

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 at Vanstone Park Café-Restaurant** prior to reopening on Saturday 4th July 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.

This risk assessment has been carried out collaboratively by Steven Mitchell SM (Director), Harriet Mitchell HM (Director) and Jane Malins JM (Restaurant Manager). Team members have also been involved in discussing all aspects of managing the risks and Vanstone Park Garden Centre have played a vital role in implementing the physical site changes required to execute a one-way system, expand outside seating areas and ensure all visitors to both the garden centre and café-restaurant feel confident in the measures undertaken.

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.	<p>Employees - by contracting the Covid-19 virus from close contact to other employees.</p> <p>Customers – at risk of contracting the virus from close contact to employees.</p>	<p>A perspex screen between employees and customers on the serving desk providing a physical shield.</p> <p>Staff designated to areas to fulfil their roles. I.E. Preparation stations within the kitchen, a designated barista, a designated till operator.</p> <p>Floor marks to designate working areas at a minimum 1meter distance</p> <p>Minimal staffing levels to ensure contact is minimised.</p> <p>The introduction of a one-way system throughout the restaurant with social distancing floor markers.</p> <p>No immediate person to person contact permitted (such as hand shaking).</p> <p>Staff break times are to be staggered and weather permitting breaks should be taken outside or away from the restaurant.</p>	<p>Ongoing evaluation to see whether the restaurant can fully operate with staff socially distanced as customer demand increases.</p> <p>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.</p>	<p>SM to ensure all designated areas are marked out with hazard tape.</p> <p>HM to arrange installation of Perspex shield at counter.</p> <p>JM to communicate with staff clear expectations and to review on a weekly basis to ensure social distancing is achievable as the restaurant regains custom.</p>	<p>03/07/2020</p> <p>03/07/2020</p> <p>Reviewed weekly.</p>	<p>03/07/2020</p> <p>Serving desk screen installed 30/06/2020</p>

		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.				
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>Collaboration with Vanstone Park Garden Centre to reroute customers into the venue and create a one-way system, which is clearly taped out from entrance from the garden centre and back out again.</p> <p>1 person per group is permitted to order and pay at the counter. All other customers must be seated in the restaurant immediately.</p> <p>Reconfiguring the restaurant with socially distanced tables, seating and walk-ways.</p> <p>1meter+ floors markers displayed along the entire one-way route to remind customers to maintain distance.</p> <p>Perspex partitions on the restaurant floor to protect seated customers from those using the walkway through the restaurant.</p> <p>Clear guidance and procedures displayed to customers at arrival to the site and throughout the venue so they are fully informed of the social distancing measures in place.</p> <p>Outside seating extended throughout the grounds of Vanstone Park Garden Centre.</p> <p>Outside seating extended under the canopy of the Vanstone Park Garden Centre entrance.</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 & JM to liaise with Vanstone Park Garden Centre to arrange new routes.</p> <p>SM & JM to complete floor taping.</p> <p>SM & JM to install Perspex boards on restaurant floor.</p> <p>JM & HM to create ample signage and instructions for throughout the venue.</p> <p>JM & 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>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>03/07/2020</p> <p>03/07/2020</p> <p>03/07/2020</p> <p>03/07/2020</p> <p>Review Weekly</p>	<p>29/06/2020</p> <p>02/07/2020</p> <p>01/07/2020</p> <p>03/07/2020</p>

