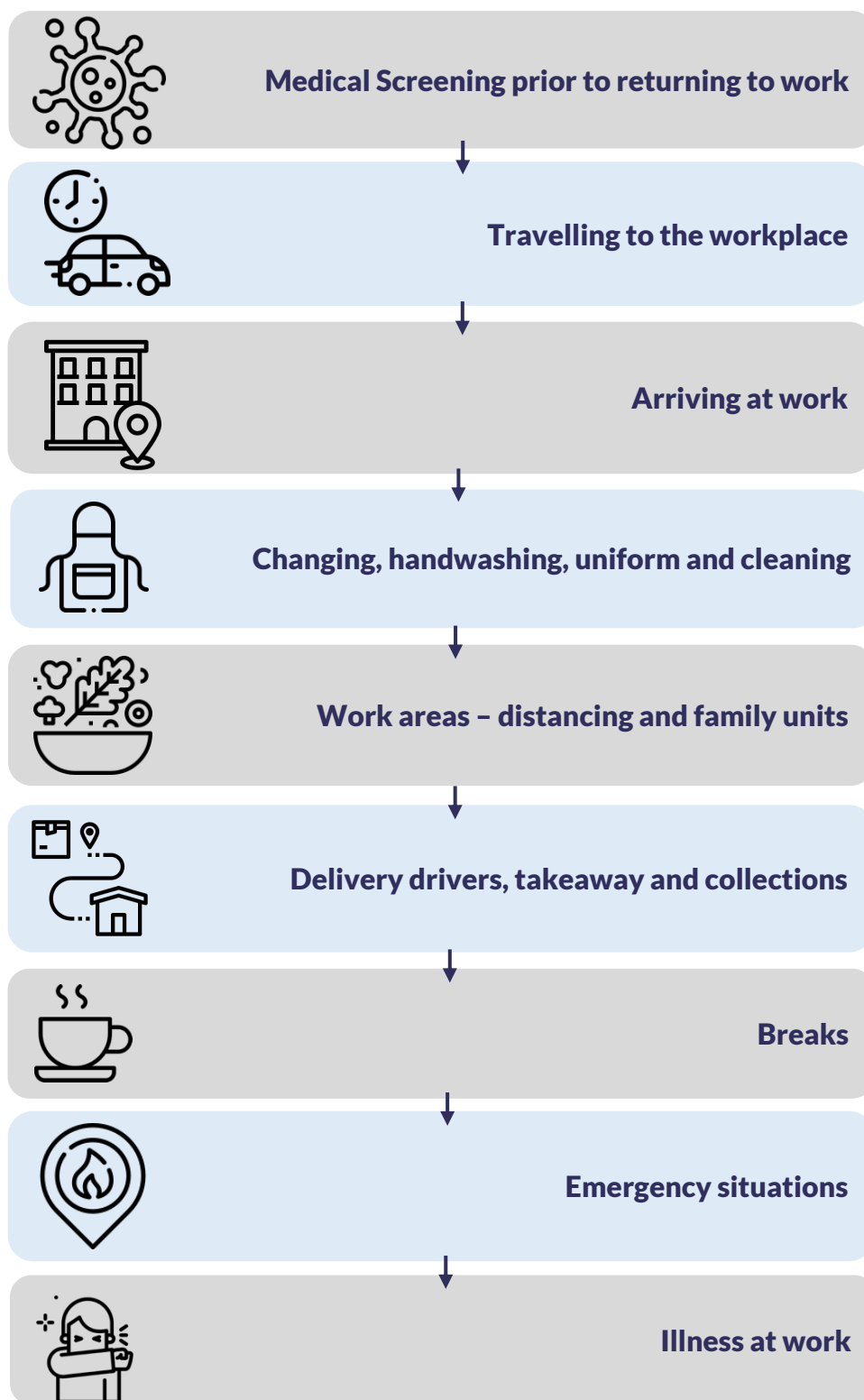


COVID-19 Workplace Risk Assessment - Takeaway & Delivery updated

COVID-19 Business Specific Risk Assessment

Name of business that this assessment applies to	
Overall responsibility to safety contact within the business	
Date of risk assessment	



