

Company name: BH Live

Assessment carried out by David Christie

Date of next review: ongoing

Date assessment was carried out: 30/06/20

<b>What are the hazards? Area of Risk to be evaluated for Covid transmission</b>	<b>Action to be taken by</b>	<b>Additional actions &amp; controls to mitigate risks of transmission of Covid 19/Coronavirus updated 29<sup>th</sup> July 2020</b>	<b>Completion Date</b>	<b>Signed</b>
<p>Exposure and Spread of Covid 19 to staff, visitors, contractors, delivery drivers causing illness.</p> <p><b>Food Preparation Areas Bistro</b></p>	<p>Managers Team, Delivery drivers</p>	<p><b>ALL food preparation &amp; Office workspaces</b></p> <p><b>General Controls in all work areas:</b></p> <ol style="list-style-type: none"><li>1) Senior member of staff to be on duty /present at all times to supervise social distancing both in kitchens &amp; Office Areas and other controls listed below to prevent and reduce the risk of the Covid 19 infection in the workplace</li><li>2) All staff when working to keep a minimum of 1 meter apart, ideally 2meters where possible.</li><li>3) Toilets must be thoroughly cleaned and sanitized every 30 minutes, (or sooner if advised) with particular care taken to clean multi-person touch points, such as door handles, wash hand basin taps, WC flush handles. A register of checks is to be advertised.</li></ol> <p><b>Specific Policies for ALL Staff and workspaces</b></p> <ol style="list-style-type: none"><li>1. Staff must NOT come into work if they are suffering from symptoms of Covid 19 /Coronavirus illness. (high temperature, new or continuous cough and/or sudden loss of taste or smell). They must notify their line manager/supervisor in line with current HR policy Its worth a check to see if other symptoms have not been added to the official symptoms list</li></ol>		

		<p>They must seek medical advice by calling the NHS 111 helpline and follow their instructions. <b>return to work</b>. Staff should self-isolate if they think they have a symptom. They should then go and receive a test via NHS 111. If they are negative, they can go back to work straight away if positive they continue to self-isolate until symptoms free.</p> <p>See: <a href="https://www.nhs.uk/conditions/coronavirus-covid-19/check-if-you-have-coronavirus-symptoms/">https://www.nhs.uk/conditions/coronavirus-covid-19/check-if-you-have-coronavirus-symptoms/</a></p> <ol style="list-style-type: none"> <li>2. BH Live team must also self isolate for 14 days and NOT come into work if a person they live with has symptoms of coronavirus. They must notify their line manager/supervisor</li> <li>3. On presentation to work - ALL staff will be questioned as to their 'wellnesses to work (not showing symptoms       <ol style="list-style-type: none"> <li>a. Upon satisfactory response all food production staff to change from outdoor clothing into work clothing (outdoor clothing stored in locker) and PPE consisting of disposable plastic Apron disposable gloves, hair net (if required) and available upon request will be a non-surgical face mask.</li> </ol> </li> </ol> <p>In the event staff indicate they may be suffering from coronavirus symptoms <b>THEY MUST NOT ENTER THE PREMISES</b>, the employee will ring in ahead, where an employee becomes ill on shift then the employee must step outside immediately inform their supervisor and both team members will be sent home to self-isolate and seek medical advice. <b>IMPORTANT: Staff must NOT travel to /go to work if they are suffering from coronavirus symptoms</b></p> <ol style="list-style-type: none"> <li>4. Each workspace area to be evaluated for social distancing, areas to be allocated a maximum space allowable with 1 meter spacing between staff including the offices. If not practicable then Perspex or alternative screening will be installed.</li> </ol>		
--	--	---	--	--

