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| <p>NUMBER: RA14 - DATBAR</p> | <p>RISK TOPIC: Spread of Covid-19 Coronavirus</p> <p>Covid-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal.</p> |
| <p>OTHER REFERENCES:</p> | |
| <p>Coronavirus (COVID-19) is a respiratory illness. The most important symptoms of coronavirus (COVID-19) are recent onset of any of the following:</p> <ul style="list-style-type: none"> • a new continuous cough • a high temperature • a loss of, or change in, your normal sense of taste or smell (anosmia) <p>For most people coronavirus (COVID-19) will be a mild illness. However, anyone who develops symptoms must self-isolate at home and not go to work, following stay at home guidance. They should arrange to have a test by visiting www.gov.uk.</p> <p>Groups of people who are most at risk</p> <p>Staff, Visitors to our premises, Cleaners, Contractors, Delivery Drivers, Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions, BAME,</p> <p>Anyone else who physically comes in contact with us in relation to our business Revised prior to reopening 25/8/2020 post outbreak.</p> <p>OUR RESPONSE TO THE COVID-19 PANDEMIC</p> <ul style="list-style-type: none"> • We have introduced staggered start and finish times to reduce congestion and contact as much as possible. • We have introduced enhanced cleaning of all facilities throughout the day and at the end of each shift. • We have created new changing rooms to ensure sufficient space to allow staff members changing at the same time to maintain social distance. • We provide suitable and sufficient rubbish bins in these areas with regular removal and disposal. | |

HANDWASHING

Effective handwashing is extremely important to help prevent harmful bacteria from spreading from peoples' hands. All staff that work with food must wash their hands:

- when in the kitchen or preparation area
- before preparing food
- after touching raw food
- after handling food waste or emptying a bin
- after cleaning
- after blowing their nose
- after touching phones, light switches, door handles and cash registers

Staff should dry their hands on a disposable towel. This is because harmful bacteria can spread on wet or damp hands. Use a disposable towel, or your arm if a lever, to turn off the tap.

OUR APPROACH

- New Ground Floor and Wash Station was installed prior to opening.
- Hand washing facilities with soap and water in place.
- Stringent hand washing taking place. Staff need to use handwashing log during shift.
- Drying of hands with disposable paper towels.
- Employees are required wash their hands for 20 seconds with water and soap and thoroughly dry them with disposable towels. Staff encouraged to protect the skin by applying emollient cream regularly.
- Staff are reminded to catch coughs and sneezes in tissues
Catch it, Bin it, kill it
and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues are available throughout the workplace.
- Where Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided. Staff are instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely.
- All staff and customers must observe social distancing whenever possible and practice good hand hygiene protocols.

PPE

Ensure adequate provision of PPE for all staff.

OUR APPROACH

- All of our staff have been issued with face masks with removable filters and visors.
- Visors are mandatory for all front of house staff. Supplied masks are optional as are staff's own masks.
- Blue disposable gloves are available for all staff although staff are encouraged to wash hands instead of wearing gloves.
- Staff have been issued with additional uniform to ensure they can wear clean uniform for every shift.

SOCIAL DISTANCING

Social Distancing -Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by the Public Health Agency

Taking steps to review work schedules including start & finish times/shift patterns to reduce number of workers on site at any one time.

Redesigning processes to ensure social distancing in place.

Ensuring sufficient rest breaks for staff.

Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it.

OUR APPROACH

- Our new booths have been designed with protective dividers to help minimise the risk of transmission and maintain distance between dining customers.
- Staff are encouraging customers to sit outside whenever possible. We have applied to extend our pavement café licence to increase the number of outside tables and chairs.
- Two groups cannot share a large table.

- We are using Open Table to run our reservations to ensure we build in a 15 minute deep clean of dining space before other customers use the tables.
- The senior member of staff on duty is now allocated the role to; Meet, Greet, Take Temperature and instruct customers to login into our Track and Trace APP then wash their hands BEFORE being able to take a seat.
- Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed and log is filled in.
- We are only using the second access door as emergency access to ensure all customers are logged into track and trace.
- All staff wash their hands after entering and leaving the premises
- We have a signed queuing system for customers waiting to enter.
- Weather permitting, we hold pre-shift meetings outside to allow fresh air to circulate around staff in attendance
- All staff are aware of the Covid-19 risk assessment and understand their obligations relating to the safety of themselves, other members of staff and the guests.
- All information is regularly repeated in pre-shift meetings and attendance of pre-shift to be documented
- This must include letting staff know about symptoms and actions the medical professionals are advising people to take.
- A colleague who has been isolated for 14 days cannot return to work until the return to work form has been completed and sent to Cristina De Giorgi.
- New shift patterns have been implemented to minimise number of staff working with others.
- New table layout and EPOS system with handheld order taking will minimise need to approach kitchen and bar areas.

