

HAZARD	WHO MIGHT BE HARMED AND HOW?	Risk without controls in place		Residual Risk	Control Measures	Risk controls in place		Residual Risk	ACTION BY WHO	ACTION BY WHEN
		Severity	Likelihood			Severity	Likelihood			
Covid-19 - Risk of infection by airborne transmission of large or small virus contaminated water droplets or through direct surface contact.	Staff in the 'clinically extremely vulnerable' group may be harmed by virus transmission	5	4	20	All staff members in the clinically extremely vulnerable group or clinically vulnerable group (including new or expectant mothers) are not permitted to come into work.	5	1	5		
Covid-19 - Risk of infection by airborne transmission of large or small virus contaminated water droplets or through direct surface contact.	Staff in the 'clinically extremely vulnerable household' and 'clinically vulnerable' groups may be harmed by virus transmission	4	4	16	Any staff member in the clinically extremely vulnerable household group is permitted to come into work, however they must only perform tasks where they are separate from others e.g. taking orders on the other side of a protective screen. This group of individuals must also follow all other control measures identified in this risk assessment around maintaining social distancing & personal hygiene. Note: Expectant mothers are classed as being at higher risk and are included in the 'clinically vulnerable' group, therefore it is important management are made aware of staff's change in circumstances so modifications to duties can be made.	4	2	8		
Covid-19 - Risk of infection by airborne transmission of large or small virus contaminated water droplets or through direct surface contact.	Staff may be harmed by virus transmission when travelling to work.	4	4	16	Staff travelling for work are advised to travel alone in their own private vehicle unless with another member of the same household and avoid using public transport wherever possible. Where staff do use public transport they are advised to follow the government's COVID-19 guidelines and wear a face covering and maintain social distancing as far as possible including avoiding sitting face-to-face, keep the vehicle well ventilated by opening window(s) and wash their hands at the earliest opportunity after disembarking.	4	2	8		
Covid-19 - Risk of infection by airborne transmission of large or small virus contaminated water droplets or through direct surface contact.	Staff may be harmed by virus transmission from other Staff members.	4	4	16	All Staff to receive COVID-Secure training on how to manage the risk at work, based on the contents of this risk assessment. All staff members are required to take their temperature before arriving to work, with anyone having a temperature of >37.8 Deg or showing any other covid-19 symptom are to stay at home to self isolate in accordance with the latest government guidance.	4	2	8		
Covid-19 - Risk of infection by airborne transmission of large or small virus contaminated water droplets or through direct surface contact.	Staff may be harmed by virus transmission by surface contact, through inadequate hygiene.	4	4	16	Staff are required to wash their hands immediately upon arrival at work and then frequently throughout the day using good handwashing techniques. All staff are to wash their hands before & after eating, drinking, taking their breaks or using the toilet. Staff are to use their designated entrance (separate for kitchen & front of house staff) Staff are to wear freshly laundered workwear each day and to change into their work clothes in the garage area of the premises. No dicky bows to be worn at present. Start & finish times have been staggered to ensure social distancing can be maintained whilst changing and hand sanitiser is available where staff members change their clothes. Staff to store their work / home clothes on their designated storage shelf. Staff should avoid touching their face and cough or sneeze into a tissue which must be binned safely or into their arm if a tissue is not available.	4	2	8		
Covid-19 - Risk of infection by airborne transmission of large or small virus contaminated water droplets or through direct surface contact.	Staff and customers may be harmed by virus transmission upon arrival & placing orders.	4	4	16	Staff are required to wear face coverings at all times (except during their during breaks) & are required to maintain social distancing at all times. When wearing face coverings staff are required to: Wash their hands thoroughly with soap & water for 20 seconds or use hand sanitiser before putting a face covering on & after removing it. When wearing a face covering, avoid touching your face or face covering Change their face covering if it becomes damp or it they have touched it Continue to wash their hands regularly Change & wash their face covering daily If the face covering is washable, wash in line with manufacturers instructions, if not washable to dispose it in a suitable waste bin. Face coverings are provided by company (or staff can use their own), however replacement disposable masks are available.	4	2	8		
