



Elysium Group

COVID-19 Secure Guidelines - v1

A guide to help us restart full operations safely

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Introduction

The restaurant and hospitality sector has been hit hard by COVID-19 and this guide is here to help you prepare us for the reopening of our businesses.

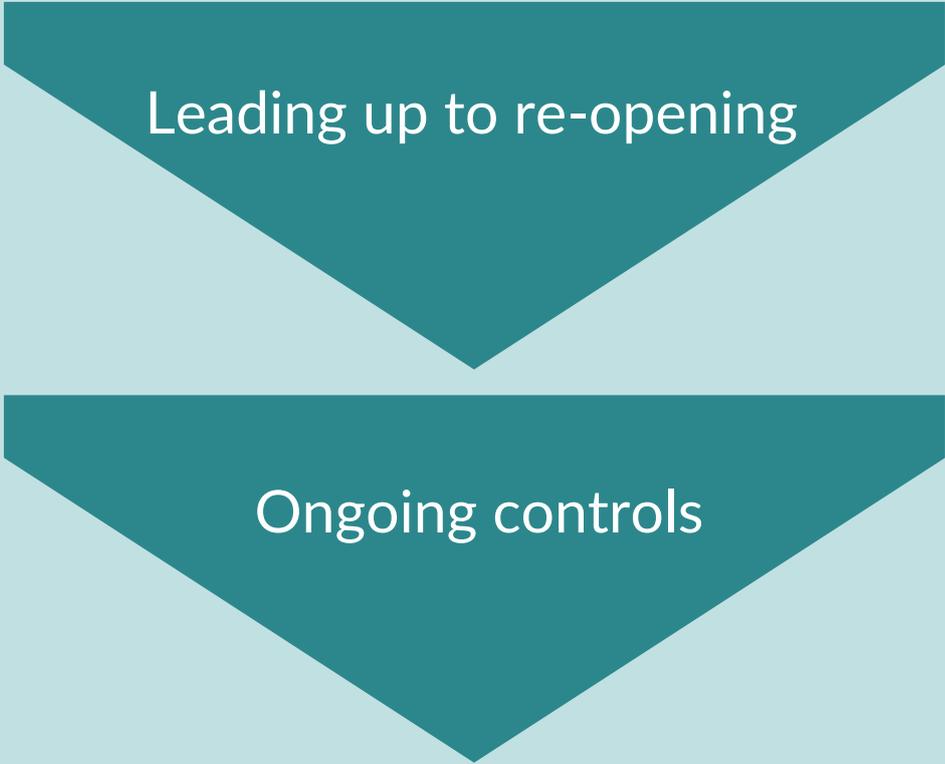
The Government plan for lifting lock down is gradually being revealed with a possibility of re-opening some aspects of hospitality at the beginning of July 2020. You are already likely to be thinking about how to re-open your catering or hospitality business. You may be already operating a delivery or takeaway model. Based on what we know now, there is likely to be disruption and uncertainty for restaurants for some time to come. A key area is maintaining, where possible, social distancing rules both for customers and your employees. Therefore, you will need to take steps to ensure that coronavirus controls are in place in your business for the foreseeable future.

Re-opening is not as simple as opening the doors and starting again. Not only will there be a number of rules in place on social distancing and the personal protective equipment (PPE) required, but your business will have been closed for a number of months. Elysium Group are here to help you and have produced this guidance to support you through the various stages of re-opening, including steps required during closure, during the weeks leading up to re-opening and ongoing COVID-19 precautions for when you are open.

Please note that this guidance will be kept under constant review, so please regularly check the Elysium Group website as we will revise the document as and when guidelines change. Over time these best practices may be adapted or expanded as measures continue to be eased, based on guidance from Government and public health authorities.

1. Overview

This document takes you through the stages of opening as shown in the flowchart below. Different aspects will need to be considered at each stage and many topics are revisited throughout the guide. A phased and planned approach to re-opening will ensure that you do not miss anything and that everything is ready for opening day and beyond.



Leading up to re-opening

Ongoing controls

2. Leading up to re-opening

Opening your hospitality business after a protracted closure is not a simple matter of turning the power and gas back on, and returning to work. There are multiple considerations and more than a few steps to take in order to ensure that your premises, you and your employees and customers are safe. Things will have changed during the period of closure, for example, equipment may not restart and maintenance and statutory inspection certificates may have expired.

The first decision to make is when you will start the process of re-opening (following Government guidance). This needs thought and planning as, before you receive any food deliveries your kitchen and all of the equipment within it should be operating correctly and safely.

You may wish to have an audit in advance of re-opening.

Adequate time must be allocated for each step in the start-up process. As each business is unique, the time required for a complete and successful start-up will vary.

You may find a phased opening, trialling out any new measures that you intend to put in place will help to guide you in the measures that work best and how these measures will effect the number of staff that are required and the effect that this will have on the profitability of the business. Multi-site business may open certain sites first to trial the measures and test layouts.

'Test and learn' will play a part in current decision making. Business plans will need to be adapted as required and a one size fits all approach may not be appropriate due to varying layouts of different sites, varying customer and employee behaviours and availability of employees for example due to illness or self isolation.

We have outlined some best practices that we should consider when implementing COVID-19 related controls in the workplace. When selecting a safeguard or a combination of safeguards, always start at the top of the hierarchy shown below to control the hazards. Choose a less effective safeguard only when more effective solutions are impracticable and continuously monitor to ensure you are providing the best level of protection to workers and the public.

The hierarchy of controls (in order of their effectiveness):

Elimination or substitution

Have you fully considered eliminating or postponing work tasks that may create a risk of exposure to COVID-19?