Hazards at all stages:



Transmission and spread of COVID-19



Contraction of COVID-19

Key to controls:

Government guidance

Recommended

Good practice, over and above requirements

Process	Before controls	Control measures	After controls	Who might be affected
Infected team members attending work, with the potential to pass on to others	4x3= 12 (high)	<ul style="list-style-type: none"> COVID-19 Specific Visitor and Employee Questionnaire completed via phone prior to returning to work Team members who have been unwell, live with someone who is unwell, been told to self isolate for track and trace or who have travelled abroad will be required to stay at home and complete the required isolation period Questionnaire should be completed remotely prior to starting shift in order to prevent unnecessary spread or travel for those who may not be eligible to return to work 	3x1= 3 (low)	Team members, members of the public if travel was not prevented
Assessment of employee health	4x3= 12 (high)	<ul style="list-style-type: none"> COVID-19 Specific Visitor and Employee Questionnaire completed via phone prior to returning to work Specific questions assess whether a person may be clinically extremely vulnerable or clinically vulnerable Clinically extremely vulnerable team members are advised to stay at home Clinically vulnerable team members are advised to stay at home and work from home where possible, or have amended duties or extra checks in place <ul style="list-style-type: none"> - regular health checks - ensuring distancing measures can be put in place (2m minimum) 	3x1= 3 (low)	Team members, members of the public if travel was not prevented

Process	Before controls	Control measures	After controls	Who might be affected
Travelling to the workplace	4x4= 16 (high)	<ul style="list-style-type: none"> ⚠️ Only travel if you are unable to work from home ⚠️ Travel completed at quieter times, shift patterns amended where necessary ⚠️ Team walk, cycle or drive where possible, avoiding use of public transport ⚠️ Physical distancing maintained throughout the journey, staying 2m apart from others ⚠️ Use a face covering when travelling ✅ Team members alert a buddy when travelling and have a charged phone at all times for emergencies <p>Refer to the specific Team Travel risk assessment</p>	3x2= 6 (med)	Team members, members of the public
Arriving at work	4x3= 12 (high)	<ul style="list-style-type: none"> ⚠️ All non-essential visitors are not permitted on-site ⚠️ Contractors attend during quieter hours, either early mornings or overnight wherever possible ⚠️ Rotas have been re-designed to allow staggered arrival and departure times to prevent bottlenecking of routes ⚠️ Key coded doors have been deactivated where it is safe to do so, however not at the detriment of security or fire measures 	3x1= 3 (low)	Team members, members of the public, visitors and contractors

Process	Before controls	Control measures	After controls	Who might be affected
<p style="text-align: center;">Changing, handwashing, uniform and cleaning</p>	<p style="text-align: center;">4x3= 12 (high)</p>	<ul style="list-style-type: none"> ⚠️ Thorough handwashing takes place upon arrival at site of all team members ⚠️ Touching face/eyes/nose/mouth with unwashed hands is avoided and coughs or sneezes are always covered with a tissue or mask which is then discarded in the bin ⚠️ If hot water, soap or means of drying are not available the business will remain closed ⚠️ Frequent cleaning is completed with a chemical capable of killing SARS-CoV-2 ⚠️ Aggressive spray bottles of disinfectant on a surface are avoided to minimise the risk of spreading any virus. With soft spray or pouring technique in use. ⚠️ A procedure is in place for handling any potentially contaminated waste ⚠️ An adequate supply of clean uniform is provided ⚠️ Hands are washed thoroughly and regularly using soap and water for at least 20 seconds ⚠️ Phones and personal items are stored in a designated area to prevent use and touching whilst at work or if they must be used, these are sanitised effectively before use ⚠️ A designated, labelled dirty laundry area is in place, with a sealed, lidded bin ⚠️ Dishwashers achieve above 82 degrees and glasswashers can achieve above 60 degrees. Both of which are documented ⚠️ Natural ventilation is used as much as possible and re-circulating systems, such as air conditioning are avoided ⚠️ A full change of clothing is undertaken; with staggered shift start times in place to help maintain distancing in changing areas ⚠️ Uniform is professionally laundered to prevent it being transported back and forth ⚠️ 20-minute cleaning schedules are in place to prioritise potential hand contact areas and preparation surfaces ✅ A specific team member is designated to complete cleaning of toilet areas to prevent potential contamination 	<p style="text-align: center;">2x2= 4 (low)</p>	<p style="text-align: center;">Team members, visitors and contractors</p>

