provide their own RAMS documentation.

#### Controls once open

- Customer Service Desk personnel ensure that all visitors and contractors sign in and that the appropriate manager is called to manage the visitor or contractor.
- The Customer Service Desk personnel ensure that the Health screening process is undertaken.
- The Customer Service Desk personnel ensure that all visitors and contractors are advised about the requirement to abide to social distancing guidelines.
- All contractors will wear a face covering for the duration of their visit
- PPE will be available to all colleagues, and guidance on appropriate use will be given. PPE provided as per PPE assessment.

<b>Final Risk Assessment (with controls in place)</b>		<b>Likelihood</b>					
	<b>Severity</b>	1	2	3	4	5	<b>Evaluation</b>
	1	1	2	3	4	5	<b>LOW - GREEN</b> For a risk rating of 6 or less no further action is required.
	2	2	4	6	8	10	<b>MEDIUM - YELLOW</b> For a risk rating between 8 and 15 further actions are required to reduce the risk.
	3	3	6	9	12	15	<b>HIGH - RED</b> For a risk rating of 16 the task or machine should not be used until the risk is reduced.
	4	4	8	12	16	20	
	5	5	10	15	20	25	
<b>Severity</b>	<b>3</b>						
<b>Likelihood</b>	<b>4</b>						
<b>Risk Rating</b>	<b>12</b>						

## 11. Pinch Points

### RESTAURANT ENTRY AND SERVERY JOURNEY –

#### *Proximity point*

- Queueing at entry point.
- Replenishment of counters – i.e. cups, saucers and stock

#### *Resolving action*

- Clear communication will be made between Host and seating area supervisor establishing current levels of customer numbers in the restaurant. After evaluation, the restaurant will be closed, customers will be stopped at the entrance and will be invited to return in 5 minutes when the restaurant will reopen. Waiting or congregation outside the restaurant entrance will not be permitted.

**The restaurant  
is currently full**

Please try in 5 minutes

*Thank you for your patience*

- Replenishment of counters will be restricted to non-peak times where possible; replenishment will not be conducted between 11.00am and 15:00pm. To help, additional storage areas will be made for accessible replenishment, these will be located close to the service point. A specific route will be outlined for staff to follow when replenishment is required, these will include wait zones and verbal advice/instruction to customers.



Before crossing the servery to replenish the adjacent counter, the colleague will remain at the trolley crossing point. They will then ask the customer to wait in their current queuing point, the colleague is then able to cross over whilst maintaining social distancing guidelines at a minimum of 1.7M.

## COUNTERS – SERVED TO CUSTOMERS (HOT PLATE and CAKES), SELF SERVICE (DELI)

### ***Proximity point***

- Colleague passing through behind counter areas – replenishment

### ***Resolving action***

When colleagues pass or travel in proximity which each other behind counters the following observation will be made. Colleagues will communicate their presence in the area, then the colleague assigned to that specific area will move to a safe square whilst the other colleague (two) passes by. Once colleague (two) has passed by, the colleague assigned to that area will return to service. Once a colleague has passed through an area they will not be permitted to return.



## CUSTOMER MICROWAVES

### ***Proximity point***

- Customer waiting to use
- Colleague waiting to clean and sanitise

### ***Resolving action***

The customer microwaves potentially are high contact risk. Risk evaluation would include touch points, lack of queuing area, replenishment or cleaning. The opportunity to supervise these amenities will be limited. Initially these amenities be removed upon the opening of the restaurant and re-introduced at an appropriate time.

## COFFEE ORDER AND PAY POINTS

### *Proximity point*

- No queue all customers have been served

### *Resolving action*

When all customers have been served and there is no longer a queue all colleagues must maintain segregation and continue to follow social distancing guidelines. Colleagues will use this opportunity to satisfy the increased cleaning and sanitising requirements and remain in their designated area. An additional wait zone will be available for use as appropriate.



## CUSTOMER SEATING AREAS – SEATING CONFIGURATION

### *Proximity point*

- Customers or colleagues moving tables

### *Resolving action*

The seating plan has been configured to allow for social distancing guidelines, 2M where possible and 1.5M back-to-back from nearest point (back of chair). We do anticipate that customers may choose to relocate tables or seating on occasions. The movement of tables and seating will not be permitted by any persons.

**Please refrain  
from moving or  
pulling together  
tables.**

Tables and seating have  
been reconfigured to  
maintain social distancing.



## **CLEARING PODS –**

### ***Proximity point***

- Customers approaching the cleaning pods
- Staff congregating in or around the clearing pods

### ***Resolving action***

Clear communication will be made by the colleague or seating area supervisor to the customer that the clearing pods are colleague use only. Clear confirmation that the table clearer will clear the table when they have vacated it, will be given to the customer. Table clearers will be allocated a zone and pod. Colleagues will maintain communication and demonstrate the social distancing guidelines throughout, and the pods will be strictly one occupant only at any one time.

## **RESTAURANT EXIT –**

### ***Proximity point***

- Queueing at exit point.

### ***Resolving action***

Clear communication will be made between seating area supervisor and the host establishing current levels of customer numbers leaving the restaurant. After evaluation, the restaurant exit will be manned, customers will maintain the social distancing guidelines as mapped out clearly on the floor until the opportunity to leave the restaurant arises. Waiting or congregation at the single exit point of the restaurant will not be permitted. Also, customers entering the restaurant will be halted.



## **KITCHEN ENTRANCE/EXIT –**

### ***Proximity point***

- Colleagues commencing and finishing shift

### ***Resolving action***

Clear communication will be made between colleagues using the kitchen entrance/exit when they commence and finish shift. Arrival for work should be maximum 5 minutes prior to shift time, and staff should arrive in uniform ready to work except for chefs. Minimal belongings should be brought into work. Colleagues will not be permitted to loiter in staff areas, they should then proceed directly to their working location/area. At the end of shift colleagues should again refrain from loitering in staff areas and proceed to the colleague main exit.

## **COLLEAGUE BREAK AREAS**

### ***Proximity point***

- Colleagues from the restaurant and garden centre taking breaks at the same

### ***Resolving action***

Although the total number of colleagues returning to work in the initial period will be lower than normal it will be more difficult to satisfy social distancing guidelines in our colleague break areas. Additional break areas will be provided, and there will be amendment to the break scheduling. Attention should be taken to staff bubbles, staff who work in the same areas should always demonstrate the social distancing guidelines whilst on the break.