Are there opportunities to work from home or can work processes be changed to reduce contact with others?

Engineering controls

Are engineering controls, such as physical barriers, practicable?

Administrative controls

Are there ways that work practices can be altered to minimise exposure, such as physical distancing or enhancing cleaning protocols?

Personal Protective Equipment (PPE)

This is the last form of protection and should only be considered after careful consideration of the previous control measures. The use of gloves and face masks/coverings may be considered where none of the above controls are possible/effective. If gloves and masks are used, proper usage guidelines should be followed.

Cleaning

One of the first items on the 'to-do' list is a complete cleaning of the entire premises. This includes walls, windows, floors, furniture, fixtures, and every piece of equipment.

Food and hand-contact surfaces such as kitchen worktops, taps, chopping boards, door handles, toilet doors, toilet flush handles, telephones, light switches, keyboards, tills etc. cleaned using a chemical confirmed to be effective against COVID-19. Disinfectants and sanitisers should continue to comply with BS EN1276. Check with your chemical supplier if necessary. There will be a lot of demand for these products prior to re-opening, therefore we advise you liaise with your supplier now.

You should update cleaning schedules to reflect increased cleaning for high touch areas including door handles, front of house counters, toilets and back of house areas.

Pest control

Check for signs of any pest activity – droppings, gnaw marks/new holes, dead pests, bad smells. Remove any potential for pest harbourage. Check bait boxes are in place – the correct way up, and in the location agreed with the pest control technician. Reinstate pest control visits, if necessary.

If there are any serious pest issues you must contact your pest controller and take advice on eradication as quickly as possible.

Elysium Group's pest control partners, offer a disinfection/pest riddance service.

Electricity

Check the electrical panel and we recommend that all fuses are switched on one by one and very slowly to allow the system to start gradually and avoid power surges that can blow a circuit. Take advice from your approved electrical contractor.

Check your installation inspection certificate remains valid - arrange a re-inspection by an NICEIC electrical contractor if necessary.

Water

Legionella bacteria can be found in both your hot and cold water systems and you should follow these steps to reduce the risk that it may cause in both systems:

If you have been flushing your hot and cold water systems weekly during closure, continue this practice until you re-open.		
No expertise with your water systems?	Hot water	Cold Water
<p>Appoint a contractor to undertake legionella treatment. This will include a drain down of the hot water system, super chlorination treatment of hot and cold systems and re-instatement of water supply throughout.</p> <p>Contractors will provide you with certification of cleaning and treatment.</p> <p>You can also have legionella sampling undertaken to confirm that the treatment and cleaning has been effective.</p>	<p>Turn off the mains cold water feed valve. Drain down your hot water tank, remembering to drain the cylinder from the valve at the bottom of the tank to remove any sediment.</p> <p>Re-fill your hot water tank and heat water to above 60°C.</p> <p>Open your hot water taps, starting with the sentinel tap (tap furthest away from the hot water tank) and run for at least two minutes. Repeat this with all hot water taps in the restaurant.</p> <p>Remove any shower heads and clean them thoroughly, both inside and out. De-scale them using a suitable descaling chemical and immerse them in a chlorine solution (50ppm) before rinsing them in fresh water. Only re-fit shower heads when the business is ready to re-open.</p>	<p>Open all cold water taps and run them concurrently for a minimum of ten minutes to ensure that all supply pipes have been thoroughly flushed through. Run taps at approximately half flow during this process.</p> <p>Clean and sanitise all taps around their outlets.</p> <p>If your cold water system feeds any water features, ensure that these are also run and cleaned in line with the rest of the water system.</p> <p>If the cold water system feeds any air conditioning units, ensure that specialist advice is taken prior to re-commissioning the air conditioning system.</p>

Gas

If you think you have a leak or can smell gas contact the National Gas Emergencies number immediately on 0800 111 999.

When shutting down the kitchen, the gas valve for each piece of equipment (every range, fryer, oven, water heater, salamander etc.) should have been closed and will need to be re-opened. The main gas service for the building or location may have been closed and in some cases, the gas utility company may have closed the service themselves. If this is the case, you will need to call and request to restore gas. This should be addressed as soon as possible, as utility companies will be extremely busy and usually service will be on a first come first served basis.

Appliances: Check they are all working and ensure preventative maintenance has been completed, where necessary by a Gas Safe approved contractor.

Suppliers

Suppliers will also be starting up again and a number may not open. There may be shortages in most supply areas and you will need create back up plans to address and substitutes may be required.

Communicate with suppliers prior to opening to find out whether they will be reopening and if they anticipate shortages; also, if there is any advice on alternatives and timescales they can provide the food/brands you usually use. If not, check substituted food/brands enable you to make safe and suitable food you need to change the ways you process and handle food substituted foods contain unexpected ingredients and allergens suppliers provide information on allergens especially if there are short notice changes in ingredients/products delivery be disrupted and can you collect from their warehouse if required perishable products carry their normal shelf life

Personal Protective Equipment

Disposable gloves – Food Grade Quality – Gloves should only be used where the risk cannot be controlled in other ways. Hand washing and sanitising are more important than wearing gloves. See 'How to use gloves safely' in the Appendix.

Disposable aprons (these may be required for example decanting deliveries).

