

Covid-19 Risk Assessment

Nines Global Buffet

F3 Cambridge Leisure Park

Clifton Way

Cambridge CB1 7DY

(To be reviewed every two weeks)

Date of assessment: 2nd July 2020 By: Alice Yi

Date of 1st review: By:

Date of 2nd review: By:

This risk assessment, in consultation with the employees or the representatives of employees, is to identify the risks and hazards of spreading the Covid-19 at the premises during the pandemic. Delicate considerations are taken for doing everything reasonably practical to eliminate when possible or minimize the risks. A range of measures are to be taken to keep the staff, the customers, the contractors, the suppliers and the general public safe from the Coronavirus.

This risk assessment is to

- identify what work activity or situations might cause transmission of the virus
- think about who could be at risk
- decide how likely it is that someone could be exposed
- act to remove the activity or situation, or if this isn't possible, control the risk

Before reopen

Staff may feel unwell or show symptoms before back to work; staff may have no much awareness of the social distancing guidelines or the possible risks at work; the restaurant/workplace is not set up safely to meet the Covid-19 guidelines; customers, service contractors, and/or delivery drivers of suppliers may feel unwell or show symptoms. The virus may spread among the staff, customers and the general public.

Measures to take:

- calculating the maximum number of customers that can reasonably follow social distancing guidelines at the venue. The maximum capacity of the restaurant is **150** at all times.
- introducing a system to manage the entry of customers and the number of customers to make sure the maximum capacity won't be exceeded, e.g. encouraging reservations prior to arrival, using social distancing marks and signs, counting the number of customers in and out, etc;
- reconfiguring the seating and tables to facilitate the implementation of social distancing by increasing the distance between tables to 2 meters if possible, or making sure that the customers are always seated 2 meters away from others;
- introducing one-way flow routes at all areas of the premises through signage that clearly indicate the direction of flow;
- keeping a temporary record of the customers details for NHS Test and Trace for 21 days;
- minimizing the unnecessary visits of the service contractors, if not avoidable, keep a temporary record of the visitors' details for NHS Test and Trace for 21 days;
- rescheduling the ordering and deliveries with the suppliers to reduce the frequency of deliveries by ordering larger quantities less often;
- planning for the minimum number of people needed to operate safely and effectively;
- requiring all the staff to complete the *Work Declaration* at least 3 days prior to returning to work. Informing staff who feel unwell to stay at home;
- while working from home is not an option to catering businesses, mitigations and personal protections will be introduced.
 - all the front house staff will be equipped with protective shields or face masks. The protective shields/face masks will be assigned to individual staff who are responsible for regular sanitizing between each use. staff are not required to wear any face masks if the protective shield is worn;
 - hand washing facilities and/or sufficient hand sanitizers will be provided at entry and exit points of each working zone and in multiple locations;

- encouraging staff to wash hands or use sanitizers more frequently;
- reducing the number of staff working on each shift by using “fixed teams or partnering” so each person works with only a few others;
- minimizing contact between back of house and front of house staff. Staff will have breaks at different times and at designated areas. All the areas are to be properly cleaned and sanitized after each use.
- making sure all the staff follow the one-way system when coming in/out of the premises, walking around at the premises while working, using the toilets, accepting deliveries, taking breaks, etc.
- staggering arrival and departure times at work by scheduling different shifts;
- informing staff not to bring non-essential personal items to work;
- providing storage for staff clothes and bags;
- requesting staff change into work uniforms on site using designated changing areas, and wash uniforms regularly at home;
- assigning working tools to each staff before the shift when possible, e.g. pens, ordering pads,
- reducing movement by discouraging non-essential trips within venues by using walkie-talkie when possible;
- all the items used by staff are to be properly sanitized before and after use;
- keeping a temporary record of the staff shift patterns for 21 days for NHS Test and Trace;
- training staff on how to work safely before back to work;
- making sure the ventilation system is working properly;

When reopen

At the entrance

Although the social distancing guidelines are set out by the government (2m, or 1m with risk mitigation where 2m is not viable, is acceptable), customers can be possibly gathering outside the restaurant waiting for the opening, or queueing for entering the restaurant and being seated. The social distancing rule can be broken. Customers are at risk in this situation.