## 12. Common Touch Points

### Common touch point register;

AREA/PLACE	INCLUSIONS	CLEANED & DISINFECTED?	FREQUENCY CHANGE NEEDED	NOTES
All areas	Any time use items – phones, headsets, stationary	✓	✓	Medium use, by Managers and colleagues. Add hand sanitising
All areas	Hard surfaces	✓	✓	High use, by Customers and colleagues. Increased cleaning required
Preparation areas FOH and BOH	Preparation surfaces	✓	✓	High use, by chefs and colleagues. Increased cleaning required
Kitchen and office	Light switches	✓	✓	Low use, by chefs and Managers
Kitchen entry and exit	Door plates	✓	✓	High use, by all colleagues. Add hand sanitising, increased cleaning required.
Kitchen Entry from staff area. Preparation and service fridges. Walk-in storage areas.	Door handles	✓	✓	High use, by chefs and colleagues. Add hand sanitising, increased cleaning required.
Coffee order and Pay points and Express pay point	Till screens	✓	✓	High use, by colleagues. Increased cleaning required.
Coffee order and Pay points and Express pay point	Chip and pin reader, after non-contactless use	✓	✓	High use, by colleagues. Increased cleaning required.
Designated areas – Host, Till points, Table clearers	Visor/Face Shield (only worn in conjunction with face covering)	✓	✓	High use, by colleagues. End of day sanitisation required.
Designated areas – Supervisor level and above	Allergens Folder	✓	✓	Low use, by supervisor and Manager. End of day sanitisation required.

## Cleaning schedule

This schedule below will be added to the counter diaries. It will be in addition to the end of day and weekly schedules which are already in place.

### COMMON TOUCH POINT - DAILY CLEANING SCHEDULE CHECKLIST W/C: \_\_\_\_\_

Please ensure all areas are thoroughly checked before signing this checklist.

Daily cleaning and sanitizing required at maximum every 2 hr. intervals, please initial and time when completed;

COUNTER AREAS - Daily	MON	TUES	WED	THUR	FRI	SAT	SUN
Front Counters – Cleaned and sanitized using the two-stage cleaning process <b>OPEN 09:00am</b>							
Front Counters – Cleaned and sanitized using the two-stage cleaning process <b>AM 11:00am</b>							
Front Counters – Cleaned and sanitized using the two-stage cleaning process <b>PM 13:00pm</b>							
Front Counters – Cleaned and sanitized using the two-stage cleaning process <b>PM 15:00pm</b>							
Prep Counters/Hard Surfaces – Cleaned and sanitized using the two-stage cleaning process <b>OPEN 09:00am</b>							
Prep Counters/Hard Surfaces – Cleaned and sanitized using the two-stage cleaning process <b>AM 11:00am</b>							
Prep Counters/Hard Surfaces – Cleaned and sanitized using the two-stage cleaning process <b>PM 13:00pm</b>							
Prep Counters/Hard Surfaces – Cleaned and sanitized using the two-stage cleaning process <b>PM 15:00pm</b>							
Touch points and handles – Cleaned and sanitized using the two-stage cleaning process <b>OPEN 09:00am</b>							
Touch points and handles – Cleaned and sanitized using the two-stage cleaning process <b>AM 11:00am</b>							
Touch points and handles – Cleaned and sanitized using the two-stage cleaning process <b>PM 13:00pm</b>							
Touch points and handles – Cleaned and sanitized using the two-stage cleaning process <b>PM 15:00pm</b>							
Touch points <b>Visor/Face Shield</b> – Cleaned and sanitized using the two-stage cleaning process <b>END OF SHIFT</b>							
<b>Manager's Initials</b>							

## COMMON TOUCH POINT - DAILY CLEANING SCHEDULE CHECKLIST W/C: \_\_\_\_\_

Please ensure all areas are thoroughly checked before signing this checklist.

Daily cleaning and sanitizing required at maximum every 2 hr. intervals, please initial and time when completed;

KITCHEN AREAS - Daily	MON	TUES	WED	THUR	FRI	SAT	SUN
Prep Counters/Hard Surfaces – Cleaned and sanitized using the two-stage cleaning process <b>OPEN 09:00am</b>							
Prep Counters/Hard Surfaces – Cleaned and sanitized using the two-stage cleaning process <b>AM 11:00am</b>							
Prep Counters/Hard Surfaces – Cleaned and sanitized using the two-stage cleaning process <b>PM 13:00pm</b>							
Prep Counters/Hard Surfaces – Cleaned and sanitized using the two-stage cleaning process <b>PM 15:00pm</b>							
Touch points and handles – Cleaned and sanitized using the two-stage cleaning process <b>OPEN 09:00am</b>							
Touch points and handles – Cleaned and sanitized using the two-stage cleaning process <b>AM 11:00am</b>							
Touch points and handles – Cleaned and sanitized using the two-stage cleaning process <b>PM 13:00pm</b>							
Touch points and handles – Cleaned and sanitized using the two-stage cleaning process <b>PM 15:00pm</b>							
Touch points <b>Allergen folder</b> – Cleaned and sanitized using the two-stage cleaning process <b>END OF SHIFT</b>							
<b>Manager's Initials</b>							

**COMMON TOUCH POINT - DAILY CLEANING SCHEDULE CHECKLIST W/C: \_\_\_\_\_**

Please ensure all areas are thoroughly checked before signing this checklist.

Daily cleaning and sanitizing required at maximum every 2 hr. intervals, please initial and time when completed;

<b>SEATING AREAS - Daily</b>	<b>MON</b>	<b>TUES</b>	<b>WED</b>	<b>THUR</b>	<b>FRI</b>	<b>SAT</b>	<b>SUN</b>
Hard Surfaces – Cleaned and sanitized using the two-stage cleaning process <b>OPEN 09:00am</b>							
Hard Surfaces – Cleaned and sanitized using the two-stage cleaning process <b>AM 11:00am</b>							
Hard Surfaces – Cleaned and sanitized using the two-stage cleaning process <b>PM 13:00pm</b>							
Hard Surfaces – Cleaned and sanitized using the two-stage cleaning process <b>PM 15:00pm</b>							
Touch points, handles and gates – Cleaned and sanitized using the two-stage cleaning process <b>OPEN 09:00am</b>							
Touch points, handles and gates – Cleaned and sanitized using the two-stage cleaning process <b>AM 11:00am</b>							
Touch points, handles and gates – Cleaned and sanitized using the two-stage cleaning process <b>PM 13:00pm</b>							
Touch points, door releases, handles and gates – Cleaned and sanitized using the two-stage cleaning process <b>PM 15:00pm</b>							
Touch points, parasols outdoor – Cleaned and sanitized using the two-stage cleaning process <b>END OF SHIFT</b>							
<b>Manager's Initials</b>							

