

# BAO

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.

This is a Risk Assessment for BAO Borough 13 Stoney Street, completed on 01.07.2020

## Staying COVID secure – commitment

- We recognise the risk posed by Coronavirus (COVID-19) to our employees, their families and those who use our services. Control measures to minimise the risk of infection and the transmission of the virus are provided in this risk assessment.
- We will ensure, as far as is reasonably practicable, the health, safety and wellbeing of our employees and others.
- We will share this building risk assessment and its findings with employees and consult on its contents.
- We will continue to comply with all relevant health and safety legislation.

<b>Routes of entry</b>	<b>Generic sources of infection</b>
<p><b>Inhalation</b> of droplets / aerosols (coughs, sneezes etc.)</p> <p><b>Introduction</b> through contaminated hands / fingers via mucous membranes (eyes, nose, mouth)</p> <p><b>Access</b> for virus via broken skin / open wounds / cuts</p> <p><b>Splashes</b> of body fluids containing virus into mucous membranes (eyes, nose, mouth)</p>	<p><b>Direct transmission</b> Other people with virus in close proximity – person to person (hand to hand, hand to mouth, hand to body), airborne (coughing, sneezing)</p> <p><b>Indirect transmission</b> Contaminated surfaces / equipment – hands and hand contact surfaces, food and food contact surfaces, clothing and bed linen, waste</p>

## Risk Assessment – Employee Safety

### Hazards

Infection spread by staff with symptoms of COVID-19  
Infection spread by customers with COVID-19  
Infection spread from surfaces and equipment infected with COVID-19

### Who Might be harmed?

Customers  
Guests  
Staff  
Suppliers  
Visitors

### Controls in Place

Advice is provided to employees on measures to adopt when travelling to and from work including the wearing of masks if using public transport and cleaning hands on arrival at work and back home

Training is provided for all employees on new provisions to combat the spread of COVID-19. Staff will apply the controls in place to prevent the risks of infection to each other and our customers

Shaking of hands is discouraged – we encourage the use of other verbal greetings and smiling as non-contact methods of greeting

Staff have been trained and regularly reminded of the need to avoid touching eyes, nose, and mouth. Where they do touch their face etc. they should wash their hands immediately

Hand washing regimes are in place at least every 20 minutes, using soap and hot water for at least 20 seconds. Hand sanitizer with at least 60% alcohol is used in addition to handwashing as a measure of good practice.

Health screening questionnaires are completed daily on arrival at work, along with daily temperature checks, Where employees indicate they are at risk of infection they will be excluded from work and asked to remain away from the workplace with required amount of days as per government advise.

Training and guidance has been provided on how to communicate our controls to customers/guests and on how to deal with any person/s who fail to adhere to the controls in-place

Touch points such as door handles, tills, card machines, keyboards, touch-screens, and handrails are cleaned and sanitized every 30 minutes, We have timers in place to ensure this happens.

Dirty surfaces will be cleaned with soap and water/detergent before disinfection with a sanitiser.

The use of PPE will be carefully assessed, and implemented as needed.

As far as reasonably possible, physical distancing to current recommended standards will be maintained between employees at work

Staff uniform is professionally cleaned daily, our team receive a fresh uniform each day.

Staff will be changing into their uniform upon arrival. Changing areas will be regularly cleaned and disinfected

Rota planning will take into account arrival at work time with times staggered to avoid large groups arriving at any one time.

Records of staff rota's will be retained for a minimum of 21 days to assist with the NHS Test & Trace Scheme operation

## Risk Assessment – Customer safety

### Hazards

Infection spread by staff with symptoms of COVID-19  
Infection spread by customers with COVID-19  
Infection spread from surfaces and equipment infected with COVID-19

### Who Might be harmed?

Customers  
Guests  
Staff  
Suppliers  
Visitors

### Controls in Place

Physical distancing measures are in place for customers and social groups to physically distance whilst queuing, and whilst inside the premises, we have implemented a queue system for the downstairs toilet with a max of 3 guests waiting at one time.