Measures to control the risk:

- taking reservations when possible,
- discouraging customers from queueing indoors and using outside spaces for queueing where available and safe;
- introducing queuing systems by using social distancing marks, managing entry numbers, etc. and having staff direct customers;
- removing the sofas and chairs outside the restaurant and in the waiting area;
- closing the waiting area;
- making customers aware of, and encouraging compliance with, limits on gatherings. For example, on arrival or at booking. Indoor gatherings are limited to members of any two households (or support bubbles), while outdoor gatherings are limited to members of any two households (or support bubbles), or a group of at most six people from any number of households;
- encouraging customers to use hand sanitisers provided by the restaurant as they enter the venue;
- arranging one-way route going into and out of the restaurant;
- providing clear guidance on social distancing and hygiene to people, for example, signage, visual aids on and before arrival;

- reducing interaction and overlap between people and making schedules for essential services and contractor visits to carry out at night or out of opening hours;
- keeping the front double door wide open during business hours for good ventilation and reducing touchpoints;

At the pay point/reception

There is inevitable contact between the receptionists and the customers. Customers may stay too close to the staff or lean on the counter when paying or speaking. Cash notes can be the agent of the virus transmission. Reception staff may interact with each other and with staff of other working zones. Both customers and staff are at risk.

Measures to control the risk:

- reminding customers of social distancing by displaying posters and social distancing marks at the reception;
- informing customers not to lean on the counter and avoid any unnecessary touch to any surfaces;
- fitting screens at tills to minimise contact between staff and customers;
- encouraging the use of contactless payments and adjusting location of card readers to social distancing guidelines. If card readers are needed for payments, cleaning and sanitizing the card readers after each use;
- requiring customers and staff to use hand sanitizers after each cash payment if cash handling is unavoidable;
- if any customer details to be noted down, notes should be taken by the staff to avoid the unnecessary touch to the pen by customers;
- providing hand sanitizers at the reception and tills and make sure both the customers and staff have easy access to them;
- reminding customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines;
- separating the reception stationery from others. Avoiding sharing the stationery with others when possible. If not, cleaning and sanitizing the shared stationery before and after each use; the stationery includes but is not limited to pens, logbooks, the laptop, POS machines, tills, telephone handsets, etc.
- making sure that the reception staff always stay at the reception during the shifts and have no interaction with other staff;
- frequently cleaning and sanitizing the reception counter and the objects and surfaces that are touched regularly;

Customer Seating

There is inevitable contact between the host and the customers. Virus may spread over when customers pass by the tables of others when necessarily walking around and going to use the toilets. Staff and customers are at risk.

Measures to take:

- requiring staff seating customers to wear the protective shield;
- following one-way routes always;
- informing customers not to walk around in the restaurant unless it's necessary;

- lowering the volume of music to avoid people needing to unduly raise their voices to each other;

Food & Drink Service Areas

Surfaces, cutlery, condiments touched by customers and staff are risk of transmission. Customers and staff walking around in the restaurant can easily break the rule of social distancing. The staff serving multiple tables and customers can be agent of virus transmission. Cash notes for drink order payments can be risk of transmission. The contact between the front of house staff and the kitchen staff can cause the spread of virus.

Measures:

- displaying posters and using markings to remind customers of social distancing;
- requiring customers to wear disposable gloves, provided by the business, for touching tongs, spoons, and condiment containers in the food service area;
- asking customers to follow the one-way route and always keep social distance when fetching food from the food counters or going to the toilets;
- discouraging customers to walk around unless for food and toilets;
- customers are always served by one designated staff;
- equipping waiting staff and buffet runners with protective shields (or face masks) and disposable gloves; staff are not required to wear any face masks if the protective shield is worn;
- requiring staff to wash hands or use hand sanitizers frequently, after each task and after serving each table;
- assigning ordering iPod and pens to each waiting staff before the shifts. Discouraging share use of these items unless they are cleaned and sanitized before and after each use;
- waiting staff should always maintain social distancing from customers (2 m, or 1m with protective shield on);
- using disposable condiments when possible; when non-disposable condiment containers are used, cleaning and sanitizing the containers frequently and after each use;
- encouraging customers to use contactless payments for drinks. If card readers are needed for payments, cleaning and sanitizing the card readers after each use;
- requiring customers and staff to use hand sanitizers after each cash payment if cash handling is unavoidable;
- serving cutlery on the table and avoiding unnecessary movement of customers in the restaurant;
- table service only for drinks;
- empty glasses are to be collected and returned to the bar by designated waiting staff only;
- reducing the contact between kitchen and front of house staff. Staff of different departments always stay in their working zones. Buffet runners need to avoid contacting with the front of house staff;
- cleaning and sanitising every single item and surface used and touched by customers when they leave, e.g. tables, chairs, menus, etc.
- reducing the chance of contamination and making **sure no placemats will be in use during the pandemic;**

Bar Area

Customer may approach the bar staff for drinks. Staff and customers may lean over the bar counter. There is interaction between the bar staff and the waiting staff, and between the bar staff and the drink delivery persons.

