

COVID-19 Secure Risk Assessment

Following the release of *Covid-19 Secure Guidance for Employers, Employees and the Self-Employed; Keeping Workers & Customers Safe During Covid-19* by the government on 23 June 2020, a thorough evaluation has taken place at **The Orchard @ Fairfield Park Restaurant** prior to reopening on Monday 3rd August 2020. Every aspect of the business has been assessed to consider all the risks surrounding the Covid-19 health emergency and changes have been implemented at every level to help protect both the employees of The Orchard Fairfield Ltd and the customers visiting the restaurant.

This risk assessment has been carried out collaboratively by Steven Mitchell SM (Director), Harriet Mitchell HM (Director) and Joy Buchanan JB (Restaurant Manager). Team members have also been involved in discussing all aspects of managing the risks and Bannatynes Health Club have authorised the reopening of the site subject to this document being adequate.

EDIT: Following the change in legislation by the government, procedures have been amended in line with the current hospitality guidance.

What are the risks or hazards?	Who might be harmed & how?	What is currently in place to control the risk?	What further action is required to control the risk?	Who needs to carry out this action?	When is the action needed by?	Completed date
Employees being unable to maintain social distancing (minimum of 1m distance) whilst at work within the restaurant site and fulfilling job roles.	Employees - by contracting the Covid-19 virus from close contact to other employees.	A perspex screen between employees and customers across the bar top, covering both the till point providing a physical barrier.	Ongoing evaluation to see whether the restaurant can fully operate with staff socially distanced as customer demand increases.	SM to ensure Front of House hazard tape is put in place.	02/08/2020	01/08/2020
	Customers – at risk of contracting the virus from close contact to employees.	Staff training given to create designated areas to fulfil roles. I.E. Preparation stations within the kitchen, a designated barista/drinks, a designated till operator, floor waiter and concierge role outside. Walkie-Talkies introduced to keep communication throughout the venue whilst staying in separate areas. Floor marks to designate working areas front of house, till point for customer, holding area for guests coming through from health club. Minimal staffing levels to ensure contact is minimised. No immediate person to person contact permitted (such as hand shaking).	If customer demand increases and more staff are required on shift can social distancing continue at all times and do tasks develop that cannot be carried out with social distancing? What changes can then be made to resolve this? – Daily feedback from the shift team will be relayed to the full operating team to evaluate success and areas for improvement or development. Plates must not be served if too hot, as customers will need to handle plates from the delivery table. This will need to be continually evaluated. Working with the GM at Bannatynes to ensure social distancing is maintained where possible in the event of the fire alarm sounding.	HM to arrange installation of Perspex shield at counter. JB to communicate with staff clear expectations and to review on a weekly basis to ensure social distancing is achievable as the restaurant regains custom.	02/08/2020 Reviewed weekly once reopen.	31/07/2020

		<p>Staff are not to travel to work sharing a vehicle. Staff are to use private transport to come to work.</p> <p>Staff break times are to be staggered and weather permitting breaks should be taken outside or away from the restaurant.</p> <p>Each indoor table will have a serving table next to it. This is where the waiter will serve dishes to and clear plates from, to allow a safe distance to be maintained between employee and customer at all times.</p> <p>A new online booking system provided to manage and maintain the number of customers in the restaurant at any one time.</p> <p><i>Staff have been made aware of all guidelines and were involved in carrying out this Risk Assessment. They have signed to say that they understand and adhere to the measures put in place.</i></p>				
Customers choosing or being unable to maintain social distancing (a minimum of 1m) whilst visiting the restaurant.	<p>Employees - by contracting the Covid-19 virus from close contact to customers.</p> <p>Customers – at risk of contracting the virus from close contact to other customers.</p>	<p>Reconfiguring the restaurant with socially distanced tables, seating and walk-ways.</p> <p>Floor markers to remind customers to maintain social distances.</p> <p>Introducing takeaway food – collection from outside the restaurant only. Minimising the number of people coming into the restaurant.</p> <p>Perspex partitions on the restaurant floor to protect seated customers from other customers walking past.</p> <p>Clear guidance and procedures displayed to customers at arrival to the site and</p>	<p>Ongoing evaluation as to whether the new system is easily followed by the customer. Customer feedback required to ensure ease of use.</p> <p>Encouragement to customers to utilise outside seating.</p> <p>Reminding customers of the rules (both verbally and via signage), such as no mass gatherings and only two households meeting at a time.</p>	<p>SM complete floor taping.</p> <p>HM to source Perspex floor partitions.</p> <p>JB & HM to create ample signage and instructions for throughout the venue.</p> <p>JB & Staff to complete ongoing evaluations and weekly meeting (via Zoom or Whatsapp) as to whether the whole system is working and to receive customer feedback.</p>	<p>02/08/2020</p> <p>31/07/2020</p> <p>02/08/2020</p> <p>Review Weekly Once Reopen</p>	<p>01/08/2020</p> <p>01/08/2020</p> <p>01/08/2020</p>