Spreading of the virus via lack of hand sanitisation	All employees and customers, delivery personnel, Vanstone Park Garden Centre employees by coming into contact with the virus from a surface and then touching their face.	Automatic hand sanitiser unit installed upon entrance to the restaurant. Instructions to request all personnel using the site sanitise their hands upon entrance. Sanitiser surface wipe station on the restaurant floor which is accessible by everyone at anytime. Signage to remind everyone to sanitise their hands. New hand washing policy in place to ensure employees wash their hands thoroughly more frequently.	The sanitiser stations must be monitored frequently to ensure they have adequate supply of sanitiser liquid and the areas are kept clean.	SM to install entrance hand sanitiser unit.	03/07/2020	01/07/2020
				JM to set up sanitiser station on restaurant floor.	03/07/2020	03/07/2020
				JM to ensure restocking and maintaining of sanitiser stations is monitored and included on the daily cleaning schedule.	03/07/2020	03/03/2020
				JM to ensure all staff understand the new hand washing policy.	03/07/2020	All staff returning on 01/07/2020 completed the training 01/07/2020. Any new staff will require training ahead of returning to work.
The spreading of the Covid-19 virus on touched surfaces.	All employees and customers, delivery personnel, Vanstone Park Garden Centre employees by coming into contact with the virus from a surface and then touching their face.	Automated hand sanitiser station at the start of the customer journey (does not require touching for use) to reduce the risk of the virus being spread onto touched surfaces within the restaurant. Reducing of touch points via the following: <ul style="list-style-type: none"> All food is boxed and clearly labelled so that customers pick up the item they require without standing at the counter waiting for food to be prepared. Crockery touch point has been removed by doing this. 	Where possible, condiments and cutlery will be pre-prepared within food boxes. High chairs and booster seats will be sanitised and marked clean. 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)	JM and employees to increase focus on maintaining surface cleanliness and to reduce the areas that will need to be touched.	Ongoing	03/07/2020
				SM, HM, JM to ensure the customer journey through the restaurant is clear and limits the amount of touching points. Employees to encourage contactless payment	Ongoing	

		<ul style="list-style-type: none"> • Menus are displayed upon the walk away ahead of the customer entering the restaurant. • The condiments and cutlery station has been removed. • baby station and indoor children's play area have been removed and non-fire doors wedged open <p>A visual marking system of tables so that both employees and customers can see which tables have been sanitised between use.</p> <p>Clear instruction on how customers are to use trays:</p> <ul style="list-style-type: none"> • Collected upon arrival • All food is selected (now all provided boxed) and put on the tray to move along the one-way system to purchase • The boxed food is kept on the tray so that there is minimal contact with the counter & table surfaces (take-away bags will be provided where necessary). • The tray is placed by customer on tray-trolley with all used items upon exit via the one-way system • Everything on the tray will be disposed of by staff members • Staff can then deep clean and sanitise the tray ready for re-use. <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 in morning – not to be worn outside of the kitchen and disposed of after use. 	<p>Each indoor dining table will have a laminated sheet on it – green with 'sanitised' on one side, red with 'needs sanitising' on the other. Customers will clearly be able to distinguished sanitised tables. The customer turns the sheet over to red before leaving to clearly highlight to staff when a table needs sanitising and advising other customers not to be seated until the table is sanitised.</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, closing from 3.30pm for dining-in and 4pm for takeaway. This is to allow extensive deep cleaning of all surfaces at the end of each day.</p> <p>Perspex shields will need to be sanitised regularly and added to the daily cleaning schedule.</p>	<p>moving forward and inform customers of phasing out the use of cash.</p> <p>JM to create a regular internal cleaning schedule for high touch points</p>	03/07/2020	02/07/2020
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The virus is airborne and is spread via droplets.	All employees and customers, delivery personnel, Vanstone Park Garden Centre employees by being exposed to the virus particles within the air.	<p>A perspex shield has been put in place at the serving counter to create a barrier between customers and employees serving.</p> <p>Perspex shields have been installed throughout the restaurant to ensure seated customers are less exposed to customers, employees and delivery staff walking past.</p> <p>Outside seating has been greatly increased both under the canopy, which has ample ventilation, and out on the grounds. Customers will be encouraged to utilise this seating first as the risk of contracting the virus decreases when outside.</p> <p>Customers and staff members are required to wear masks at all time, unless seating at a table eating and drinking. Visors are available to staff should they wish to wear these too as added protection.</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.</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.</p> <p>Employees will have access to visors and masks. Although not mandatory these items of PPE can be used for tasks when social distancing may not be possible or if staff would feel more confident/safe wearing them.</p> <p>Ventilation of the venue is paramount and the ceiling vents will remain open unless of adverse weather.</p> <p>Perspex shields will need to be sanitised regularly and added to the daily cleaning schedule.</p>	<p>HM to ensure clear Perspex counter shield is installed.</p> <p>SM & JM to install internal shields around tables.</p> <p>All staff to encourage outside seating and to monitor the number of customers in attendance.</p>	<p>03/07/2020</p> <p>03/07/2020</p> <p>Ongoing</p>	<p>30/06/2020</p> <p>01/07/2020</p>
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 of the knowledge that they can ask groups to disperse, to	SM, JM and employees to arrange tables and seating	03/07/2020	03/07/2020