## Example - Current end of day cleaning schedule

### WEEKLY CLEANING SCHEDULE CHECKLIST

W/C: \_\_\_\_\_

Please ensure all areas are thoroughly checked before signing this checklist. Shaded areas are not required to be cleaned on stipulated day

**NOTE: Report all damaged equipment to duty manager and remove from use immediately**

CAKE DISPLAY COUNTER AREAS	MON	TUE	WED	THU	FRI	SAT	SUN
Cake Storage Fridges - Wiped inside and outside including all door seals							
Cake Storage Fridges - Check stock and replenish replacing all dirty containers							
Cake Storage Fridges - Doors and handles wiped and sanitized							
Cake Storage Fridges - Empty and move out and clean behind, top and sides							
Sinks / Basin and drainer - Wipe down, clean and sanitize including cupboard							
Cake Display Fridges – Clean shelving / glass / surfaces and check for damage							
Cake Display Fridges – Remove, rotate stock and re-merchandise stock neatly							
Cake Display Fridges – Check and replace all POS signs / labels / sign holders							
Cake Display Fridges - Vacuum grills, underneath and behind							
Kitchen Aid Mixer – Dismantle wash utensils and wipe surfaces after use							
Bins – Emptied, cleaned and relined							
Microwave* – Clean inside and outside sanitize door handles and internal base							
Cake Display service utensils – remove wash and return to station ready for use							
Cake Display crockery all washed, rotated and replenished ready for use							
Cake point of sale – checked for cleanliness, repair and accuracy							
Turbo Fan Oven – Switched off, cleaned inside and out including top							
Pastry Storage Racks – emptied and cleaned including floor behind							
Back Counter Cupboard – Cleaned and sanitized with all debris removed							
Front Counters – Wiped clean front, sides and on top to remove all dust / debris							
Centre Feed Dispensers – Replenish and clean including soap / gel units							

Wall and Glass Screen - Behind back counter cleaned and wiped down							
General Areas – Sweep floors and mop including under front / back counters							
General Areas – Clean and rotate storage containers and serving utensils							
General Areas – Clean all display materials / props and wash as required							
General Areas – Return all glassware and crockery to wash up as required							
Gelato Freezer – Stock scraped down, covered and replenished as required							
Gelato Freezer – Wipe down all surfaces inside and outside removing debris							
Gelato Freezer – Check signage and replace as required							
Gelato Freezer – Empty, switch off and defrost as required							
<b>Manager's Initials</b>							

# APPENDICIES

## Return to Work Questionnaire Form



### COVID-19 Colleague Self-Screening Form

The safety of our employees, customers and visitors, remains a primary concern. As COVID-19 continues to evolve and spread globally, we are monitoring the situation closely and will periodically update our risk assessment on current recommendations from Government.

To help prevent the spread of COVID-19 and reduce the potential risk of exposure to employees and customers, we are conducting a screening questionnaire. Your participation is important to help take precautionary measures to protect everyone in the building.

*Thank you for your time and co-operation*

I am a:  Colleague

#### Contact Information\*:

Name\*:

Mobile Number\*:

E-mail Address:

1. Are you or any members of your household showing any signs of the following symptoms that cannot be attributed to another health condition?
  - Temperature 38° or higher
  - Continuous Cough
  - Shortness of Breath
  - New loss of taste or smell
2. Have you tested positive for COVID-19 in the last 10 days?
3. Are you waiting for a COVID-19 test or the results of a COVID-19 test?
4. Have you been contacted by NHS Test and Trace services and asked to self-isolate?
5. Do you live with someone who has either tested positive for COVID-19 or had symptoms of COVID-19 in the last 14 days?

**If you have answered YES to any of these questions, we cannot permit you to enter the premises.**

Signed :

Date:

\*contact info will be use in line with our Test & Trace Privacy Policy available on our website

## Return to Work Interview Form

### To be used after any Covid-19 related absence

Name		Employee Number	
Department		Centre	
Absence Start Date		Absence End Date	

**Self-Certification** (to be completed by employee in conjunction with manager during the return-to-work interview)

Reason for absence? Covid-19 symptoms or Self-Isolation?	
If Self-Isolation was this because of being contacted by the Trace and Test Team?	
If Yes, can you provide evidence of this?	
If No, what were your reasons for Self-Isolation?	
How long were you in Self-Isolation?	
If you were absent due to Symptoms, have you had a Covid-19 test?	
If Yes, were the results positive or negative?	
Can you please provide evidence of your test result?	
If Positive, are you fully recovered, and do you feel able to return to work?	
If No, why have you not had a test?	
Do you still have any symptoms? (If yes, colleague should not be in the workplace and should be advised to get a test as soon as possible unless an alternative diagnosis has been made by a GP / Hospital)	

Were proper absence notification procedures followed? (if no, explain procedures and possible action for failure to follow)	Yes <input type="checkbox"/> No <input type="checkbox"/>
Are any adjustments required? (if yes, give details)	Yes <input type="checkbox"/> No <input type="checkbox"/>
Number of days off sick for this absence	
Does this sickness absence require further attention / action? (if yes, give details)	Yes <input type="checkbox"/> No <input type="checkbox"/>
Actions taken / Next steps If all required evidence has been provided employee will be paid in full for this absence.	

**Details of Return to Work interview conversation** (Details arising from any of the above questions)

**Managers remarks regarding payment for this period of sickness absence**

**Declaration** (to be completed by employee)

I understand that if I provide inaccurate or false information about my absence, it may, depending on the circumstances, be treated as gross misconduct and result in summary dismissal from the Company.

I understand and agree to the actions that have been agreed at this meeting in relation to my absence.

Signed (employee) .....

Date .....

Signed (manager) .....

Date.....

# Covid-19 Visitor & Contractor Self-Screening Form



## COVID-19 Visitor & Contractor Self-Screening Form

The safety of our employees, customers and visitors, remains a primary concern. As COVID-19 continues to evolve and spread globally, we are monitoring the situation closely and will periodically update our risk assessment on current recommendations from Government.

To help prevent the spread of COVID-19 and reduce the potential risk of exposure to employees and customers, we are conducting a screening questionnaire. Your participation is important to help take precautionary measures to protect everyone in the building.

*Thank you for your time and co-operation*

I am a:  Contractor  Visitor

### Contact Information\*:

Name\*:

Mobile Number\*:

E-mail Address:

1. Are you or any members of your household showing any signs of the following symptoms that cannot be attributed to another health condition?
  - Temperature 38° or higher
  - Continuous Cough
  - Shortness of Breath
  - New loss of taste or smell
2. Have you tested positive for COVID-19 in the last 10 days?
3. Are you waiting for a COVID-19 test or the results of a COVID-19 test?
4. Have you been contacted by NHS Test and Trace services and asked to self-isolate?
5. Do you live with someone who has either tested positive for COVID-19 or had symptoms of COVID-19 in the last 14 days?