Process	Before controls	Control measures	After controls	Who might be affected
<p align="center">Work areas - distancing and family units</p>	<p align="center">4x4= 16 (high)</p>	<p>Team will operate onsite with these controls (delete where appropriate); physical distancing or family units</p> <ul style="list-style-type: none"> • 2m physical distancing • 1m+ including mitigation measures • Family units <p>Physical distancing - all</p> <p>⚠ A floor plan is used to mark out distancing to keep team members apart from others</p> <p>⚠ Contactless orders will be facilitated wherever possible, including cashless payments and orders only taken online or over the phone</p> <p>⚠ Screens are used to separate team members from visitors and delivery drivers</p> <p>⚠ Designated entrances and exits are used</p> <p>Physical distancing – team</p> <p>⚠ Only the minimum required amount of team members are on the rota at any given time</p> <p>⚠ Start times are staggered to avoid bottlenecks or over crowding</p> <p>⚠ Equipment supplies have been increased where required to keep distance such as; utensils, probes, etc</p> <p>⚠ Operating within 1m+ robust cleaning and hand washing controls in place</p> <p>⚠ Operating within 1m+ with team members working back to back or side to side</p> <p>Physical distancing – order collection</p> <p>⚠ Physical distancing is adhered to in the queue, both inside and outside of the premises</p> <p>⚠ Signage is placed on the door or other visible areas to notify collectors of the queuing and pick up system</p> <p>⚠ Delivery drivers are directed to marked out separate areas</p> <p>Family units</p> <p>Are only used where physical distancing would make operating unfeasible due to space restrictions and puts team members at risk.</p> <p>⚠ If one team member becomes sick, the entire team unit (i.e. blue team) follows the self-isolation guidelines (10 days for infected, 14 days if unknown, see image). The new team brought on shift must complete a full sanitisation of the site before re-starting operation</p> <p>⚠ Each family unit equals one shift team, which is kept as small as possible</p> <p>⚠ A family unit is assigned to one site and one shift pattern</p> <p>⚠ A log of the family units and who is assigned to which can be found in the Family Unit Log</p> <p>Head Office staff do not form part of the family unit</p>	<p align="center">2x2= 4 (low)</p>	<p align="center">Team members, members of the public, visitors and contractors</p>

		if they intend to visit multiple sites, physical distancing of 2m or 1m+ with hand washing, face covering and working back to back or side to side must be adhered to.		
Process	Before controls	Control measures	After controls	Who might be affected
Delivery drivers, takeaway and collections	3x4= 12 (high)	<ul style="list-style-type: none"> ⚠️ Signage is placed on the door and/or other visible areas to notify collectors or the queuing and pick up system ⚠️ Physical distancing must be adhered to in the queue, both inside and outside of the premises ⚠️ A floor plan is used to mark out distancing ⚠️ Contactless orders are facilitated wherever possible, including cashless payments and orders only taken via phone or online ⚠️ Screens are used to separate team members from visitors, delivery drivers ⚠️ Designated entrances and exits are in use ⚠️ Seating areas are clearly marked as 'out of use' ⚠️ Delivery drivers are directed to marked out separate areas ⚠️ Sanitiser stations are available, and use encouraged upon entry to the premises ⚠️ Do not permit leaning on the counter ⚠️ Customers are encouraged to wait outside or in their car until their order is ready 	2x2= 4 (low)	Team members, members of the public, visitors and contractors
Breaks	3x4= 12 (high)	<ul style="list-style-type: none"> ⚠️ If leaving and returning the team member will complete the process as if it was the beginning of their shift. This includes a full change of clothing and re-washing hands ⚠️ If following physical distancing controls, these are in place during breaks as well as during working time, this includes sitting to eat or drink as well as preparing food or drinks for personal consumption ⚠️ Where possible, whilst on breaks team members avoid entering other premises and then returning to the business, however sitting outside in an open space (such as a courtyard or garden) is encouraged. ⚠️ Where team are not operating as family units then the team should not car share to arrive or leave work. ✅ Team members leave site promptly following their shift and do not loiter or wait for others. The only exception is if it has been identified as a safety measure and there is a requirement to travel in pairs, in this case a separate risk assessment is carried out 	2x2= 4 (low)	Team members, members of the public, visitors and contractors