		<ol style="list-style-type: none"> <li>5. ALL production of food is only permitted in the designated area i.e. to the rear of the first counter</li> <li>6. There will be NO communal rest spaces. Minimum of 1-meter social distancing to be always enforced where breaks are needed these will be staggered.</li> <li>7. As only one team member will be working in the food preparation space, there will be no sharing of food preparation equipment such as knives, boards etc. Once used they will be hygienically cleaned in the dishwasher</li> <li>8. There will also be no sharing of office supplies, pens, phones.</li> <li>9. Normal high standards of cleanliness will be applied in all food production /storage areas. All food preparation areas to be frequently cleaned and sanitized during the day (every 30 mins) and at the end of the shift. Particular attention to hand contact surfaces.</li> <li>10. All attending staff will be provided with training and guidance on the measure's they must follow and adopt at BH Live to control and prevent the spread of Coronavirus.</li> <li>11. Staff will sign training record to confirm they will follow BH Live Controls to prevent spread of Coronavirus in the workplace including social distancing requirements and only present for work if in a healthy condition and NOT exhibiting any symptoms of Coronavirus.</li> </ol> <p>Where a team member chooses to wear a mask, the individual should;</p> <ol style="list-style-type: none"> <li>a. wash your hands thoroughly with soap and water for 20 seconds or use hand sanitizer before putting a face covering on, and after removing it</li> <li>b. when wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands</li> <li>c. change your face covering if it becomes damp or if you've touched it</li> <li>d. continue to wash your hands regularly</li> <li>e. For clarity any member of the team acting as runner will wear a face shield with additional face mask if desired.</li> </ol>		
--	--	--	--	--

		<p><b>Handwashing</b></p> <p>Effective handwashing is extremely important to help prevent harmful bacteria from spreading from peoples' hands. All staff that work with food must wash their hands frequently (30-minute intervals as best practice)</p> <ol style="list-style-type: none"><li>1. when in the kitchen or preparation area</li><li>2. before preparing food</li><li>3. after touching raw food</li><li>4. after handling food waste or emptying a bin</li><li>5. after cleaning</li><li>6. after blowing their nose</li><li>7. after touching phones, light switches, door handles and cash registers</li><li>8. After cleaning tables</li><li>9. Staff should dry their hands on a disposable towel. This is because harmful bacteria can spread on wet or damp hands. Use a disposable towel to turn off the tap.</li><li>10. Place all disposable towels in the bin provided – this rubbish needs to be double bagged on disposal</li><li>11. Additional prompts on hand washing to be erected in service area's and WC.</li></ol>		

		<p><b>BH Live use of Catering Van</b></p> <ol style="list-style-type: none"><li>1. One Driver will be allocated the van for their shift for which they are responsible for maintaining in a clean and hygienic condition.</li><li>2. At the start and end of each shift the inside of the drivers cab especially the controls that will be touched by hands (steering wheel, indicators, gear lever etc.) to be cleaned with a sanitizer. This should also be done at frequent intervals during the shift</li><li>3. Drivers to wear PPE including disposable face masks and gloves provided by BH Live, windows to be wound down where possible</li><li>4. Drivers will load up their own vans with products etc. to be delivered to specific locations (i.e. company locations only)</li><li>5. Upon delivery drivers to place items in an agreed/designated area for collection by customer applying the 1-meter social distancing rule where practicable</li><li>6. If the van driver becomes ill / showing signs of Covid-19 then the van cabin will be deep cleaned / sanitized. The driver will revert back to the above rules on isolation.</li></ol>		

**Food Preparation Space**



ALL  
employees

Food Preparation Space – Bistro

Wash hand basin at entrance and exit to the workspace so staff can wash hands before entering/leaving the area.

This is a shared hand wash basin so only one member of the team permitted to use at any one time and must be sanitized immediately after use


Physical barrier between team member preparing food and barista station

No cross over into each workspace

Limited menu to be created


Food Safety practices to be followed in line with Food Safety Policy  
Floor markings to provide clarity on food preparation and front of house service space (Front of house will require access to the dishwasher for crockery and cutlery)