**If you have answered YES to any of these questions, we cannot permit you to enter the premises.**

Signed :

Date:

\*contact info will be use in line with our Test & Trace Privacy Policy available on our website

## Pre-Operations Checklist

	Activity	Completed (Yes, No, NA)	Work in Progress	Comment
<b>1</b>	<b>Local Regulations</b>			
	Your restaurant complies and adhere to post-COVID-19 provisions as laid down by the government			
	All regulatory paperwork is completed and documents available (If any)			
	Notify your local authority of your intention to restart operations			
	Update your food safety management system for any new procedures: <ul style="list-style-type: none"> <li>- Impact new procedures may have had on FSMS e.g. employee hygiene</li> <li>- New operations e.g. cook-chill-reheat, allergen management</li> </ul>			
<b>2</b>	<b>Check condition of equipment</b>			
	Gas lines are fully functional and serviced by approved contractor.			<i>Contractor name, last date of service:</i>
	All electrical fittings and wirings interior & exterior of the facility checked			
	Main water tank and all water supply pipelines checked, water from water tanks flushed and water tanks cleaned thoroughly.			
	Internet/Wi-Fi connections, displays working, tills working etc			
	AC units, lights in BoH & FoH checked and functioning properly			
	Preventive maintenance completed for any other equipment			
	Have you completed the property checklist?			
<b>3</b>	<b>Condition of products and contact surfaces</b>			
	Thoroughly clean equipment before restarting and restocking (ensure equipment is allowed enough time before restocking)			
	All left behind product checked to ensure it is compatible and safe for use: <ol style="list-style-type: none"> <li>1. Use by or best before dates</li> <li>2. Check for signs of temperature abuse,</li> <li>3. Pest damage or</li> <li>4. Loss of allergen information</li> </ol>			

	Check that the hygiene and integrity of any packaging stored through a period of closure has been maintained and dispose of unsuitable packaging			
	Check all surfaces that customers may come in contact with. Ensure they are in good shape and easily cleanable.			
	Check that you can obtain your usual raw materials and ingredients so that your <b>allergen</b> or product specifications can be met.			
	Check allergen information is accurate and available for all items on sale - Review your allergen management system, allergen matrices and menus to account for changes of supplier and any new raw materials or products.			
	Ensure <b>allergen</b> information is available to customers at time of ordering and at delivery of food			
<b>4</b>	<b>Employee Health</b>			
	Check all employees returning are fit to work and wearing clean work clothes.			
	If you require staff to wear PPE, check you have adequate stocks available. Review the government advice on use of Personal Protective Equipment (PPE) prior to implementing.			
	Review any PPE laundering procedures, where appropriate, to ensure PPE worn by staff can be safely changed and cleaned regularly.			
	Make sure adequate hand-washing stations are provided at all appropriate points within the food production and communal areas.			
	Consider providing hand sanitiser additional to hand-washing facilities at appropriate locations.			
<b>5</b>	<b>Customer Area</b>			
	Social distancing practice in place. Examples - Markings on the floor to maintain social distancing and signage.			
	Hand Sanitisers available for all customers entering and exiting the facility and throughout (e.g. on sanitise stations).			
	Distancing and rearrangement of tables and seating completed to improve the distances between customers			
	Customer areas, toilets cleaned & sanitised and signage displayed			
	Awareness Posters on COVID-19 and guidelines displayed in prominent locations. Examples can be found on Government website, or create your own 'welcome back signage'			

	Are steps in place to minimise staff-customer interactions			
<b>6</b>	<b>Pest Control</b>			
	Interior and exterior pest check completed			
	No evidence of live or dead pest or harbourage was evident. Any gnawing marks, rodent droppings in the facility, live or dead roaches?			
	Pest service visit from your local pest control contractor has been scheduled or completed.			<i>Contractor name, last date of service:</i>
	All pest monitoring devices checked and replaced if required.			
	No compromised pest proofing evident- Insect killer functioning, no gaps under doors, no gaps on floors, walls and ceiling evident.			
<b>7</b>	<b>Cleaning and sanitising</b>			
	Cleaning & Sanitisation of all areas- floor, walls & ceiling completed			
	Cleaning & Sanitisation of all food preparation areas – work surfaces, equipment and utensils			
	Appropriate strength sanitiser available and ready for use.			
	All touch points including: Door handles, rails, windows, door glasses, tables, chairs, POS, keyboards, and credit card machines cleaned and sanitised			
	Toilets cleaned, odour free and sanitised.			
	At all hand washing sinks functional hand dryer/paper towel, antibacterial hand wash soap, hand sanitiser and warm water available for washing hands			
	Obtain enough of your regular cleaning consumables such as soap, sanitiser and paper towels. Provide suitable alternatives if your regular products are unavailable.			
	All bins emptied and cleaned thoroughly.			
	Outside bin area clean and maintained. No previous waste available.			
	Drains – ensure all water seals in floor, wash basin, and sink drains are effective			
<b>8</b>	<b>Staff Knowledge &amp; Understanding</b>			
	In line with government advice, refresh hand washing training that staff should wash their hands more frequently than usual. This should be for 20 seconds with warm water and soap.			
	Staff having clear understanding of how restaurant will be operating and all necessary safety procedures. Staff briefing completed.			

	Refresher Training on new COVID-19 Policy, PPE usage, social distancing and hand washing practices for all staff. This is documented?			
	All relevant colleague training prior to re-open has been completed and is documented.			
<b>9</b>	<b>Test run/soft opening</b>			
	All equipment operational and in good working order. Social distancing and COVID-19 control measures all ready to go?			
<b>10</b>	<b>Chemicals</b>			
	Approved cleaning chemicals available and in use.			
	Any leaked, damaged or out of date chemical discarded immediately			
	Check existing stocks are within their use-by date. Cleaning products made-up or diluted before any closure should be disposed of as effectiveness reduces over time.			
	Assess if staff need re-training on dilution rates and cleaning procedures i.e. contact time may have changed			
	Ensure sufficient supply of sanitisers and hand wash liquid available in restaurant			
<b>11</b>	<b>Monitoring</b>			
	Implementing and maintaining a strict cleaning schedule post COVID-19 - increasing frequency of cleaning and disinfection, paying particular attention to shared equipment and high through-put and touch areas.			
	Monitoring staff personal hygiene practices and handwashing to be conducted more frequently (e.g. every 20 minutes)			
	Checks on employees using return to work form, consider asking these questions daily			
	Internal and/or External audits restarted			
<b>12</b>	<b>Other Service Providers</b>			
	Ensure that your registered waste carrier services are running and available as required, to ensure there is no build-up of waste on site.			
<b>13</b>	<b>Any other restaurant Specific Checks</b>			