Face coverings/masks (non-surgical) – government is now advising that people should wear face coverings in enclosed spaces where social distancing is not always possible and they come into contact with others that they do not normally meet (such as on public transport). Face coverings are not intended to help the wearer but to protect others if they are not showing symptoms. Face coverings are not the same as face masks. It is unlikely that face coverings will be required in kitchens. Some employees may choose to wear masks for their own personal well-being (even though there is no evidence that non- surgical masks provide protection) and you may find that the public are provided by a degree of confidence in the early days of reopening. However you will need to ensure this is done safely and advise them to wash hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on and after removing it; and when wearing a face covering, to avoid touching the face or covering, as it can be contaminated with germs from hands. Face coverings should be changed if it becomes damp and wash your face covering daily or of it carefully.

As an employer our decision to provide face coverings should be based on risk assessment and hierarchy of control. In the unlikely scenario where they are required, they should not be medical grade as this could disrupt essential NHS and care worker supplies. For businesses such as bakeries where flour dust is a problem, then FFP3 masks may be required for health & safety. A key requirement is face coverings are used safely and do not become a source of infection. The Health and Safety Executive provides advice on face masks and there is a government page on how to wear and make face coverings.

Ensure all PPE is stored in a clean, protected location.

Employees

Those at risk due to medical conditions and who are shielding and excluded from returning to work. See [Government Guidance](#)

You must not return to work if suffering from symptoms, or if a member of your household is affected and follow current Government guidance and the [NHS](#) website if you have symptoms.

Employees are to avoid public transport where possible or to travel at quieter times. Capacity will be limited due to social distancing on public transport. Please travel by car, walk or bicycle if you can. You should follow current government guidance on wearing face coverings on public transport.

Please note our controls that will be in place following reopening (see 'Ongoing Controls' section for more detail).

Be aware of our personal hygiene rules and any new measures regarding staff health checks.

You must inform their line manager if they become unwell at work.

You will be trained on new procedures including social distancing guidance and self-reporting illness for COVID-19 using the Return to work form (see appendix).

You will be retrained on personal hygiene procedures and the need for increased hand washing and cleaning.

Retraining will be available on the 'Essentials of Food Hygiene'/Induction and refresher training considered in Level 2 Food Safety.

Ensure you know what to do to produce safe food after lock down. Remind yourselves of COVID -19 sickness policies and the usual 48 hour rule for vomiting and diarrhoea and the importance of keeping hands, food preparation surfaces, and food equipment clean, even more so at this time.

Any new or replacement staff will be trained before they start work.

A review will take place of PPE that staff will be required to wear by the government and for your own safety and well-being.

It is recommended that we split staff into separate teams, and in larger businesses confine you to particular areas; this will help to reduce spread. For example staff may wear different coloured hairnets, such that any staff that are out of place can be easily identified. These are well known practices in operations that have both low risk and high-risk operations.

Employees should not work across different sites.

If you are a larger team, you could consider splitting teams in two and scheduling so that the A's and the B's do not interact in-person, in or outside of work. This limits the impact so if someone on the A's becomes ill and the rest of the A's need to self-isolate, hopefully, the B's can still keep working.

What if an employee becomes ill? If an employee becomes ill with COVID-19 we will have to follow the NHS guidance. If a team members are sick they will have to self isolate for 7 days and other team members may have to self isolate for 14 days or for 7 days after they become ill.

If an employee does contract COVID-19 from another employer then this will be reportable under RIDDOR. Also report via Elysium Group channels and we will assist you with isolating requirements. The government will be operating a track and trace system and you should encourage all staff members to download the app when available.

If a team member is sick the whole site will require a thorough clean and disinfection using chemicals that work for COVID-19. See the 'Cleaning' section for more information.

Training is compulsory for any new or replacement staff before they start work on all food safety and COVID-19 controls.

Due to the risks of Head Office staff/Area and Team leaders cross infecting from one site to another, it is recommended that these staff do not visit, but contact you via online communication such as Zoom and Microsoft Teams.

In order to reduce staff in the main kitchen, we are limiting the menu offer so that less staff are required to work in the kitchen.

Physical and Social Distancing

Post signage promoting social distancing upon entry.

Display signs in multiple locations that indicate the maximum number of customers and staff a restaurant can accommodate at any one time.

Mark direction of travel, to designate entrances and exits, pick up areas and toilets.

Redesign floor plans to demonstrate required social distancing.

Mark the floor where queues may occur (such as toilets, takeaway pick up areas etc. etc.) and/or provide directional signage to indicate flow through the restaurant as well as outside.

Where furniture cannot be removed to adjust for physical distancing, mark certain tables and chairs unavailable for use.

Table dividers could be investigated to make social distancing easier.

In the kitchen try to reduce interaction between cooking and cleaning areas perhaps by having a one way flow through or temporary dividers.

Remove waiting area seating.

Clearly designate takeaway/pick up locations when separate from dine-in operations.

Install physical separation between customers and staff in counter service and payment settings.

Where possible and weather permitting, entrances and exits should be propped open to limit need for staff and customers to open/close doors.

Use technology where possible to reduce person-to-person interaction, for example mobile ordering, menu tablets and contactless payment options.

Managers must know how to spot symptoms of coronavirus and be clear on any relevant processes, for example sickness reporting, sick pay, and procedures in case someone in the workplace is potentially infected and the manager needs to take appropriate action

We will provide hand sanitiser and tissues for staff to use.

More detail is provided in the 'Ongoing controls' section.

Refrigerated and frozen storage

Complete all preventive maintenance.

Turn on refrigeration equipment and let it run for 24 hours, then check the inside temperature against the temperature taken with a calibrated probe temperature to ensure it is accurate before storing foods inside.

Arrange for repairs as required.

Sanitise and clean all fridges and freezers.