Covid-19 - Risk of infection by airborne transmission of large or small virus contaminated water droplets or through direct surface contact.	Staff and customers may be harmed by virus transmission upon arrival & placing orders.	4	4	16	A one way queuing system in place to segregate customers placing food orders (on premise or takeaway) or waiting to be seated, using fixed barriers, signage & floor markings to maintain social distancing - also allowing for disabled customers to safely access & egress the premises. Orders must be taken from behind a fixed screen & only one person permitted to approach the counter to place their order at a time Staff are to disinfect all hard surfaces at regular intervals, using disposable blue roll (not cloths) and an anti-viral disinfectant e.g. door handles, tables, coffee machine, fridge doors, kitchen equipment etc), with all surfaces thoroughly cleaned again at the end of each day Hand sanitiser is available at the order counter (for both staff & customers) for customers paying by cash. Customers in social 'bubbles' are not permitted more than one 'bubble' at a time in the courtyard. Customers are seat by a member of staff to ensure social distancing is maintained. Take away customers collect their food from a separate designated location away from seated customers and has been configured to maintain social distancing, with signage & floor markings in place. Customers are informed (through signage) not enter the premises if anyone in their household is either showing COVID-19 symptoms or has been near anyone with symptoms in the last 2 weeks.	4	2	8		
Covid-19 - Risk of infection by airborne transmission of large or small virus contaminated water droplets or through direct surface contact.	Staff, customers, service engineers & delivery drivers may be harmed, when maintaining the premises & delivering goods.	4	4	16	All maintenance works & deliveries are to be performed out of hours (where possible) Ongoing outside maintenance work is barriered off from staff & customers. Maintenance personnel (e.g. builders, service engineers, etc.) are not permitted to use toilet facilities, tables, etc. Delivery drivers & maintenance personnel must maintain social distancing & wear face coverings if close proximity working is required. All delivery drivers & service engineers are required to take their temperature upon arrival, with anyone having a temperature of >37.8 Deg or showing any other covid-19 symptom are to leave the premises immediately & return home to self isolate in accordance with the latest government guidance.	4	2	8		

Covid-19 - Risk of infection by airborne transmission of large or small virus contaminated water droplets or through direct surface contact.	Staff may be harmed by virus transmission whilst working on the premises.	4	4	16	<p>Staff to work at the same work station as much as possible and clean down their work station after use</p> <p>Fixed teams (same staff members) are to be used whenever possible.</p> <p>Where possible staff are to work apart by working in different rooms / areas, with signage in place to remind staff to maintain social distancing at all times.</p> <p>Staff break times are to be staggered & must only be taken in the outside designated areas.</p> <p>Where PPE is provided for the task - such as rubber gloves, aprons, etc. They must only be worn by the individual to whom they have been issued. PPE must be stored & disposed of safely & not shared with others.</p>	4	2	8													
Covid-19 - Risk of infection by airborne transmission of large or small virus contaminated water droplets or through direct surface contact.	Staff and customers may be harmed by virus transmission whilst on the premises - general	4	4	16	<p>Customers are encouraged to pre-book and also to pre-order if possible too.</p> <p>Bookings are staggered and limited to 2 hour time slots on tables</p> <p>Table service is provided, to minimise customer movement on the premises.</p> <p>Cutlery delivered with food</p> <p>Staff are assigned to tables, therefore limiting contact on who approaches the tables</p> <p>Tables are limited to a max of 6 people</p> <p>Tables are limited to a max of two families per table</p>	4	2	8													
Covid-19 - Risk of infection by airborne transmission of large or small virus contaminated water droplets or through direct surface contact.	Staff and customers may be harmed by virus transmission whilst on the premises - general	4	4	16	<p>External tables are to be used for walk in customers & have been arranged to maintain social distancing - >1m apart allowing for access & egress.</p> <p>Vinyl table cloths have been fitted to make it easier to disinfect surfaces between customers.</p> <p>Blackboard menus are used for outside tables</p> <p>Internal tables are used for pre-booked customers only & have been arranged to maintain social distancing - >1m apart allowing for access & egress.</p> <p>Laminated menus are to be brought to the indoor tables & not left on them - menus to be disinfected in between customer use.</p> <p>Contact surfaces have been minimised, e.g. staff put sugar into hot drinks, takeaway forks and spoons used, customers encouraged not to touch merchandise, staff to open / adjust windows, etc.</p> <p>Non-essential items (e.g. candles, leaflets, table menus, children's entertainment, etc) have been removed from tables.</p> <p>Individually wrapped condiments, sauces, sugar, etc. are offered only on request and are put on plates and not left on the tables</p> <p>Staff are issued with their own pens, pads, etc. to minimise contact surfaces with other staff members.</p>	4	2	8													