## Operational Checklist (Once Open)

	ACTIVITY	COMPLETED ✓	GUIDANCE
Time:	Date:		
Person Completing:			
	Was daily meeting held staff, with any identification of issues for follow up?		<i>Daily reinforcement of key practices is critical in forming and maintaining new habits. Use these daily meetings to review COVID-19 practices and controls or to introduce new ones. Use these meetings to collect feedback from employees: what's working, what's not, how can things be improved?</i>
	Are approved cleaning products available including stocked sanitiser and all wash hand basins?		<i>Ensure all are stocked</i>
	Did the team conduct thorough cleaning in all customer areas especially touch points?		<i>Critical to clean these in the control of COVID-19</i>
	Did the team conduct a comprehensive cleaning in all staff areas and touch points?		
	Are communication posters posted and in good repair?		<i>Check these are displayed and replace any which are missing or damaged.</i>
	Is everyone clear of COVID-19 symptoms (ask return to work questions)?		
	Are personal distancing measures signage up and in good repair?		
	Are all checklists and records available for use?		
	Furniture arranged properly to promote social distancing?		
	Is any required PPE available?		

# SAFE SYSTEMS OF WORK

## RESTAURANT SAFE SYSTEM OF WORK (SSW56)

ACTIVITY (DESCRIPTION OF WORK): **SAFE CLEARING AND CLEANING OF CUSTOMER TABLES**  
**(COVID-19)**

ASSOCIATED RISK ASSESSMENT:

**DO NOT USE THIS MACHINE OR UNDERTAKE THIS ACTIVITY UNLESS YOU HAVE BEEN TRAINED IN ITS SAFE USE AND OPERATION BY AN AUTHORISED DESIGNATED TRAINER**

Personal Protective Equipment (PPE) required:

					
GLOVES	FACE MASK	EYE PROTECTION	APPROPRIATE FOOTWEAR	EAR PROTECTION	PROTECTIVE CLOTHING
X	X		X		X

### SAFE WORK PROCEDURE

Potential hazards:

-  Contact with chemicals.
-  Slips on wet surfaces
-  Manual handling injuries
-  Cuts from broken crockery and glass
-  Covid 19

PRE-OPERATION:

Equipment required:

D10 spray

A roll of yellow J-cloth

A roll of green J-cloth

Sign 'Do not use Cleaning in Progress' in acrylic holder

Face Covering

## **OPERATION:**

All staff members must wear a face covering (for exemptions please refer to the PPE register in the Risk Assessment).

On every occasion the customer table must be cleared and cleaned prior to the next customers using it. Tables must not be cleared until the customers have left it and vacated the area. Tables must not be cleared and cleaned whilst customers are occupying them.

Place a tray on the table and start to stack the dirty, used crockery, cutlery etc on it. Always ensure that the tray is in a secure position on the table i.e. not sticking out over the edge of the counter or table.

Never use a broken tray

When loading the tray load similar sized items together to help prevent items from falling. Do not overload the tray, ensure that the weight of items is evenly spread across the tray. Heavy items should be placed in the centre of the tray to ensure that the weight is balanced evenly.

Stack plates of the same size together and never stack cups more than two high.

Place similar cutlery together on the tray to avoid cuts when sorting later.

Place all refuse together in a position on the tray where it will not fall off when carried.

Once the table has been cleared it must be wiped clean and sanitised. Clear off crumbs or other food debris and refuse onto the tray. A two-stage surface cleaning process is used. Spray the table directly with D10 and wipe off using a yellow J cloth, then respray the table with D10 and leave for 30 seconds. After this contact time, wipe the table with a green J cloth.

Whilst the contact time is being established place a sign on the table to indicate the table is being cleaned. During this time another table could be cleaned. Remove the sign once the cleaning has been completed.

New J-clothes of the appropriate colour must be used for each table. Once the 1 stage cleaning has been completed dispose of the J-clothes in the bin.

Touch points on chair backs must be cleaned using the two-stage surface cleaning process as detailed above. Check that the chairs are clean and undamaged. Push the chair under the table (where possible) ready for the next customer.

Highchairs must be wiped down removing all debris and stubborn stains. They must also be cleaned using D10 and the two-stage cleaning method detailed for tables. Check that the straps are in place and not damaged. Replace the highchair in the designated area. Do not stack more than two highchairs together. Any damaged highchairs must be removed from service and management informed.

If the floor has debris (food or litter) on it, this should be cleared up.

Carry the full tray into the clearing pod or stackable trolley (Snowhill). Before doing this make sure that it is not too heavy or unbalanced. Remove empty glass bottles and place in receptacle in the bottom of the stackable trolley. Before setting off with the tray make sure that your route is clear to the clearing pod or to the stackable trolley.

All customer trays must be cleaned through the dish washer.

## POST OPERATION

Ensure D10 spray is available throughout shift

At end of day all tables and chair backs must be sanitised using the two-stage method with a contact time of 5 mins

Summary of two-stage cleaning process;

**1**

### The Two Stage Method:

The Two Stage Method must always be used as disinfection is more effective on clean surfaces:

#### Stage 1 - clean

- Remove loose debris from the surface with a cloth or paper.
- Spray Suma Bac D10 on the surface and clean with a cloth or paper.



#### Stage 2 – disinfect

- Re-spray Suma Bac D10 and leave for:
  - Routine Disinfection = leave for at least 30 seconds contact time
  - Critical Disinfection to EN1276 = leave for 5 minutes contact time
- Rinse with cold water



#### Clean as you go:

Suma Bac D10 can also be used for clean as you go, just spray & wipe

**3**

### Critical Disinfection:

For critical disinfection a 5 minute contact time is needed, based on the local Food Safety manual.

Typical occasions will be:

- At the end of the shift
- After raw meat or eggs have been used.
- Before high risk foods are being prepared.

**4**

### Cloths

Disposable cloths or paper are preferred.

If using reusable cloths, use separate ones in the clean and disinfect stages and rinse out after use.

Please see the Hints & Tips Guide for Care of Cloths & Mops for guidance on how to disinfect your reusable cloths.