**MAX occupancy 1 team member**

<p>Customer Service Station</p> 	<p>All Employees</p>	<p><b>Hot Beverage Service Station</b></p> <p>Floor markings to be placed to denote serving space.</p> <p>Only one member of the team to use coffee machine and when service demands a second member of the team to use the EPOS station. A total maximum of two team members only to use this space and to keep a minimum of 1 meter apart.</p> <p>Wash hand basin at rear to the workspace so staff can wash hands before entering/leaving the area.</p> <p>Note: only one member of the team permitted and must be sanitized after use. Physical barrier between team member preparing food and barista station. No cross over into each workspace</p> <p>Amendments to include.</p> <ol style="list-style-type: none"> <li>1. Projective screen to be placed in front of coffee machine providing customer and team protection</li> <li>2. Physical barrier to be installed at rear of coffee machine (adjacent to coffee machine grinder)</li> <li>3. EPOS terminal only to be used by the same server and sanitized every 60 minutes</li> <li>4. Customers encouraged to use wave and pay, where a PIN needs to be entered the keypad is to be sanitized</li> <li>5. PPE to be worn as per policy</li> <li>6. Condiment station to be re-purposed as drinks finishing station, all condiments to be replaced with single serving units</li> <li>7. Large bins to be located outside for customer self-use in clearing their own tables after use, for dishes served in crockery or glass ware to be left behind by customer and then cleared by server</li> <li>8. Food Safety practices to be followed in line with Policy</li> </ol>		
---	----------------------	--	--	--





<p>Customer Seating Area Bistro</p> 	<p>All Users</p>	<p>Main Seating Area</p> <ol style="list-style-type: none"> <li>1. Customer flow to be determined with single way traffic (i.e. in and outdoors)</li> <li>2. Customer sanitizing station to be located by initial point of entry &amp; signage</li> <li>3. Floor marking to signify customer route, egress and access with floor mounted signs detailing 1m distance</li> <li>4. All tables and chairs to be spaced out 1 meter apart</li> <li>5. Picnic benches to be located outside placed 1m apart</li> <li>6. Self-service fridge to be relocated for ease of customer access along pre-determined route, customer signage prompting reduced handling i.e. only pick up what customer wishes to purchase.</li> <li>7. Preferred payment via credit cards ideally wave and pay</li> <li>8. Service is only permitted in disposables for off sales</li> <li>9. Service is permitted in crockery and glassware for customers 'dining in'</li> <li>10. All menus to be wall mounted and pricing indicators in self-service fridge</li> <li>11. All Staff will politely refuse service to any customer who behavior or failure to socially distance.</li> <li>12. The on-shift manager will consistently monitor capacity and if circumstances dictate will operate on a 1 in and 1 out basis, with external queuing</li> </ol> <p>Rubbish Removal</p> <ol style="list-style-type: none"> <li>i. Existing bins to be used for managing internal wastage and food waste</li> <li>ii. Staff to wear gloves when removing to main rubbish store</li> <li>iii. See handwashing above</li> <li>iv. Refer to food safety policy</li> </ol>		
---	------------------	--	--	--

		<p>Floor Service</p> <p>All purchases will be made at Cashiers station, where customers order food then this will be delivered to the customer at the table. Upon ordering food, the customer shall receive a unique order marker which will be placed upon the table, this marker shall be used by the food runner to identify the destination of the ordered food.</p> <ol style="list-style-type: none"><li>1. Every order marker shall be sanitized after every use</li><li>2. The floor runner will always wear a face shield</li><li>3. Any condiments will be in single use format and again delivered to the customer with the order</li><li>4. Any excess / unused condiments will be discarded</li><li>5. The floor server will collect use crockery and cutlery only after the customer has left the table</li><li>6. The table will be sanitized before the next customer sits down</li><li>7. The server will only use the designated route to gain access and egress from the back of house area's and not step into any other marked workspaces</li></ol>		
--	--	--	--	--

Bar Area



All Users

Bar Area (adjacent to the main servery)  
Wash hand basin at rear to the workspace so staff can wash hands before entering/leaving the area.  
Note: only one member of the team permitted and must be sanitized after use.

1. Only one member of the team to facilitate service
2. As drinks are poured and offered for collection, the server shall instruct the customer that the drinks are ready for collection.
3. No drinks are to be handed to the customer
4. Any drinks offered for off sales will be serve in plastic single use cups
5. Returns should be via floor server and not collected / handed to mobile bar
6. All barrels / gas and other consumables should be in place before service starts
7. PPE as per policy