Posters and notices are displayed detailing the rules in place to prevent the risks of infection from COVID-19 at point of entry and throughout the premises. Such posters will include detail of physical distancing, handwashing and sanitizing arrangements

Customers exhibiting symptoms of COVID-19 will be politely asked to leave the premises for the safety of others.

Toilet facilities will be stocked with suitable hand soap, hand drying facilities and 60% alcohol hand gel. Hot water will also be available to all hand wash basins

60% alcohol hand sanitising gel stations will be positioned throughout the premises for customers to use. Staff will be encouraged to remind guests of the need to use these gels

All tables will be completely cleared before customers are seated. No tables will be set prior to customers sitting at their table i.e. no cloths, cutlery, crockery, glasses etc. Tables will be cleared and sanitised before seating guests

We are only taking contactless payments, customers are encouraged to use apple / android payments.

Staff interaction with customers will be limited, for example table check backs will be suspended.

Tables will be kept clear of any sundry items e.g. chopstick holders, menu's, napkins etc.

Menu's will be single use, disposable copy only

Background music will be kept to a low volume to avoid guests shouting to make themselves heard

We are only accepting guests who have made a reservation

Records of customer names and contact details shall be held for a period of 21 days to assist with the operation of the NHS Test & Trace scheme

## Risk Assessment – General Cleaning

### Hazards

Infection spread by staff with symptoms of COVID-19  
Infection spread by customers with COVID-19  
Infection spread from surfaces and equipment infected with COVID-19

### Who Might be harmed?

Customers  
Staff  
Suppliers  
Visitors

### Controls in Place

Disposable cloths or paper roll will be used to clean all hard surfaces, floors, chairs, door handles and sanitary fittings

Manufacturer's instructions will be followed for dilution, application and contact times for all detergents, disinfectants and sanitisers used within the business. Staff are trained in the effective and safe use of all chemicals

Only company approved cleaning chemicals shall be available for use. These shall include detergents and sanitisers which are effective against enveloped viruses such as COVID-19

'Touch surfaces' will be routinely cleaned using a sanitiser solution and disposable roll on a routine basis of no less than every 30 mins.

Customer dining areas will be cleaned and disinfected/sanitised between each service. This will include the sanitising of all hard surfaces i.e. tables & chairs.

Customer toilets are open for use, they will be checked to ensure hand washing and hygiene provisions are in place every 30 minutes. Toilets will be taken out of use for customers whilst cleaning and checks take place.

Refuse from bins, customer tables, toilets etc. will be disposed of appropriately

All work surfaces and touch points will be sanitised at the start of the day prior to any activities taking place.

All surfaces and touch points will also be cleaned and sanitised as a last task at the end of the working day

## **Risk Assessment – Physical Distancing**

### **Hazards**

Infection spread by staff with symptoms of COVID-19  
Infection spread by customers with COVID-19  
Infection spread from surfaces and equipment infected with COVID-19

### **Who Might be harmed?**

Customers  
Guests  
Staff  
Suppliers  
Visitors  
Members of the public

### **Controls in Place**

The occupancy level of the restaurant is now 30 inside the restaurant, and 30 on the terrace to allow for adequate physical distancing to be achieved and determined and a record of this number kept.

Door staff are to regulate the number of people within the building with a one in, one out rule to be operated when full occupancy capacity is reached

Where customers are required to queue to access the premises, the queuing area is to be identified and distance markers placed on the floor at 2 metre intervals (or no more than 1 metre if mitigating controls are set in place)

Where there is more than one point of access, doors will be designated for entry and exit.

Signage is to be placed at the entrance door to advise customers of physical distancing rules within the premises

The layout of the floor has been adjusted and the number of tables and chairs within the premises reduced to 20 guests inside and 26 guests on the terrace to allow for appropriate physical distancing to be achieved.

Tables and chairs will be set out to provide the current recommended gap between seated customers/groups inside and outside of the premises.

Where physical distancing cannot easily be achieved then mitigating controls will be set in place to reduce the risk of face to face seating of different social groups e.g. tables layout, screens etc.