Please wait  
while we  
sanitise  
and prepare  
this table

## RESTAURANT SAFE SYSTEM OF WORK (SSW62)

ACTIVITY (DESCRIPTION OF WORK): **SAFE ACCEPTANCE OF A SUPPLIER DELIVERY (COVID-19)**

ASSOCIATED RISK ASSESSMENT:

Personal Protective Equipment (PPE) required:

					
GLOVES	FACE MASK	EYE PROTECTION	APPROPRIATE FOOTWEAR	EAR PROTECTION	PROTECTIVE CLOTHING
X	X		X		

### SAFE WORK PROCEDURE

Potential hazards:

-  Covid 19
-  Slips on wet surfaces
-  Manual handling

**PRE-OPERATION:**

Face Covering

Clipboard and pen

**OPERATION:**

On every occasion a supplier delivery is received, the colleague must:

- Wear a face covering (for exemptions please refer to the PPE register in the Risk Assessment).
- Only accept delivery through the delivery entry point
- Maintain social distancing guidelines as much as possible with the delivery driver
- Ensure that all items that are being delivered are placed in the designated delivery zone/area ready for checking
- Ensure that the driver places the delivery note/invoice in the access point
- Ensure the driver steps back away from the access point, at 2M, before they step forward to collect the delivery note/invoice.
- Ensure all items presented in the delivery zone/area are checked off against all items that are listed on the delivery note/invoice.

Once the delivery items have been checked off the colleague must step back to the safe zone to allow the driver to retain the necessary paperwork, collect any returns or damaged goods and complete the delivery process. The driver will now exit through the delivery entry point.

## **POST OPERATION**

The colleague must ensure that all stock items delivered are stored safely in the appropriate storage areas.

The colleague must ensure that all stock items delivered are stored in rotation, applying the F.I.F.O method

The colleague must ensure all delivery notes/invoices are returned to the appropriate admin tray in the restaurant office, whilst maintaining the social distancing guidelines. One person is allowed in the office at any one time.

Regular hand washing must be demonstrated by all colleagues accepting deliveries.

ACTIVITY (DESCRIPTION OF WORK): HOST – MEET AND GREET (COVID-19 SECURE)

Personal Protective Equipment (PPE) required:

					
GLOVES	FACE MASK	EYE PROTECTION	APPROPRIATE FOOTWEAR	EAR PROTECTION	PROTECTIVE CLOTHING
	X		X		

SAFE WORK PROCEDURE

Potential hazards:

 Covid 19

PRE-OPERATION:

Equipment required:

Lectern with protective shield, Laptop for NHS Test and Trace service

NHS QR code poster

Face Covering

OPERATION:

- An Entry management system will monitor customer levels in the Restaurant to ensure social distancing measures can be observed safely by our customers.
- A Restaurant ‘Host’ will always be present to meet and greet the customer at the Restaurant entrance.
- The ‘Host’ must wear a face covering (for exemptions please refer to the PPE register in the Risk Assessment), and they will always demonstrate the social distancing guidelines
- The ‘Host’ will control the number of people entering the Restaurant at any one time. The maximum number limit of customers for the servery must not be exceeded (during busy periods access to the Restaurant will be restricted).
- As the customer arrives, the Host will ask **‘Hi/Hello, how many people are your household group today’**. Then the ‘Host’ will complete the NHS Test and Trace service customer details record, or advise the customer to utilize the NHS QR code if they prefer to scan in.
- The ‘Host’ will inform the customer of the social distancing guidelines in the Restaurant servery, and provide the customer with directional, counter and product information

- The Host will ensure that the one-way flow into the Restaurant is maintained and ensure that customers do not attempt to leave the Restaurant via this route

#### **POST OPERATION**

- At end of shift ensure that all surfaces and equipment is sanitised.
- The Test and Trace laptop will be secured.

# RESTAURANT SAFE SYSTEM OF WORK (SSW59)

## ACTIVITY (DESCRIPTION OF WORK): FOOD SERVICE COUNTERS (COVID-19 SECURE)

### Personal Protective Equipment (PPE) required:

					
GLOVES	FACE MASK	EYE PROTECTION	APPROPRIATE FOOTWEAR	EAR PROTECTION	PROTECTIVE CLOTHING
	X		X		X

### SAFE WORK PROCEDURE

#### Potential hazards:

-  Covid 19
-  Hot food
-  Hot equipment
-  Knives
-  Manual handling
-  Slips and trips

#### PRE-OPERATION FOR FOOD COUNTERS:

Ensure all appropriate PPE is in place

Ensure that the protective screening is undamaged and clean

Ensure that counter and preparation area has been sanitised and cleaned using the 2-stage method

Ensure all relevant POS and safety signage (allergy & COVID) is in place

Ensure that all service utensils are clean and available for use

Ensure that sanitised trays are available, and that all relevant crockery is in place along with wrapped cutlery for customers

#### CAKE COUNTER

#### OPERATION:

- All staff members must wear a face covering (for exemptions please refer to the PPE register in the Risk Assessment).
- All staff members will always demonstrate the social distancing guidelines
- Regular handwashing must be demonstrated by all colleagues, minimum once every 20 minutes

- Daily cleaning and sanitising regimes that are in place must be signed off in each appropriate front of house diary (daily cleaning and sanitizing required at minimum every 2 hr. intervals). This will include items identified in the common touch point register
- PPE will be available to all colleagues, and guidance on appropriate use will be given
- Protection screens will be added to the cake counter to keep our colleagues and customers safe.
- POS will be displayed detailing the choices available.
- The customer journey will lead the customer directly past the counter enabling them to make their preferred choice, this will be placed on a tray at the collection point by the server. Wrapped cutlery will be provided.
- The customer will then continue the one-way route to their next chosen counter or the Coffee order and pay point.
- Trays will be provided at this counter when a choice is made.
- The staff member will be responsible for dealing with customer queries and maintaining the counter. This will include product information, stock levels, stock rotation and presentation standards. Replenishment requirements for the counter must be made via the chef on duty.
- When replenishment is being completed the safe area must be used in order to maintain social distancing.



## POST OPERATION

- At the end of service remove cakes and place into appropriate storage containers.
- Any out of date or damaged product must be recorded on wastage sheets and disposed of in the correct way.
- Clear down counters to remove debris and clean/sanitise using the 2-stage method with a 5-minute contact time.

- All points on the cleaning schedule for the front of house Cake Counter diary must be completed and signed off.