Measures:

- making clear notice at bar that drinks can only be ordered and served through the waiting staff;
- reminding customers that the empty glasses are to be collected and returned to the bar by the waiting staff only;
- keeping social distancing from the waiting staff and avoiding unnecessary contact with others;
- scheduling the bar orders and deliveries, making sure no deliveries will be accepted during the business hours to avoid unnecessary contact between the deliveries and the customers; and always maintaining social distancing when receiving the order deliveries;
- frequently cleaning and sanitizing the bar counter, the till and the objects and surfaces that are touched regularly;
- avoiding displaying any items on the bar counter unless it's really necessary;
- separating the bar stationery from others. Avoiding sharing the stationery with others when possible. If not, cleaning and sanitizing the shared stationery before and after each use; the stationery includes but is not limited to pens, logbooks, POS machine, the till, and the telephone handset, etc.

Food Preparation Areas

Staff working in a team may interact with each other, front of house staff and delivery drivers within 2 meters.

Measures:

- putting teams into shifts to restrict the number of staff interacting with each other;
- limiting the number of staff in each team and reducing the traffic in and out the kitchen and the live kitchen;
- allowing only one staff in and out the dessert preparation room all the times;
- minimising interaction between the back of house staff and others, including when on breaks;
- where possible, asking the back of house staff to stay in their working zone and spacing out the working areas as much as possible;
- providing floor marking to signal social distancing;
- using “one way” traffic flows to minimise contact;
- always allowing one single staff for access to the more closed areas, e.g. walk-in fridges and freezers;
- providing handwashing facilities and sufficient hand sanitisers at certain points of the back of house areas, e.g. entry and exit of kitchen and live kitchen, outside the staff toilet, the “handover” points with other staff;
- reminding all staff to wash hands or use hand sanitizers frequently and after each task;
- requiring staff to keep social distancing with delivery drivers, and wash hands or use hand sanitizers soon after receiving the deliveries;
- cleaning and sanitising the staff toilet every hour;
- wedging the staff toilet door open when not occupied for good ventilation and reduce touchpoints;
- regularly cleaning and sanitizing the objects, machines and surfaces regularly touched;

Dishwashing Area

Potwashing staff may have interaction with some of the front house and back of house staff. The trolleys and trays used for moving the cutlery, plates, bowls, and the bins for food waste may carry virus.

- avoiding the contact between the potwashing staff and the front of house staff. All the trolleys, trays and bins are to be moved into and out of the dishwashing room by designated front of house staff;
- keeping social distancing with others and asking the front of house staff to leave the trolleys 1m+ away from dishwashing staff;
- cleaning all the plates, bowls and cutlery in the dishwasher in a high temperature mode;
- requiring staff to wash hands before handling the washed plates, bowls and cutlery;

Customer Toilets

There are possible queues in and outside the toilets where social distancing may not be maintained. Doors and handles are to be touched at certain level of frequency, which will cause contamination. Lack of air flow is not environment-friendly and help the spread of virus. Insufficient maintenance of cleanliness may help spread of virus.

Measures:

- using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency and to avoid touching the face, and to cough or sneeze into a tissue which is binned safely, or into the arm if a tissue is not available;
- marking the areas where queues normally form every 2 meters for facilitating social distancing;
- making sure that the customers follow the one in one out approach;
- enabling good hand hygiene by providing hand sanitiser available on entry to the toilets;
- ensuring suitable handwashing facilities including running water, liquid soap and hand dryers are available to customers;
- increasing the toilet cleaning frequency from every hour to every 30' and whenever it's necessary. All the frequently hand touched surfaces are to be clean and sanitised regularly and whenever needed;
- wedging the doors to the gentlemen and ladies open for good ventilation and reducing touchpoints; while the disabled toilet door is not able to be wedged, just keep the door open wide when not occupied;
- providing sanitisers (not hand sanitisers) and blue rolls outside the disabled toilet and outside the toilet cubicles for customers to clean the door touchpoints and handles whenever they feel needed;
- updating the toilet cleaning schedule and making it visible to all customers;
- arranging more frequent toilet waste collections with the contractor;

Staff changing area

The changing area may be crowded with staff who start and/or finish the shifts at the same time. Social distancing may not be maintained.

Measures:

- staggering the times when staff need to use the changing area and personal lockers;
- requiring staff to keep all personal items in the locker, clean and sanitizer the personal locker after each use;

- providing floor marking to signal social distancing;