		<p>throughout the venue so they are fully informed of the social distancing measures in place.</p> <p>A waiting point for spa guests coming through from the health club so that they can't walk straight into the restaurant.</p> <p>Toilet procedure of one-in-one-out and an area to wait socially distanced.</p>		<p>End of day review of new policies to be evaluated and sent through on team Whatsapp group – raise concerns or issues, plus share positives and what is working well.</p>	<p>Review Weekly Once Reopen</p>	
<p>Spreading of the virus via lack of hand sanitisation</p>	<p>All employees and customers, delivery personnel, Bannatyne's employees, gym members & spa guests by coming into contact with the virus from a surface and then touching their face.</p>	<p>Automatic hand sanitiser unit installed upon entrance to the restaurant at both doors (from club and at front door). Instructions to request all personnel using the site sanitise their hands upon entrance.</p> <p>Sanitiser surface wipe station on the restaurant floor which is accessible by everyone at anytime.</p> <p>Sufficient, clear signage to remind everyone to sanitise & wash hands more frequently.</p> <p>New hand washing policy in place to ensure employees wash their hands thoroughly more frequently.</p>	<p>The sanitiser stations must be monitored frequently to ensure they have adequate supply of sanitiser liquid and the areas are kept clean.</p>	<p>SM to install hand sanitiser units.</p> <p>JB to set up sanitiser station on restaurant floor.</p> <p>JB to ensure restocking and maintaining of sanitiser stations is monitored and included on the daily cleaning schedule.</p> <p>JB to ensure all staff understand the new hand washing policy.</p>	<p>02/08/2020</p> <p>02/08/2020</p> <p>02/08/2020</p> <p>To be issued and signed off as each staff member returns to work.</p>	<p>01/08/2020</p> <p>01/08/2020</p> <p>02/08/2020</p>
<p>The spreading of the Covid-19 virus on touched surfaces.</p>	<p>All employees and customers, delivery personnel, Bannatyne's employees, gym members & spa guests by coming into contact with the virus from a surface and then touching their face.</p>	<p>Automated hand sanitiser station at both entrances (does not require touching for use) to reduce the risk of the virus being spread onto touched surfaces within the restaurant.</p> <p>Reducing of touch points via the following:</p> <ul style="list-style-type: none"> All tables must be reserved in advance. Customers are greeted at allocated time and taken directly to their allocated table Paperless menus – introduction of QR Scanner and menus online 	<p>Condiments will be supplied in disposable packets when food is served.</p> <p>High chairs and booster seats will be sanitised straight after use. Once used, customers will be instructed to leave them at their tables so that employees can clearly see which items need sanitising. Customers will be advised where to collect sanitised child facilities from (clearly marked designated area)</p>	<p>JB and employees to increase focus on maintaining surface cleanliness and to reduce the areas that will need to be touched.</p> <p>SM, HM, JB to ensure the customer journey through the restaurant is clear and limits the amount of touch points.</p>	<p>Ongoing from reopening</p> <p>02/08/2020</p>	<p>01/0/2020</p>