## **DELI COUNTER**

### **OPERATION**

- All staff members must wear a face covering (for exemptions please refer to the PPE register in the Risk Assessment).
- All staff members will always demonstrate the social distancing guidelines
- Regular handwashing must be demonstrated by all colleagues, minimum once every 20 minutes
- Daily cleaning and sanitising regimes that are in place must be signed off in each appropriate front of house diary (daily cleaning and sanitizing required at minimum every 2 hr. intervals). This will include items identified in the common touch point register
- PPE will be available to all colleagues, and guidance on appropriate use will be given
- The customer will self-serve at this counter
- All products displayed on this ambient counter are covered by the 4-hour rule. Use the information on the day dot to ascertain how long the product has been on display for.
- POS will be displayed detailing the choice available
- The customer journey will lead them directly past this counter enabling them to make their preferred choice, the customer will then place their item on their tray
- The customer can then continue the one-way route to their next chosen counter or the Coffee order and pay point
- Trays are available at this counter if a choice is made. However, the customer may already have a tray if they have selected an item of choice from the previous counter
- The staff member will be responsible for dealing with customer queries and maintaining the counter. This will include product information, stock levels, stock rotation and presentation standards.
- Replenishment requirements for the counter must be made via the chef on duty.
- When replenishment is being completed the safe area must be used in order to maintain social distancing.



## POST OPERATION

- At the end of service remove any remaining deli product and place into appropriate storage containers.
- Any out of date or damaged product must be recorded on wastage sheets and disposed of in the correct way.
- Clear down counters to remove debris and clean/sanitise using the 2-stage method with a 5-minute contact time.
- All points on the cleaning schedule for the front of house Deli Counter diary must be completed and signed off.

## HOT PLATE COUNTER

### OPERATION

- All staff members must wear a face covering (for exemptions please refer to the PPE register in the Risk Assessment).
- All staff members will always demonstrate the social distancing guidelines
- Regular handwashing must be demonstrated by all colleagues, minimum once every 20 minutes
- Daily cleaning and sanitising regimes that are in place must be signed off in each appropriate front of house diary (daily cleaning and sanitizing required at minimum every 2 hr. intervals). This will include items identified in the common touch point register
- PPE will be available to all colleagues, and guidance on appropriate use will be given
- Protection screens will be added to the Hot Plate counter to keep our colleagues and customers safe

- The customer journey will lead the customer directly past this counter enabling them to make their choice, order and then collect at the collection point
- The customer can then continue the one-way route to the Coffee order and pay point, or alternatively use the Express pay point
- Trays are available at this counter when a choice is made. However, the customer may already have a tray if they have selected an item of choice from the previous counter
- Wrapped cutlery and condiments will be provided upon customer request
- The staff member will be responsible for dealing with customer queries and maintaining the counter. This will include product information, stock levels, stock rotation and presentation standards
- Replenishment requirements for the counter must be made via the chef on duty.
- When replenishment is being completed the safe area must be used in order to maintain social distancing.



Safe Area



## POST OPERATION

- At the end of service remove any remaining hot plate product and return these to the kitchen. Use a trolley to do this.
- Any out of date or damaged product must be recorded on wastage sheets and disposed of in the correct way.
- Clear down counters to remove debris and clean/sanitise using the 2-stage method with a 5-minute contact time.
- All points on the cleaning schedule for the front of house Hot Plate diary must be completed and signed off.

## RESTAURANT SAFE SYSTEM OF WORK (SSW60)

ACTIVITY (DESCRIPTION OF WORK): **COFFEE ORDER AND TILL POINT (INC EXPRESS TILL POINT)**  
**(COVID-19 SECURE)**

Personal Protective Equipment (PPE) required:

					
GLOVES	FACE MASK	EYE PROTECTION	APPROPRIATE FOOTWEAR	EAR PROTECTION	PROTECTIVE CLOTHING
	X		X		X

### SAFE WORK PROCEDURE

Potential hazards:

-  Covid 19
-  Manual handling
-  Slips and trips
-  Use of hot equipment

### PRE-OPERATION FOR TILLS:

Ensure all appropriate PPE is in place

Ensure that the protective screening is undamaged and clean

Ensure that counter area, till screen and chip and pin unit have been sanitised and cleaned using the 2-stage method

Ensure all relevant customer information signage is in place e.g. payment and social distancing

Ensure that there is a sufficient supply of till rolls available

Sanitising wipes for till and chip and pin equipment

Bottle opener for customer use attached to counter where available

### OPERATION:

- All staff members must wear a face covering (for exemptions please refer to the PPE register in the Risk Assessment).
- All staff members will always demonstrate the social distancing guidelines
- Regular handwashing must be demonstrated by all colleagues, minimum once every 20 minutes

- Daily cleaning and sanitising regimes that are in place must be signed off in each appropriate front of house diary (daily cleaning and sanitizing required at minimum every 2 hr. intervals). This will include items identified in the common touch point register
- PPE will be available to all colleagues, and guidance on appropriate use will be given
- Protection screens will be added to the pay point counters to keep our colleagues and customers safe
- The staff member will complete the transaction on Zonal, and take payment for the customers preferred choice
- Only payment method will be card or contactless. If the chip and pin keypad is used it must be sanitized after use
- The customer journey can lead them directly to this counter and enable them to make a quick payment, if they do not require a Costa beverage
- The customer can now make their way to the seating area where they can choose a table, and enjoy their meal and/or drinks



## POST OPERATION

- Clear down till area and tray ledge to remove debris and clean/sanitise using the 2-stage method with a 5-minute contact time.
- Clean and sanitise all till equipment using the appropriate cleaning agent and equipment.

## COFFEE ORDER AND PAY POINT

### Equipment

- Customer use bottle opener where available.

## OPERATION

- All staff members must wear a face covering (for exemptions please refer to the PPE register in the Risk Assessment).
- All staff members will always demonstrate the social distancing guidelines. Staff using coffee machines will be allocated their own machine and equipment.
- Regular handwashing must be demonstrated by all colleagues, minimum once every 20 minutes
- Daily cleaning and sanitising regimes that are in place must be signed off in each appropriate front of house diary (daily cleaning and sanitizing required at minimum every 2 hr. intervals). This will include items identified in the common touch point register
- PPE will be available to all colleagues, and guidance on appropriate use will be given
- Protection screens will be added to the Coffee order and pay point counters to keep our colleagues and customers safe
- The customer coffee order will be taken, payment will be made, and the customer will be served their preferred choice of Costa beverage at this counter
- One staff member will take the order and complete the transaction on Zonal, whilst a further two staff members prepare and serve any Costa beverages that are ordered. 2M distancing where possible must be maintained. Where staff are working back-to-back the distance will be maintained at 1.1m.
- The selected beverage(s) will be presented in the collection area after payment. Sugar or sweetener will be available to the customer
- The customer journey will lead the customer directly to this counter enabling them to make their final choices, and pay for all their items
- The customer can now make their way to the seating area where they can choose a table, and enjoy their meal and/or drinks



## **POST OPERATION**

- Any out of date or damaged product, including coffee grind, milk and impulse lines must be recorded on wastage sheets and disposed of in the correct way.
- Clear down counters to remove debris and clean/sanitise using the 2-stage method with a 5-minute contact time.
- All points on the cleaning schedule for the front of house Costa diary must be completed and signed off.
- Put the coffee machines through the automatic cleaning cycle.
- Clean and sanitise all till equipment using the appropriate cleaning agent and equipment.