KEEPING RECORDS OF STAFF AND CUSTOMERS IN CASE OF A COVID -19 INFECTION

A reliable method of retaining information is needed.

OUR APPROACH

- We are using Airship on-line Track and Trace which together with detailed instructions for staff and customers displayed upon entry will ensure we have full traceability of all people in case of an infection.

IF STAFF DISPLAY SYMPTOMS OF COVID-19

Clear guidelines should be in place so that managers know how to identify a person displaying Covid-19 symptoms and what to do if this happens.

OUR APPROACH

- If anyone becomes unwell with a new continuous cough or a high temperature in, they will be sent home and advised to follow the stay at home guidance.
- Line managers will maintain regular contact with staff members during this time.

CLEANING EFFECTIVELY

You should do the following things:

- Clean and disinfect food areas and equipment between different tasks, especially after handling raw food.
- Clean as you go. If you spill some food, clear it up straight away and clean the surface thoroughly.
- Use cleaning and disinfection products that are suitable for the job and follow the manufacturer's instructions.
- Disinfection products should meet the BS EN standards. Check product labels for either of these codes: BS EN 1276 or BS EN 13697.
- Do not let food waste build up. Dispose of food waste suitably.
- Use a cleaning schedule to make sure that surfaces and equipment are cleaned when they need to be. It can also help to stop cleaning products being wasted or used incorrectly

CLEANING SCHEDULE

Work out what needs cleaning or disinfecting every day, or more than once a day, and what needs cleaning less frequently. Your schedule should show:

- what needs to be cleaned
- what needs to be disinfected
- how often it needs to be done
- how the cleaning/disinfecting should be done

It is a good idea to include cleaning instructions showing:

- cleaning procedures
- what cleaning products should be used
- how the products should be used, including how much they should be diluted and how long they should be left in contact with the surface, following the manufacturer's instructions
- how the products should be stored - in a special place, not in food areas

Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods.

Covid-19 is known to survive on hard surfaces for a period of time and therefore increasing the risk of spreading the virus

Increase visible monitoring and its enforcement by management. There should be visible marshalling by dedicated staff at all points where staff may congregate or at 'pinch' points where people flow into the building

OUR APPROACH

- Replacing floor and fixed seating with those rated for continuous cleaning. Resealing wooden flooring and replacing dining tables with items which can be deep cleaned easily.
- Hand contact points should be cleaned on a more frequent basis to ensure that they do not act as a vehicle for the virus and is prevented from spreading.
- Every hour the following points are cleaned:
 - Door handles
 - Handrails
 - Taps/sinks
 - Toilet flush handles.
- Contactless is our preferred method of payment however PDQ (Card Payment) machines are cleaned after each contacted use using an alcohol based anti-bacterial wipe or blue roll with spray sanitiser.
- Table and chairs (including underside of chair seat where likely hand contact may have occurred when positioning chair for dining) are to be fully cleaned down and disinfected after each customer use.

- We are now using Open Table to book all customers. This ensures Track and Trace info is logged and that a 15-minute clean down prior to reusing tables is factored into the reservations.
- Wash, rinse, and sanitise food contact surfaces, dishware, utensils, food preparation surfaces, and beverage equipment after use.
- Frequently clean and disinfect floors, counters, and other facility access areas
- All staff will be required to use hand wash stations every 20 minutes.
- Kitchen staff have option of washing hands in kitchen and wearing blue protective gloves as necessary.
- Staff to be reminded that wearing of gloves is not a substitute for good hand washing.
- Cash free payments are the best method of payment as this reduces the risk of the virus being transferred from one person to another.
- Where cash payments/tips are received, staff will wash hands immediately after receiving them.
- All cash will be put in sealed plastic bag before being put in a safe for a minimum of 72 hours to ensure that any potential virus has not survived on the cash surface.
- PDQ (Card Payment) machines are cleaned after each use using an alcohol based anti-bacterial wipe
- Before preparing or eating food, always wash your hands with soap and water for 20 seconds for general food safety.
- Cover your cough or sneeze with a tissue, then throw the tissue in the bin or flush it down the toilet & wash hands after. If you are unable to access tissue quickly enough, cough or sneeze into the crease of your elbow, wash hands immediately after.

WHAT WE USE TO CLEAN

DETERGENTS

Detergents clean the surface and remove grease, but they do not kill bacteria and viruses.