Ice machines

Clean and sanitise the ice machine. Make sure you clean the lid and all walls and the hard-to reach areas where mould accumulates.

Check if you require a new water filter where applicable.

Restart the ice machine and discard the first full bin of ice.

Equipment

Clean and sanitise equipment.

For more complex equipment, check with the equipment suppliers on the best course of action for re-commissioning.

Special items

Order/arrange printing of sufficient quantities of:

- signage such as that in this guide and on government websites
- floor markers to use to remind of social distancing measures etc.

Menu planning and actions taken

Cut the complexity of your menu to make it easier to prepare, for example avoid complex tasting menus, which involve multiple items, many trips to the kitchen for the server and increased labour.

Use of POS data to research your historic menu trends, bestselling items, and avoid dishes that are more cost and effort than they are worth. Look at combinations of ingredients that offer the most options.

Remove self-serve buffets, salad bars and beverage self-serve stations that require customers to use common utensils or dispensers until social distancing measures are relaxed.

Ask guests to pre-order their meals by phone or online if possible, so the kitchen will know how much to prepare and to minimise waste. Think about how much notice you will need for this and advise customers.

Use disposable or wipe clean menus.

Order supplies including non-consumables:

- Make contact with your suppliers to ensure that they are open/opening, what supplies they have and to establish if there will be any items that will not be in stock or have a limited supply.
- Ensure that supplies will arrive in plenty of time to allow for prep for re-opening
- Check if you require any new equipment
- Check on PPE supplies required such as gloves (suitable for food contact in the kitchen), disposable aprons etc.
- Order hand sanitiser (minimum of 60% alcohol) and liquid antibacterial hand soap
- Order cleaning equipment and supplies and ask for COSHH safety datasheets.
- Ensure allergen information is updated an available.

Stock

Look at stock levels and order ingredients etc. as required.

Check all stocks of food packaging materials are clean (e.g. takeaway containers) and order more if required.

Guests

Focus on our guest experience including public perceptions on how you are dealing with the risks of COVID-19.

Sit at each table as if you were a customer and view everything through a customer's eyes. Make any changes or adjustments as needed.

Decide how we will layout the business based on the current Government guidance on social distancing- see 'Ongoing controls'.

Use posters and notices to give guidance to customers' and information on waiting times etc. to manage expectations.

Provide sanitising hand gel at the entrance to the business.

Engineering/physical controls

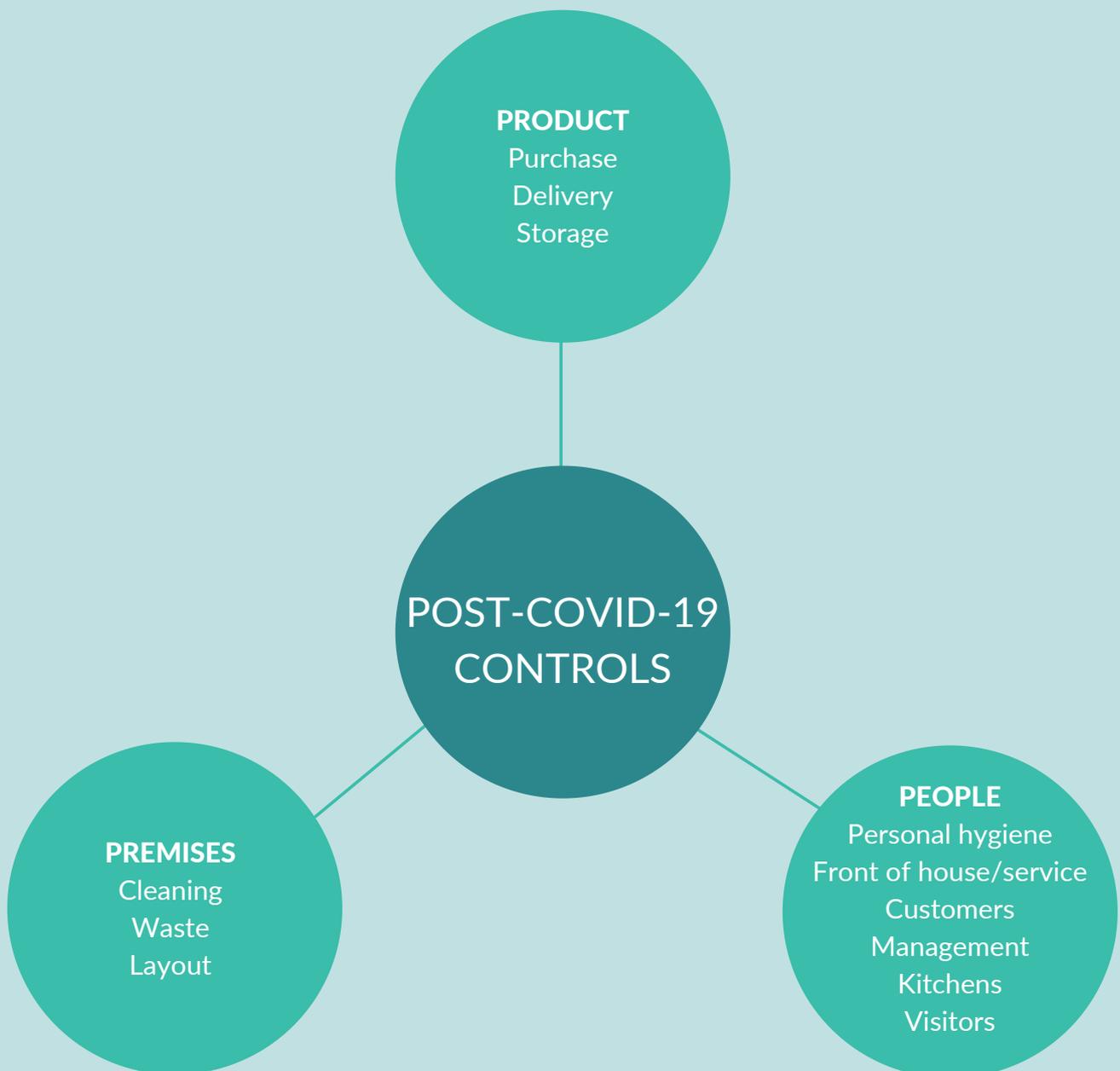
The following could be considered:

- Evidence suggests that the virus is less likely to be passed on in well-ventilated buildings and outdoors and therefore where possible you should increase ventilation rates in the work environment. This could be as simple as opening a window. You should use external extractor fans where available to keep spaces well ventilated and make sure that ventilation systems are set to maximise the air flow rate. Heating and cooling systems can be used at their normal temperature settings.
- If you have outside areas you should look to maximise their use.
- You should check the duct cleaning certificates and if required arrange for cleaning. You should clean the ventilation filters.
- Fans may be congealed and not start - if they make loud noises - stop or you will burn them out. You should then contact a ventilation engineer.
- Check the fire suppression system and if servicing is required complete this service.
- Install physical barriers, such as clear plastic sneeze guards.
- Redesign kitchen and dining areas to accommodate staff and customer physical distancing where possible.
- Propping open frequently used (internal) doors if space and fire safety allows.
- Flush plumbed-in equipment (e.g coffee machines, slush-ice makers, post-mix guns, soft drink machines and some water coolers).

3. Ongoing controls

The following section represents some practical measures that are intended to protect your team, your customers and anyone else who comes into contact with your operation following re-opening for business.

The measures focus on the following key aspects of control (the three 'P's):



Product

The sections below will help keep our product safe during COVID-19. You must also refer to your usual Elysium Group HACCP and food safety controls that will continue to keep foods safe to eat. These are additional controls for COVID-19.

Sections include:

- Purchase
- Delivery
- Storage

Hazards/Overview

- Interrupted supply chains or delayed deliveries.
- Lack of necessary ingredients
- Unidentified/hidden allergens
- In times of scarcity there are increased threats of poor quality, dilution, contamination or fraudulent substitution and allergen issues.
- Short shelf life/out of date products
- Lack of traceability

People involved

- Head Chef
- Purchasing teams

- Managers
- Suppliers

Controls

Communication

- Your usual HACCP and controls should be in place for supplier approval e.g. specifications, third party approvals, goods inwards inspections.
- Liaise with suppliers to ensure quality and freshness of product and produce and to ensure that they give details of any products substitutions
- Keep an authorised supplier list
- If it becomes necessary to find an alternative supplier for an ingredient, make sure that you obtain full supplier information including allergens.
- Ensure that all allergen information is updated.

Why/How?

Refer to your HACCP documentation

Use reputable suppliers – with high food hygiene standards such as SALSA, good food hygiene ratings or a satisfactory third-party audit report.

Provide suppliers with detailed specifications of requirements. Ask suppliers to confirm in writing that they will alert you regarding changes to ingredients or substitutions.

Use Elysium Group's authorised supplier

Use a Supplier Quality Assurance form or use Elysium Group's supplier checks.

Use residual stock first (label this) to avoid mix ups and confusion.

Amend recipes and allergen information accordingly as and when ingredients or suppliers change.

Hazards/Overview

- Exposure to COVID-19 from delivery drivers
- Hazards from external packaging and shared items such as pens etc.

People involved

- Receiving Staff

- Delivery Drivers

Controls

Communication

- Your usual HACCP and controls should be in place for deliveries e.g. goods inwards checks.
- Good communication with suppliers on control measures to ensure deliveries comply with social distancing guidance.
- Practice contactless deliveries to the greatest extent possible .
- Try to do all interactions electronically (e.g., in an app or over a phone). This eliminates the need for close contact between you and the person getting the delivery.
- If delivery persons have to enter the premises for example draymen, check that they do not have any symptoms of COVID-19. Social distancing should be maintained.
- Set up alternatives to requiring signatures
- Boxes, containers, or any packaging being used to transport food or equipment such as cardboard should be disposed of before entering the kitchen/storage sites.

Why/How?

Refer to your HACCP documentation and complete delivery checks.

Consider methods to reduce frequency of deliveries, for example by ordering larger quantities less often where you have the storage space.

Give detailed instructions about when and where deliveries should be made using the Food Alert Delivery Instructions template.

Arrange for deliveries to be left outside - such as in a porch or an external pest proof container. Arrange for the delivery to be made at an agreed time (mobile phones/apps can be used to confirm arrival). The delivery driver can unload the delivery whilst receiving staff remain 2 metres away. The driver can then move away whilst you verify and check the delivery. Display Elysium Group's 'Stop Coronavirus' posters.

Ask them to sign a Health Declaration using their own pen or send declarations in advance.

Avoid sharing scanners, pens, or other tools with delivery drivers by confirming receipt by email where possible such as a confirmation email or a photo of the loaded or unloaded goods could be accepted as proof of delivery.

If a pen or other utensil is required for signature you can ask that the pen or utensil is cleaned or sanitised before use. For pens, you should use your own.