# RESTAURANT SAFE SYSTEM OF WORK (SSW61)

## ACTIVITY (DESCRIPTION OF WORK): THE KITCHEN (COVID-19 SECURE)

### Personal Protective Equipment (PPE) required:

					
GLOVES	FACE MASK	EYE PROTECTION	APPROPRIATE FOOTWEAR	EAR PROTECTION	PROTECTIVE CLOTHING
	x (when working in close contact)		x		

### SAFE WORK PROCEDURE

#### Potential hazards:

-  Covid 19
-  Hot equipment
-  Hot food
-  Chemicals
-  Knives
-  Kitchen equipment
-  Manual handling
-  Slips and trips

#### PRE-OPERATION

Ensure that all areas of the kitchen are cleaned and sanitised prior to commencing work.

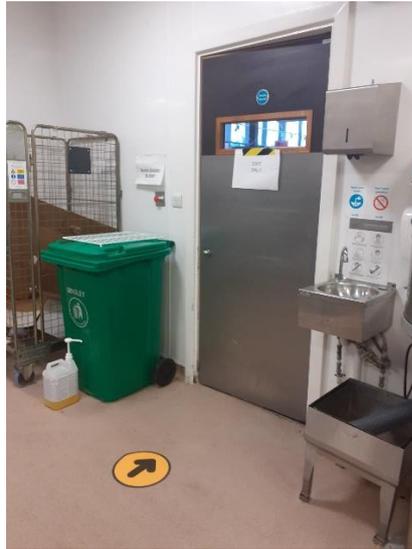
Ensure that all equipment is checked for safety and cleanliness prior to use

#### OPERATION

#### ENTRY AND EXIT

- All staff members must wear a face covering when working in close contact with another colleague (for exemptions please refer to the PPE register in the Risk Assessment).
- There will be signage throughout the Kitchen advising colleagues of the social distancing guidelines
- Upon Entry, colleagues must keep to the 2M social distancing guidelines as much as possible
- A one-way system will be maintained as much as possible
- Entry to the Restaurant servery area will be made through designated entry points
- Chefs will be permitted to re-enter through normal routes whilst adhering to social distancing guidelines

- Colleague access to the kitchen from the Restaurant area is only permitted through the dishwash area
- Fire exits must not be blocked



## THE KITCHEN

- There will be signage throughout the Kitchen advising colleagues of the social distancing guidelines
- Colleagues must keep to the 2M social distancing guidelines as much as possible
- All staff members must wear a face covering when working in close contact with another colleague (for exemptions please refer to the PPE register in the Risk Assessment).
- Regular handwashing must be demonstrated by all chefs
- Zones and safe areas will be marked out on the floor
- Chefs will be allocated to a zone, and they will be responsible for that area
- Regular cleaning and sanitizing will take place. A two-stage cleaning process will be applied when cleaning hard surfaces and preparation areas
- Only one chef or colleague is permitted in the Walk-in chilled and frozen areas at one time
- Only one chef or colleague is permitted in the storage area at one time
- Fire exits must not be blocked



## **THE WASH UP**

- There will be signage throughout the Wash up area advising colleagues of the social distancing guidelines
- Colleagues must keep to the 2M social distancing guidelines as much as possible
- All staff members must wear a face covering when working in close contact with another colleague (for exemptions please refer to the PPE register in the Risk Assessment).
- Zones and safe areas will be marked out on the floor
- Colleagues will be allocated to a zone, and they will be responsible for that area
- Regular cleaning and sanitizing will be increased
- A two-stage cleaning process will be applied when cleaning hard surfaces
- Regular handwashing must be demonstrated by all colleagues
- Fire exits must not be blocked

## **DELIVERIES**

- Delivery access is only permitted through one entry point
- Colleagues and drivers must keep to the 2M social distancing guidelines as much as possible
- All delivery items must be placed in the designated delivery zone, and then delivery accepting process must then be followed

## **VISITORS AND CONTRACTORS**

- When contractors visit one of our kitchen/restaurants they must please report to the customer service desk
- Contractor visits must be planned accordingly. Our kitchens and counters have limited space and are restricted to numbers for social distancing reasons
- Contractor visits should be scheduled to non-peak trading times where possible

## RESTAURANT SAFE SYSTEM OF WORK (SSW62)

### ACTIVITY (DESCRIPTION OF WORK): RESTAURANT OPERATIONS (COVID-19 SECURE)

#### Personal Protective Equipment (PPE) required:

					
GLOVES	FACE MASK	EYE PROTECTION	APPROPRIATE FOOTWEAR	EAR PROTECTION	PROTECTIVE CLOTHING
	X		X		

#### SAFE WORK PROCEDURE

##### Potential hazards:

-  Covid 19
-  Manual handling
-  Slips and trips

##### PRE-OPERATION

Ensure that all office areas are always kept clean and tidy.

##### OPERATION

##### RESTAURANT OFFICE

- All staff members must wear a face covering when working in close contact with another colleague (for exemptions please refer to the PPE register in the Risk Assessment).
- We will limit the number of people allowed in the office at any one time.
- We will utilize the training rooms to give extra space for admin tasks.
- Colleagues will always observe the 2m social distancing measures.
- Computer keyboards will need to be cleaned after each person has used them.
- Anytime equipment is used it will need to be wiped clean. e.g. Phones, headsets, stationary items

##### TEAM CHANGING AND BREAK AREAS

- Clocking in & out on the iPad – please use the wipes provided to clean the iPad after every use. (We will require special wipes to clean these screens).
- Break times and lunches will be staggered as much as possible to avoid large members of the team using the break room at the same time. Additional staff break areas will be provided. Break rooms will have furniture temporarily removed to create extra space.
- Disposable cups will be provided for drinks.

- Colleagues are to demonstrate the 2M social distancing guideline where possible
- Regular handwashing is completed by colleagues
- Hand washing posters in place and verbal reminders to colleagues to wash hands correctly
- Where possible, personal belongings should not be brought into the colleague areas
- No loitering by colleagues in staff areas prior to or after shift time

Daily cleaning and sanitising regimes in place and signed off (daily cleaning and sanitizing required at minimum every 2 hr. intervals) to include;

- Equipment
- Equipment handles
- Hard surfaces
- Light switches
- Door plates
- Door handles