		<ul style="list-style-type: none"> • Disposable (single-use) menus available if patrons don't have access to a smart phone • Introduction of ordering app for takeaway customers with collection outside • The condiments have been removed from tables • Table decorations/centrepieces have been removed • Customers will not be able to sit at the front of the bar <p>Cloths not to be used in sanitising surfaces. One-use blue roll only.</p> <p>Uniform regulations updated:</p> <ul style="list-style-type: none"> • Single-use disposable aprons are to be used for food prep - not to be worn outside of the kitchen and disposed of after use. • Fabric uniform aprons to be worn in customer facing positions and must be machine washed between shifts. • All staff uniform to be machine washed cleaned above 60 degrees between shifts. Where possible staff should change to and from their uniform on site. • Reusable face masks must be washed between shifts. • Staff advised to bring minimal items/bags into the building. • Personal belongings which are necessary will be secured in secure cupboard out of the main restaurant space. <p>Documented cleaning schedule of high contact areas at regular intervals during the</p>	<p>Contactless card payment will be made of preference and signage will be displayed to customers to encourage this.</p> <ul style="list-style-type: none"> - Hand sanitiser available at the till point for use if customer pays by cash. - Hand sanitiser can only be used for 3 transactions and then the employee must wash their hands thoroughly with soap and water (in addition to following hand washing policy and washing hands every 20 minutes). <p>The restaurant opening hours will be amended and serving times will be set to allow for adequate deep cleaning and sanitising between reservations. Fabric seating will need to be sprayed with appropriate sanitiser between reservations.</p> <p>Perspex shields will need to be sanitised regularly and added to the daily cleaning schedule.</p>	<p>Employees to encourage contactless payment moving forward and inform customers of phasing out the use of cash.</p> <p>JB to create a regular internal cleaning schedule for high touch points</p> <p>JB to create toilet cleaning schedule and chart.</p> <p>HM & JB to source fabric sanitiser spray.</p>	<p>Ongoing</p> <p>02/08/2020</p> <p>02/08/2020</p> <p>02/08/2020</p>	<p>02/08/2020</p> <p>02/08/2020</p> <p>31/07/2020</p>
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The virus is airborne and is spread via droplets.	All employees and customers, delivery personnel, Bannatyne’s employees, gym members & spa guests being exposed to the virus particles within the air.	<p>A perspex shield has been put in place at the bar to create a barrier between customers paying and employees. However, customers no longer have a requirement to come up to the bar.</p> <p>Perspex shields utilised throughout the restaurant to ensure seated customers are less exposed to customers, employees and delivery staff walking past.</p> <p>Everyone who accesses the venue must be wearing a face mask (including staff, customers and delivery drivers). The only time when masks are permitted to be removed is when a person is sitting eating/drinking at a table. Only those who provide a mask exemption card or lanyard will be permitted to enter without a mask on.</p> <p>Employees have access to visors should they deem that they would like to wear them.</p>	<p>Delivery drivers will be advised of quieter times to deliver to ensure the number of people within the venue allow for safe social distancing. They will have their temperature checked before entry. Should any of the drivers be exhibiting a temperature the delivery will not be admitted into the building and will be sanitised in situ.</p> <p>Staff will be required to monitor the venue footfall and ensure customer numbers are maintained at a safe level to ensure there is ample distance maintained between social bubbles. In addition, there is only one entrance which provides ventilation to the outside – windows cannot be opened; therefore it is paramount numbers are minimised.</p> <p>Perspex shields will need to be sanitised regularly and added to the daily cleaning schedule.</p> <p>Ventilation system and air conditioning units need to be cleaned more regularly.</p>	<p>HM to ensure clear Perspex counter shield is installed.</p> <p>SM & HM to source freestanding Perspex screens.</p> <p>All staff to encourage outside seating and to monitor the number of customers in attendance.</p>	02/08/2020	31/07/2020
					01/08/2020	01/08/2020
					Ongoing	
Groups of people at close contact & mass gatherings	Customers both within the group will be subjecting	Tables situated at 2 meters apart where possible or 1 meter apart only when chairs are back to back. Tables will be limited to a	Employees will have the training to provide them with the knowledge that they can ask groups to disperse,	SM and HM to arrange tables and seating appropriately	02/08/2020	01/08/2020