Receiving staff should practice good person hygiene and wash their hands before and after handling deliveries. To protect their kitchen uniforms they should wear disposable aprons and as required, disposable gloves along with strict hand washing practices both before and after deliveries. Where possible, disposing of external packaging either outside or in the entrance to the kitchen will reduce risks from contaminated packaging. Gloves and aprons should be disposed of before re-entering the kitchen.

Hazards/Overview

- Contamination with germs including COVID-19 from packaging.
- Exposure to COVID-19 from colleagues.

People involved

- Food handling staff

Controls

- Your usual HACCP and controls should be in place for storage.
- Put restrictions on the number of people going into small spaces such as only one person at a time in the dry store, chiller or cellar at one time.
- Wash your hands before and after food is put away.
- Sanitise hand contact points such as fridge handles and door handles once food has been stored.

Why/How?

Refer to HACCP: Controls include:

- Food covered, in good condition and in-date.
- Raw and unwashed foods stored away from ready to eat food.
- Chilled food stored below 8C and frozen food below -18C.

This will allow for social distancing.

Posters should be placed on doors to remind staff about entering small spaces such as chillers and staff should knock or use viewing panes where available. Staff could use, 'Do not enter staff member already inside' signs on doors to small spaces.

Usual hygiene rules plus additional precautions for COVID-19.

Clean and disinfect objects and surfaces that are touched, using a detergent and disinfectant /sanitiser

People

The sections below will help keep people safe from COVID-19.

You must also refer to your usual HACCP and food safety controls such as personal hygiene that will continue to keep staff and foods safe. These are additional controls that are extremely important to keep staff, visitors and guests safe during the COVID-19 pandemic.

Sections include:

- Management
- Staff/Personal hygiene
- Front of house/Service/Customers
- Kitchens/Dishwashing

Overview

Our staff are our most important resource and need to be protected from COVID-19. To enable staff to work safely we will need to take steps to reduce risks of infection and monitor that staff follow these rules.

Controls

Health screening

- Prior to returning to work, all staff will be required to complete a COVID-19 Health Declaration, in addition to confirming whether they have suffered any gastrointestinal symptoms.
- We will need to declare that you are fit for work and that neither you nor a household member have suffered with any of the symptoms of COVID-19 illness in the previous 14 days. Use the COVID-19 Health Declaration Form and the usual return to work after illness forms.
- If staff contact us to advise of COVID-19 symptoms we will have to ask them to self-isolate following the current NHS Guidance.
- When you are well and ready to return to work, you should use the COVID -19 return to work form and complete this on the phone prior to returning.
- This should be used alongside the usual return to work forms.
- We will have a plan in place to deal with increased rates of absenteeism due to COVID-19.
- All employees must have completed the Employee Safety Checklist to confirm that you understand all the controls that you have in place. See Appendix.
- Everyone will be updated on actions being taken to reduce risks of exposure to coronavirus (COVID-19) in the workplace and please make sure everyone's contact numbers and emergency contact details are up to date.

Communication

- Communication is key to success and you should brief staff daily on the situation with COVID-19.
- Make sure we have up to date contact details and emergency numbers for all employees.
- Involving staff in decision-making will increase buy in and be helpful and insightful.
- We will designate a person who is responsible for responding to COVID-19 concerns and staff should know who this person is and how to contact them.
- A health & safety person should be appointed for each shift to ensure safety measures are being adhered to.
- Managers and designated persons must know how to spot symptoms of coronavirus (COVID-19) and should be clear on any relevant processes, for example sickness reporting and sick pay, and action to take if someone is infected.
- Posters should be used back of house to remind people of the current procedures.
- Staff will receive regular training on precautions including hand washing and where required safe use and changing of gloves.
- Training material will be easy to understand and available in the appropriate language and literacy level for all employees.
- For bigger groups, we consider the impact of an Area Manager becoming ill and having to trace the contacts and the possibility that they may have infected a person in the restaurants they have visited. Area Manager visits should be reduced and even better meetings conducted using conferencing apps such as Microsoft Teams and Zoom. Behavioural changes are a big challenge when implementing and monitoring new procedures and policies and there should be regular shift briefings to remind employees of their responsibilities.
- We will monitor employee behaviour and keep reminding about rules for example on social distancing as it is easy to fall back into old habits when placed back in a familiar environment.
- Establishing a clear policy for what is expected of employees if they get sick, have symptoms, or if an exposure is reported.
- If a member of staff has helped someone who was taken unwell with a new, continuous cough or a high temperature, they do not need to go home unless they develop symptoms themselves. They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell with symptoms consistent with coronavirus (COVID-19) infection.
- It is not necessary to close the business or workplace or send any staff home, unless government policy changes. But you should keep monitoring the [government response page](#) in case of change.
- We will not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19. Unless we are in a situation where the risk of COVID-19 transmission is very high, the risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited. However, if your risk assessment does show that PPE is required, then PPE is provided free of charge to workers who need it. Any PPE provided must fit properly .

Personal Protective Equipment (PPE)

- Where your risk assessment has identified a need for PPE, ensure that you have adequate supplies of PPE available each day and order as necessary bearing in mind there may be longer lead times.
- PPE should be stored in a designated area in a labelled box. Supplies should be placed in the kitchen and front of house areas each day.
- There is concern that the wearing of face masks/coverings will give a false sense of security, and may lead to reduced social distancing - which is more important in reducing infectivity.
- Full social distancing will be very difficult in many kitchens and PPE may be required where other solutions cannot be found. The government has suggested face coverings can be used in public areas and on public transport where social distancing is not possible. However it is not recommended that you wear face masks in hot kitchens as this may encourage people to touch their face more often and become a hazard rather than a control.
- Latex or vinyl food grade gloves should be provided for tasks where a risk assessment has deemed it necessary for example cleaning, dealing with deliveries and handling waste. See 'How to use gloves safely'. (Appendix)
- There should not be an over-reliance on gloves as they can themselves increase risks and staff must be reminded that gloves are not a substitute to proper hand washing and must be changed on a regular basis.
- Lidded foot pedal bins should be provided for disposal of PPE.