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. Groups of 6 include children and babies.</p> <p>Placement of tables have been marked out on the floor to discourage customers to move tables closer together, but also to make it visually clear to staff if customers do this.</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>	prevent customers from moving tables and should customers not adhere staff members will be permitted to ask them to vacate the venue.	<p>appropriately and mark floor with tape</p> <p>JM to arrange appropriate signage</p> <p>All employees to fully understand the rules around mass gatherings and know when to disperse customers</p>	03/07/2020	03/07/2020
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 during 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>JM to manage and assess any staff who become clinically vulnerable.</p> <p>JM 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, Vanstone Park Garden Centre employees by being exposed to the virus particles within the air.	<p>More outside seating has been created with the assistance of Vanstone Park Garden Centre – both under the canopy and in the open air within the grounds. Customers will be encouraged to utilise this seating.</p> <p>The menu has been adapted to promote and support outdoor-picnic-style eating.</p> <p>All food is to be served in disposable containers to allow it to be easily</p>	<p>The adjustable ceiling vents are to be kept open at all times (unless there are adverse weather conditions) this will allow for improved ventilation within the venue.</p> <p>The kitchen door is currently instructed to be kept closed due to a noise complaint. It is to be investigated whether this restriction can be temporarily lifted to allow for</p>	<p>SM & JM to arrange for tables and chairs outside with the assistance of Vanstone Park Garden Centre.</p> <p>SM, HM & JM to design a picnic-takeaway style menu.</p>	03/07/2020	<p>30/06/2020</p> <p>30/06/2020</p> <p>30/06/2020</p>

		<p>transported outside and into the grounds of the garden centre, or to be enjoyed off-site.</p> <p>The one-way system through the restaurant will help to minimise customers coming into close contact with each other and help air flow.</p> <p>Menu adaptation: the majority of food is freshly made and boxed each morning. There will be minimal waiting times to purchase food, therefore allowing customers to purchase and move quickly through the venue.</p>	<p>increased ventilation for staff and to further improve the air flow through the venue.</p>	<p>SM to purchase all disposable containers and serving boxes & cutlery.</p> <p>SM & JM to construct a clear one-way system. Tape to be used on the floor. Social distancing markers. Ample signage.</p> <p>HM to investigate the kitchen door being kept open or opened more often to improve ventilation.</p>		<p>02/07/2020</p> <p>02/07/2020 – enquiry led. Ongoing result.</p>
An Employee starts displaying symptoms of Covid-19	Dramatically increases the risk to other employees and customers in contracting the virus.	<p>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>	<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 Track & Trace Service.</p>	<p>JM to manage staff, SM to step in if JM displays symptoms and cannot work.</p>	Ongoing.	
There is an outbreak of Covid-19 locally, notified by the Track and Trace Service.	All individuals who have been in contact with the venue may have been exposed to the virus.	<p>Information for Track & Trace is compulsory. Customers will be asked to manually provide their details at the counter or sign in via the government's app & QR code under the supervision of a staff member. The information will only be utilised to provide the Track & Trace service</p>	<p>The restaurant may need to be closed to allow for extensive sanitisation.</p>	<p>JM to create Track & Trace contact slip.</p> <p>HM to source collection box.</p>	<p>03/07/2020</p> <p>03/07/2020</p>	<p>04/07/2020</p> <p>03/07/2020</p>

		<p>with contact information should it be required.</p> <p>Should a customer not wish to provide their details or sign in via the app, they will not be permitted entry.</p> <p>Staff members will be required to check in via the app.</p>				
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