Signage shall be placed throughout the premises to remind customers of the need to maintain a physical gap to current recommended distances between social groups

## **Risk Assessment – PPE**

### **Hazards**

Infection spread by staff with symptoms of COVID-19  
Infection spread by customers with COVID-19  
Infection spread from surfaces and equipment infected with COVID-19

### **Who Might be harmed?**

Customers  
Staff  
Suppliers  
Visitors

### **Controls in Place**

Tasks shall be assessed to determine the use of PPE as a method of avoiding COVID-19 infection

Where gloves are deemed necessary as PPE, they must be worn for relevant tasks only. Hand washing rules must be applied as per normal where gloves are not worn

When gloves are being removed from hands, they must be removed in a manner to reduce direct hand contact with the outer surfaces of the gloves. Gloves should be disposed of and hands washed immediately using hot water and soap

We encourage all our team to wear face masks

Face coverings will be encouraged where staff use public transport to get to work.

## **Risk Assessment – At risk groups**

### **Hazards**

Infection spread by staff with symptoms of COVID-19  
Infection spread by customers or visitors with COVID-19  
Infection spread from surfaces and equipment infected with COVID-19

### **Who Might be harmed?**

Customers  
Guests  
Staff  
Visitors  
New and expectant mothers

### **Controls in Place**

Where staff indicate that they are clinically extremely vulnerable or clinically vulnerable, steps will be taken to minimise their risk of exposure to COVID-19 e.g. work from home

All staff will be required to complete a pre-return to work questionnaire specifically asking for information regarding their own health and that of their direct contacts

Where vulnerable staff cannot work from home, they will be placed in lower risk roles, provided with PPE where necessary and physical distancing measures will be implemented

Only essential staff will be required to be on the premises

Meetings will where possible be completed virtually with group gatherings in the business restricted (physical distancing requirement implemented) or be non-permitted, any team mee

Staff who need to self isolate will be required to do so and will not be permitted to enter the premises. Measures will be taken to support self isolating staff during their period of self isolation

## **Risk Assessment – Accepting deliveries**

### **Hazards**

Infection spread by supplier personnel with symptoms of COVID-19  
Infection spread from delivery items contaminated with COVID-19

### **Who Might be harmed?**

Members of the public  
Staff  
Suppliers  
Visitors

### **Controls in Place**

Suppliers have been contacted and requested to provide detail of their own COVID-19 control procedures.  
Only suppliers providing suitable information to be permitted to complete deliveries

Set delivery times to be agreed with the supplier prior to deliver being undertaken

Deliveries to be accepted by designated personnel only

Delivery drivers to requested to place deliveries in specific delivery location and to not enter the premises at any time

Signage to be displayed at the point of the delivery to remind the delivery drivers of the COVID-19 controls in place at the premises

Hand sanitiser has been placed at or near to the delivery area for use by staff when receiving deliveries

Staff will not enter the delivery vehicle or come into contact with any equipment

Delivery notes are to be printed off prior to the delivery. No paperwork or delivery notes are to be taken from the delivery driver

Deliveries to be removed from the delivery point and placed into storage as soon as possible

Delivered items to be removed from external packaging as soon as possible. Packaging to be disposed of in external refuse bins

Personnel receiving deliveries are to be reminded to ensure physical distancing controls are in place at all times and that they do not come into contact with the delivery personnel



## **Risk Assessment – Terrace seating**

### **Hazards**

Impact with Pedestrians  
Impact with road vehicles  
Impact with structure / doors  
Dropping sharp/ hot items  
Trip hazards  
Uneven surfaces

### **Who Might be harmed?**

Customers  
Guests  
Staff  
Visitors  
Members of the Public

### **Controls in Place**

Hot food / Drinks to be served on trays with non-slip trays to be used, trays not to be overloaded.

Staff do not run

Staff carry 2 plates at one time or as many they feel comfortable with.

Staff trained in hazards/ controls

Staff to be vigilant when crossing the road at all times

Staff not to cross the road if they see any oncoming danger

Staff to remind guests of personal safety when crossing the road

At Least 2 members of staff to set up table furniture following manual handling guidance.

Doors to be propped open unless they are fire doors

Staff to vocalise their presence if needed

Staff to use extra caution in wet conditions, hazard floor signs to be used in wet conditions

Terrace space should have adequate lighting