Social distancing

- The advice on social distancing measures applies to everyone and should be followed wherever possible by keeping 2 metres away from other staff members and guests.
- Employees should also follow social distancing rules when taking breaks.
- If a staff room is available, chairs and tables will need to be spaced out and you may want to consider staggering start/finish times for staff to avoid gatherings in changing rooms or at signing in/out points.
- In the kitchen, it is recommended that, wherever possible, designated work areas are established in order to minimise overall travel around the kitchen. Although continued control over pathogenic cross-contamination must also be considered.
- The most recent government advice in '[Our Plan to Rebuild: The UK Government's COVID-19 recovery strategy](#)' advises that you can lower the risk of infection if you stay side-to-side rather than facing people.
- If you can split your staff into separate teams, and better still, in larger businesses confine them to particular areas, this will go some way to reducing spread. You may even consider the wearing of different colour hairnets, such that any staff that are out of place can be easily identified. Such practices are well known in operations that have both low risk and high-risk operations.
- If you are a larger team, you could consider splitting your teams in two and scheduling so that the A's and the B's do not interact in-person, in or outside of work. This limits the impact so if someone on the A's becomes ill and the rest of the A's need to self-isolate, hopefully, the B's can still keep working.
- You could reduce staff in the main kitchen by limiting the menu offer so that fewer staff are required to work in the kitchen.

Personal hygiene

- Ensure adequate supplies of soap, disposable hand towels and hand sanitiser for staff. Consider providing individual bottles to each staff member.
- Provide an area/lidded container for staff to store all personal items in designated area to prevent contamination of kitchens.
- Provide disposable bottles of water to staff to avoid bringing reusable bottles into the kitchen.

Health and safety

- No lone working should take place during opening hours. There should always be at least two members of staff on any given shift.
- If a single member of staff is opening the site, the door should be locked until the site is due to open and/or another member of staff arrives.
- Staff should have access to a telephone so they can contact emergency services in the event of any issues arising.
- Where possible all orders should be paid by debit/credit card or over the phone in order to limit the amount of cash on site.
- Ensure any cash is regularly banked or placed in the safe.
- Follow your usual health & Safety procedures.
- Ensure you have COSHH data sheets and PPE for any new chemicals purchased.

Outside areas

- Outside areas are likely to play a significant role in a premises reopening and the public may feel safer visiting premises with outside space. So now is the time to look at your outside areas if you have one.
- Do you need to order things such as outdoor heaters?
- Look at the layout, will you require temporary fencing or large planters to ensure social distancing.
- If you have children's play equipment you may wish to close this as cleaning and disinfecting these areas will be difficult or use the space for more outside seating.
- If you do not have an outdoor area you might want to investigate pavement licensing with your local authority.

Overview

To enable you to work safely at this time, we need you to take steps to reduce risks of infection. Please read, understand and put the controls below into practice. If you have any questions or concerns you should discuss these with your direct line supervisor.

These controls are in addition to the normal personal hygiene controls that you must also continue to follow.

Controls

Health screening

- You must phone in if you have a cough or fever BEFORE attending work.
- You will be asked to complete a COVID-19 return to work questionnaire in addition to the usual return to work forms when you return to work after illness or leave.
- Each day, you must confirm that you and those in your household are free from signs of COVID-19 infection namely a continuous cough or a high temperature (based on the current NHS list of symptoms).
- Any staff deemed to be at high risk of infection may be asked to leave work for the safety of themselves and others. You must follow the government [shielding guidance](#).
- All staff with symptoms must self-isolate according to the current PHE Guidance.

Travel to work

- We will ask you to confirm how you will be travelling to work each day.
- Where possible, we would ask that you avoid taking public transport to limit risk of exposure and physical contact.
- If this is not possible, we request that you follow the current Government guidance on travel on public transport and wear face coverings (as required).
- Once at work, remove outerwear and leave in personal items area.
- You should try to travel at the quietest of times using the least busy form of transport.
- Car or taxi shares with colleagues may be considered.
- Where possible, social distancing guidelines should be observed whilst travelling
- Once at work remove outerwear and change into uniform or different work clothing.

Social distancing

- Follow Government social distancing rules – keep 2 metres from other staff members and guests.

Protective clothing

There is some evidence that the virus can stay on fabrics for a few days, although usually it is shorter. Therefore, if you are working with people outside your household, you should wash your clothes regularly.

Kitchen staff must not wear their designated uniform/protective clothing outside of their workplace. They should change into their uniform immediately upon entering the site and store their travelling clothes in a separate area to clean items, so as to avoid any cross contamination. They should avoid crowding into a changing room.

If front of house teams do not wear a uniform, they should change their clothes. It is recommended that to increase customer perception of COVID-19 controls that a front of house uniform such as team t-shirts is provided.

All kitchen team uniform should be washed on the hottest setting of the machine using your current method (external or internal laundry). Other team members can wash their uniforms at home as per the label instructions.

Any personal belongings, including phones, should be stored away and not brought into kitchen or front of house areas.

We recommend placing these in lockers or in an office for the shift. If required whilst on shift, they should be cleaned and sanitised first.