increasing the risk of spreading the virus	themselves to greater risk and larger groups will also increase the risk to other customers within the restaurant.	<p>maximum of 6 chairs per table – this includes babies and children. Group bookings across multiple tables will not be permitted.</p> <p>Tables are set and will not be moved closer together to create larger tables.</p> <p>Signage reminds customers of the government rules around groups and also to advise them that they are not permitted to move tables.</p> <p>The restaurant will be closed at 10pm and all customers are required to be off site by that time, including from the outside dining area. This is to prevent late night drinking and tiredness impacting the customers ability/willingness to comply with legislation and social distancing.</p>	to prevent customers from moving tables and should customers not adhere staff members will be permitted to ask them to vacate the venue.	<p>JB to arrange appropriate signage</p> <p>All employees to fully understand the rules around mass gatherings and know when to disperse customers</p>	02/08/2020 Ongoing	01/08/2020
Clinically vulnerable individuals are at higher risk of contracting the virus.	Any employees who are clinically vulnerable & customers who are clinically vulnerable who attend the venue may be at increased risk if exposed to the virus.	None of our staff are listed clinically vulnerable or extremely clinically vulnerable. Staff listed as extremely clinically vulnerable would not be able to work at this time.	<p>Should any staff become clinically vulnerable due to a new health condition, individual risk assessments would need to be carried out for those employees to assess their safety within their job role.</p> <p>Customers are able to enter the site who are clinically vulnerable and not declare that to the venue. All the measures within this risk assessment will be implemented until guidance from the government advises us to do otherwise. The measures will be used to keep all customers as safe as possible and to protect the clinically vulnerable as much as possible.</p>	<p>JB to manage and assess any staff who become clinically vulnerable.</p> <p>JB to ensure all new measures and procedures are implemented on a day to day basis.</p>	Ongoing.	
There is a higher risk of spreading the virus indoors.	All employees and customers, delivery personnel, Bannatyne's	Customers will be encouraged to utilise outside seating.	Customers will be encouraged to order takeaway, which can be ordered remotely and is collected from outside the venue.	SM to adapt menu.	02/08/2020 02/08/2020	01/08/2020 01/08/2020

	employees, gym members & spa guests by being exposed to the virus particles within the air.	<p>The menu has been adapted to promote and support takeaway, with contactless collection.</p> <p>The introduction of the role of the concierge will minimise the chance of customers coming into contact with each other and members of staff. The concierge has use of a walkie-talkie to communicate with staff members inside the venue at all times and manage the movement of people.</p> <p>New door guard installed at the entrance door to ensure ventilation with fresh air at all times.</p>		<p>SM to purchase all disposable containers and serving boxes & cutlery.</p> <p>HM & SM to investigate whether outside seating can be expanded on a temporary basis.</p>	Ongoing	
An Employee starts displaying symptoms of Covid-19	Dramatically increases the risk to other employees and customers in contracting the virus.	Temperature checks to be taken for each employee at the start of their shift - Any employee with a temperature will be asked to return home.	<p>If a staff member starts displaying symptoms whilst at work, they must be sent home immediately.</p> <p>If they start displaying symptoms in between shifts they must not return to work.</p> <p>All staff displaying symptoms will need to carry out a test for Covid-19. Only if a negative result is received can a staff member return to work. Should a positive result be received they will only be able to return to work following the adequate isolation period. A self-isolation note will need to be submitted for record and to help provide information to the Test & Trace Service.</p>	<p>JB to manage staff, SM to step in if JB displays symptoms and cannot work.</p> <p>SM to ensure non-contact thermometer has been sourced.</p>	Ongoing.	02/08/2020 31/07/2020
There is an outbreak of Covid-19 locally, notified by the Test and Trace Service.	All individuals who have been in contact with the venue may have been exposed to the virus.	All customers who wish to dine inside have to make a table reservation and will be required to provide their contact details via our online booking system. Contact details will be retained for 21 days and then destroyed.	The restaurant may need to be closed to allow for extensive sanitisation.	SM to implement table reservation software and data collection.	02/08/2020	01/08/2020

		<p>Any customers dining outside will be asked to provide their details by our team whilst they are onsite and this will be recorded manually.</p> <p>Any customer not willing to provide their details will have the option of signing in via the NHS App – Government’s QR Code which is displayed at the entrance to the restaurant. This will be witnessed by a staff member to ensure this happens and customers comply.</p> <p>Any individual who does not comply with the governments track and trace system will not be permitted to enter our venue.</p> <p>All customers will require a temperature check upon arrival as per Bannatynes’ procedures. Customers with a temperature or displaying symptoms will not be permitted to enter. Customers will be notified of this procedure before booking.</p>				
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