Covid-19 - Risk of infection by airborne transmission of large or small virus contaminated water droplets or through direct surface contact.	Staff and customers may be harmed by virus transmission whilst on the premises - general	4	4	16	<p>Staff are not permitted to stroke dogs & dog treats have been removed</p> <p>Ice-creams are sold in tubs only (with prepacked spoons) & not issued in cones.</p> <p>Customers are not allowed to bring personal belongings such as coffee flasks</p> <p>Cyclists water bottles are only re-filled using a water jug, without direct contact with the customers flask</p> <p>Signage is in place to remind customers to wash & sanitise their hands regularly</p>																
Covid-19 - Risk of infection by airborne transmission of large or small virus contaminated water droplets or through direct surface contact.	Staff and visitors may be harmed by virus transmission during payment transactions.	4	4	16	<p>Cash payments are to be avoided as much as possible (customers are encouraged to pay by contactless where possible).</p> <p>If cash is used, hands are to be sanitised by both staff and customers after each transaction and contact surfaces sanitised</p> <p>Card machines are to be sanitised after use and staff are to use hand sanitiser before serving the next customer</p>	4	2	8													
Covid-19 - Risk of infection by airborne transmission of large or small virus contaminated water droplets or through direct surface contact.	Staff and customers may be harmed by virus transmission through poor hygiene.	4	4	16	<p>An ongoing checking system has been implemented to support the track & trace system, with a temporary record kept of all customers, visitors & deliveries from the previous 21 days.</p> <p>A deep clean of all touch points & hard surfaces is performed once per week (using an anti-virus disinfectant aerosol) to disinfect the premises.</p> <p>A documented cleaning schedule is in place which all staff must adhere to (signature required for each clean to ensure it is being followed)</p> <p>A maintenance log is in place to log any issues, so they can be dealt with out of hours</p> <p>A cleaning & disinfection schedule has been put in place to ensure all touch point surfaces are routinely disinfected throughout the day e.g. door handles, banisters, worktops, tables, counters, tills etc.</p> <p>Cleaning inspections are to be performed periodically by supervisors / owners</p> <p>Staff are given a face covering and trained on how to wear, store & dispose of it correctly.</p> <p>Staff are instructed on the correct hand washing techniques to be applied, using the NHS poster.</p>	4	2	8													
Covid-19 - Risk of infection by airborne transmission of large or small virus contaminated water droplets or through direct surface contact.	Staff and customers may be harmed by virus transmission, where someone has demonstrated symptoms on the premises.	4	4	16	<p>There is a 'decontamination' plan in place where customers & staff have demonstrated symptoms of covid-19 on site, including closures of the premises / restricting access to all affected areas whilst they are disinfected & only re-opened once the deep clean is completed.</p> <p>Staff & customers have been informed to contact the NHS track and trace program & provide the necessary details.</p>	4	2	8													
Covid-19 - Risk of infection by airborne transmission of large or small virus contaminated water droplets or through direct surface contact.	Staff and customers may be harmed by virus transmission during table service	4	4	16	<p>Food is delivered to tables to minimise customers moving around the area</p> <p>Tables to be cleared once customers have left and staff are required to wash their hands straight afterwards</p> <p>Tables to be disinfected for each new customer (allowing 5 mins contact time before wiping the surface clean, using the blue disposable paper towel.</p>	4	2	8													

Covid-19 - Risk of infection by airborne transmission of large or small virus contaminated water droplets or through direct surface contact.	Staff and customers may be harmed by virus transmission through poor hygiene in toilet facilities.	4	4	16 Staff to use separate toilet to customers. Outside toilets to be used by women and men Inside toilet to be used by disabled customers and for baby changing only (by request) Social distancing to be observed by all toilet users (as shown by the floor markings & signage) Toilets have increased cleaning schedule, using a checkboard to confirm the date & time cleaned & are to be checked every 30mins. Hand sanitisers are placed at the entrance to premises and outside the toilets NHS posters are positioned in each toilet to remind people to wash their hands after each use.	4	2	8												
Covid-19 - Risk of infection by airborne transmission of large or small virus contaminated water droplets or through direct surface contact.	Staff may be harmed by virus transmission whilst on the premises - kitchen	4	4	16 Staff to work in their designated area only (as defined by floor markings) and disinfect their workstations at the end of their shift Staff to leave the premises at the end of their shift. Kitchen areas are restricted to specified employees only. Kitchen staff are required to work 'back to back' or 'side to side' where possible Only one member of staff to enter storage rooms, toilets, etc. at a time Windows & internal doors to be opened to improve ventilation as much as possible Dirty crockery must be dropped off at the designated station and food to be picked up from the separate designated station.. Staff to clean hands every time they have been in contact with anything that customers have touched. Waste is collected & stored for up to 1 week before being disposed of by an approved refuse collector.															
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