

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, a thorough evaluation has taken place at **The Orchard at Letchworth Sports & Tennis Club Restaurant**. This Risk Assessment has been undertaken in line with restrictions lifting from Monday 19th July 2021. 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 visiting the restaurant.

This risk assessment has been carried out collaboratively by Steven Mitchell SM (Director), Harriet Mitchell HM (Director) and Joy Buchanan JB (Restaurant Manager). Team members have also been involved in discussing all aspects of managing the risks and Letchworth Sports & Tennis Club have been informed of all the decisions.

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>Restaurant tables will be a minimum of 1m apart, with ample walk-way space for staff to move through.</p> <p>Minimal staffing levels to ensure contact is minimised.</p> <p>No immediate person to person contact permitted (such as hand shaking).</p> <p>Staff are not to travel to work sharing a vehicle. Staff are to use private transport to come to work.</p> <p>Staff break times are to be staggered and weather permitting breaks should be taken outside or away from the restaurant.</p> <p><i>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.</i></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, HM & JB to ensure restaurant is set up to allow social distancing at all times.</p> <p>JB 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>	Reviewed weekly once reopen.	
Customers choosing or being unable to maintain social distancing (a	Employees - by contracting the Covid-19 virus from	<p>Reconfiguring the restaurant with socially distanced tables, seating and walk-ways.</p> <p>Takeaway food options.</p>	Ongoing evaluation as to whether the new system is easily followed by the customer. Customer feedback required to ensure ease of use.	JB & HM to create ample signage and instructions for throughout the venue.	19/07/2021	19/07/2021

minimum of 1m) whilst visiting the restaurant.	close contact to customers. Customers – at risk of contracting the virus from close contact to other customers.	Extensive outside dining space.	Encouragement to customers to utilise outside seating.	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.	Review Weekly	
Spreading of the virus via lack of hand sanitisation	All employees and customers, delivery personnel, tennis club employees & members by coming into contact with the virus from a surface and then touching their face.	Hand sanitiser points at the entrance to the club, the restaurant and an automatic hand sanitiser unit installed outside for use from the courts. Instructions to request all personnel using the site sanitise their hands upon entrance. 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.	JB to ensure restocking and maintaining of sanitiser stations is monitored and included on the daily cleaning schedule. JB to ensure all staff new understand the hand washing policy and staff returning to work are reminded	Ongoing Ongoing	
The spreading of the Covid-19 virus on touched surfaces.	All employees and customers, delivery personnel, tennis club employees & members by coming into contact with the virus from a surface and then touching their face.	Reducing of touch points via the following: <ul style="list-style-type: none"> Paperless menus – all menus online or on wall chalkboards Disposable (single-use) menus available if patrons don't have access to a smart phone The condiments are in single use sachets rather than table containers Table decorations/centrepieces will not be used Customers will not be able to sit at the front of the bar Cloths not to be used in sanitising surfaces. One-use blue roll only. Uniform regulations updated: <ul style="list-style-type: none"> Fabric uniform aprons to be worn in customer facing positions and 	Condiments will be supplied in disposable packets when food is served. High chairs and booster seats will be sanitised straight after use. 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) Contactless card payment will be made of preference and signage will be displayed to customers to encourage this.	JB and employees to increase focus on maintaining surface cleanliness and to reduce the areas that will need to be touched. SM, HM, JB to ensure the customer journey is clear and limits the amount of touch points. Employees to encourage contactless payment moving forward and inform customers of phasing out the use of cash.	Ongoing from reopening 16/05/2021 Ongoing	16/05/2021

		<p>must be machine washed between shifts.</p> <ul style="list-style-type: none"> • All staff uniform to be machine washed cleaned above 60 degrees between shifts. Where possible staff should change to and from their uniform on site. • Reusable face masks must be washed between shifts. • Staff advised to bring minimal items/bags into the building. • Personal belongings which are necessary will be secured in secure cupboard out of the main restaurant space. <p>Documented cleaning schedule of high contact areas at regular intervals during the day – door handles, coffee machine handles, serving counter, PDQ machine etc</p> <p>Introduction of clear table signage to indicate sanitised and un-sanitised tables. Visual to both customers and staff. Green tick for when a table has been deep cleaned. The customer turns the sign to a red cross once seated as the table is no longer sanitary. Staff can visually see what to clean and customers will not sit at un-sanitised tables.</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 and serving times will be set to allow for adequate deep cleaning and sanitising between reservations.</p> <p>Perspex shield on counter top will need to be sanitised regularly and added to the daily cleaning schedule.</p>			
The virus is airborne and is spread via droplets.	All employees and customers, delivery personnel, tennis club employees & members being exposed to the virus particles within the air.	<p>The restaurant will be well ventilated with doors open.</p> <p>Perspex shield at the counter top to form a barrier between staff & customer.</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 tables (not applicable for a private hire function).	All staff to encourage outside seating and to monitor the number of customers in attendance.	Ongoing	

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.	Staff listed as extremely clinically vulnerable would not be able to work at 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>	JB to manage and assess any staff who become clinically vulnerable.	Ongoing.	
There is a higher risk of spreading the virus indoors.	All employees and customers, delivery personnel, tennis club employees & members by being exposed to the virus particles within the air.	<p>Lateral flow testing will be undertaken by all staff members on the morning of their first shift after days off. This is to be completed at home and only staff members with negative results can attend the restaurant site. The negative test result must be shown to a manager before commencing the shift. Tests are not to be conducted on site.</p> <p>Customers will be encouraged to utilise outside seating.</p> <p>The menu has been adapted to promote and support takeaway.</p> <p>Doors will remain open to ensure air flow.</p>	<p>Lateral flow testing should highlight a covid case, before it becomes an outbreak. By testing at home regularly, before coming to site, any employees who test positive will not have been in contact with other team members or customers.</p> <p>To work with Letchworth Sports & Tennis club to continue to expand outside seating areas where possible.</p>	JM to manager lateral flow test results of employees.	Ongoing	
An Employee starts displaying symptoms of Covid-19	Dramatically increases the risk to other employees and customers in contracting the virus.	<p>Non-contact thermometer available to check staff temperature if they become ill whilst working.</p> <p>Lateral flow testing of staff to take place regularly. Tests to be undertaken at home before the start of a shift after days off. This</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>	JB to manage staff, SM to step in if JB displays symptoms and cannot work.	Ongoing.	

		is to ensure any staff member who tests positive does not come to site.	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.			
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