Process	Before controls	Control measures	After controls	Who might be affected
Emergency situations	3x2= 6 (med)	<ul style="list-style-type: none"> ⚠ In the event of an emergency, such as a fire, the nearest exit is used irrespective of whether this is the designated exit in accordance with the distancing floor plan ⚠ Once outside, distancing from others is maintained including colleagues and public ⚠ In the event of a security issue, such as a break in, the police will be called in the normal way, distancing will be maintained from officers whilst helping with their investigations. Anything that can be prepared in advance of their arrival will be such as CCTV to prevent over-crowding in the office ✔ Each shift with reduced team will still have a First Aider and Fire Warden as a minimum. ✔ At the very least, there will be an appointed person assigned to each to raise the alarm in the event of an emergency 	2x2= 4 (low)	Team members, members of the public, visitors and contractors
Delivering First Aid	4x3= 12 (high)	<p>Trained First Aiders may find themselves in situations where First Aid is required.</p> <p>To keep safe, the following steps are completed:</p> <ul style="list-style-type: none"> ⚠ Hands are washed or sanitised before and after dealing with a casualty wherever possible ⚠ First Aider will wear a mask wherever possible when treating injured party. ⚠ First Aider will wear gloves prior to handling any dressings. Gloves are always worn when dealing with open wounds ⚠ Cuts and grazes will always be covered with waterproof dressing and gloves ⚠ Waste is disposed of safely ⚠ If CPR is required, any helpers must remain 2m away from the first aider and the casualty. The helper may swap roles with the first aider, but will maintain 2m distances from each other ⚠ A towel or piece of material will be placed over the mouth and nose of the casualty where possible as a makeshift mask. ⚠ First Aiders will not perform rescue breaths 	3x2= 6 (med)	Team members, members of the public, visitors and contractors

Process	Before controls	Control measures	After controls	Who might be affected
<p>Suspected case whilst working on site</p>	<p>4x3= 12 (high)</p>	<ul style="list-style-type: none"> ⚠ If a team member develops a high temperature or a persistent cough while at work, they will: <ul style="list-style-type: none"> • Return home immediately • Avoid touching anything • Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow. ⚠ Follow the guidance on self-isolation and not return to work until their period of self-isolation has been completed. If operating family units, the other members must also complete a 14-day precautionary self-isolation. ⚠ Once the team member has left, a precautionary clean is carried out. The illness may be treated as a lower or higher risk case. The type of case will determine the PPE to be used, however the cleaning process will remain the same. Follow the Cleaning Section in the COVID guidance pack 4.0 to identify the required, PPE, cleaning equipment and waste disposal method ⚠ Allow 72hours between the events where possible to help the virus to become less prevalent ✔ Testing is encouraged to provide confirmation of whether the symptoms are COVID-19. If the test returns negative, then the individual and family unit may return to work (provided that there have been no other suspected cases). 	<p>3x2= 6 (med)</p>	<p>Team members, members of the public, visitors and contractors</p>

Process	Before controls	Control measures	After controls	Who might be affected
Business or site specific hazards – list below:	Add risk rating	Add controls	Add post-control risk rating	Who might be affected

This risk assessment must be made specific for business operation. It should be reviewed and updated as regularly as necessary based on government and business updates.