DISINFECTANTS

Disinfectants kill bacteria and viruses, and should be used on a visibly clean surface. They do not work effectively if the surface is covered in grease or visible dirt. It is also important that you leave the product on the surface for the time specified in the instructions.

SANITISERS- D10

Sanitisers can be used to both clean and disinfect as part of a two-stage approach. First use the sanitiser to clean the surface, removing any:

- dirt
- food
- grease.

Re-apply to the visibly clean surface and leave for the required time to disinfect the surface.

COVID-19 AND FOOD

Although it is very unlikely that COVID-19 is transmitted through food or food packaging, as a matter of good hygiene practice anyone handling food must wash their hands frequently with soap and water for at least 20 seconds. This should be done routinely, including:

- before and after handling food
- when moving between different areas of the workplace, and especially after being in a public place
- after blowing your nose, coughing or sneezing. Coughs and sneezes should be caught in a tissue or the crook of your elbow

Food packaging should be handled in line with usual food safety practices and staff should continue to follow existing risk assessments and safe systems of working.

OUR APPROACH

- Only one member of staff is allowed to access/work in basement preparation kitchen.
- Front of house staff are no longer allowed to access the ground floor kitchen at any time.
- A maximum of two chefs and one kitchen porter will work at any time.
- The kitchen porter will not access the sending area of the kitchen to ensure sufficient social distance is maintained.

LOCKER ROOMS AND TOILETS

Systematic, more frequent and effective cleaning of locker rooms and toilets should be implemented, verified and documented. Emphasis should be on hand touch surfaces such as taps, door handles and flush handles.

Steps that will usually be needed to ensure and promote good hygiene, social distancing, and cleanliness in toilet facilities include:

- using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency and to 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
- consider the use of social distancing marking in areas where queues normally form, and the adoption of a limited entry approach, with one in, one out (whilst avoiding the creation of additional bottlenecks)
- to enable good hand hygiene consider making hand sanitiser available on entry to toilets where safe and practical, and ensure suitable handwashing facilities including running water and liquid soap and suitable options for drying (either paper towels or hand driers) are available
- setting clear use and cleaning guidance for toilets, with increased frequency of cleaning in line with usage. Use normal cleaning products, paying attention to frequently hand touched surfaces, and consider use of disposable cloths or paper roll to clean all hard surfaces
- keep the facilities well ventilated, for example by fixing doors open where appropriate
- special care should be taken for cleaning of portable toilets and larger toilet blocks
- putting up a visible cleaning schedule that can be kept up to date
- providing more waste facilities and more frequent rubbish collection

OUR APPROACH

- Staff changing areas have been deep cleaned and new lockers have been installed to ensure all personal property is kept separate and uniforms are stored hygienically.
- A cleaning schedule has been implemented to ensure the changing room is kept clean and sanitised. The schedule is displayed and updated in the changing room.
- The toilets now have cleaning schedules displayed and increased inspections and cleaning are taking place.

MENUS & ORDERING

Menus are a vehicle that can allow the virus to spread from one person to another. Menus should be easily cleanable or contact free.

Where possible, menus should be contact free. For example, a digital menu board or an online menu that customers can refer to on their phones.

OUR APPROACH

- We have created QR codes of our food and drinks menus which are displayed on tables. Customers are encouraged to order using the QR codes on tables.
- We have ordered an APP which will be ready September 2020. This will allow customers to place their own orders which will be linked to EPOS systems allowing food order to be sent directly to the kitchen and drink orders directly to the bar for dispense.
- When the above is not possible disposable paper menus are available. When using paper menus, they will be discarded after each customer use
- When waiters approach customers they will maintain the maximum amount of social distance.

SERVICE

Cross-contamination may occur during service from staff. There is also the risk of cross-contamination via condiments that are used by customers during service.

OUR APPROACH

- Self Service condiments & stations are no longer used to help reduce the risk of cross-contamination. Condiments, such as ketchup/salt/oils are all now in sealed individual wrappers and provided on request.
- Sugar sachets are used for all hot drink service.
- Runners/Waiters wash hands throughout service.

MENTAL HEALTH

Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help

OUR APPROACH

- Staff need to be supported during this time so the De Giorgis are working closely with Supervisors and Manger to ensure they are aware of this.
- Owners and managers will offer support to staff who are affected by Coronavirus or has a family member affected.
- The De Giorgis are aware of the need to consider the mental health of their staff and operate an open-door policy for those who need additional support. For the first week before the outbreak and after reopening, one of the De Giorgis will be onsite to ensure a safe transition into the new way of working and to ensure all new systems operate well.