Personal protective equipment (PPE)

- PPE should be stored in the dry store on a separate labelled shelf. Supplies should be placed in the kitchen and front of house areas each day.
- Gloves: (food grade) should be provided for tasks where deemed necessary for example cleaning, and handling rubbish). See 'when to use and how to use gloves safely'. NB Wearing gloves is not a replacement for regular hand washing.
- Hands must be clean before putting gloves on and they must be routinely changed. If the integrity of a glove is compromised (e.g. punctured) change gloves immediately - wash hands and replace gloves.
- PPE should be removed carefully and disposed of in lidded bins provided.
- Hand washing is still the most critical control and must be done before a shift, once you have entered the kitchen, after handling raw meat and fresh produce and after touching your face etc. This is the most important control and must be carried out for at least 20 seconds using soap and hot water.
- Face coverings are not required and their effect is likely to be limited, therefore face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, working in fixed teams and increasing hand and surface washing. These other measures remain the best ways of managing risk and employers should not relying on face coverings as risk management.
- If you choose to wear one, you should discuss this with the management and use face coverings safely and wash your hands before putting them on and taking them off.

Personal hygiene

- Always wash your hands when arriving at work and regularly throughout day for at least 20 seconds.
- Increase levels of hygiene management including keeping hands clean and coughing and sneezing into tissues which are immediately disposed.
- Use sanitising hand gel where provided in addition to regular hand washing.
- For tasks where you are advised to wear gloves - you must always wash/sanitise hands before putting on a new pair of gloves and change them regularly.
- Avoid touching your eyes, nose or mouth and avoid handshakes.
- Store all personal items in designated area to prevent contamination of kitchens.
- Do not bring reusable cups and bottles into the kitchen.

Front of house/Service/Customers

Overview

The front of house is the public area where everything you do will be under the watchful eye of customers. Measures to reduce the risks of cross infection are required to give confidence that you are doing what you can to reduce risks to make people feel comfortable and safe. Hazards include:

- Person to person spread
- Contamination of surfaces
- Increased viral load

People involved

- Front of house team

- Public and guests

Controls

Communication

- Ensure that the messaging across all of your platforms (social media, emails, press releases, conversations with guests etc.) is aligned and timely.
- Encourage pre-ordering by telephone, online or email.
- Remind customers not to enter the building if they have any symptoms of COVID-19.
- Keep customer contact details where possible.

Why/How?

A single message about how you are/will be dealing with COVID-19 will give customers confidence in your business.

Staff training on COVID-19 procedures will ensure a consistent response to customer queries and help build customer confidence. A daily briefing should be carried out to remind front of house teams of the main controls and anything to note each day.

This will stop customers congregating in front of house areas. Encourage customers to do this when they make a booking and investigate the best options for your business.

Use the 'STOP CORONAVIRUS' poster

Encourage online bookings with this information captured rather than walk-ins.

Staff

- Staff should change into a uniform or wear a change of clothing once in work.
- Provide a daily COVID-19 briefing to staff.
- Increased levels of hygiene management.
- Social distancing

Look at government guidance and provide staff with an update. Remind staff about hygiene rules and social distancing etc. This will keep the rules at the forefront of their minds.

Staff must clean and disinfect frequently touched surfaces and aim to keep a 2 metre distance from customers where possible. They should place food down and move away quickly. Advise guests to pour their own water and wine. Although not more hygienic, than hand washing and sanitising, gloves may be used as there is a public perception that they are safer. If gloves are used, they must be replaced regularly and between serving different tables.

Tables should be cleared one at a time to reduce potential for cross-contamination.

Layout

- Create a new floor plan.
- Manage customer numbers and queues have plans and systems in place to monitor and control the numbers of customers at any given time.
- Stagger service periods or have longer service periods.
- Lay the table as diners arrive. Lay the table to reduce contact. Use individual pots of sauces, condiments etc. rather than large bottles and containers.
- Do not use buffets or self-service drinks dispensers etc.

Space tables 2 metres apart. Consider if you will store excess tables or place a sign stating 'Not in Use'. An alternative could be to provide screening between tables.

You need to avoid the restaurant becoming overcrowded (in line with social distancing). Use line markings in queues at 2 metre spacing and where possible, place someone on the door and implement a one in one out system. Give walk-in customers a booking time slot and advise them to return then. This will help to reduce the numbers in the restaurant at any one time. Politely encourage customers to vacate their table once they have finished to avoid them spending long periods in the restaurant.

Decant bottles of sauces into portion size pots. Use single use condiments such as condiment sachets or place condiments on the table (in small containers) and sanitise between guests.

This will reduce contact between guests.

Layout

Self-service will encourage customers to gather in one area and, although unlikely could result in possible COVID-19 contamination of packaging and foods.

Buffets etc. should be removed and staff should serve foods to the table. Where buffets are unavoidable, staff should serve the food. Gloves should be worn by staff.

Toilets

- Toilets are a risk area. Restrict the numbers of customers in toilets at any one time.

Put posters on doors of toilets to remind customers not to enter if cubicles are full. Put 2m markings on the floor. Place sanitised disposable wipes inside and outside of doors with bins nearby and signs explaining to guests how to avoid contact with the door handles, etc.

Consider alternatives such as leaving the main door open (where privacy/hygiene are not an issue) or possibly foot or sensor activated door opening mechanisms.

Cleaning and sanitising

- Cleaning and sanitising of tables and main contact points should be increased.
- Regularly clean doors on both sides.
- Clean tables and be seen cleaning with sanitiser.

Identify common contact points such as door handles, touch screens, light switches tables and chairs and hand-rails etc. paying particular attention to those surfaces which are in constant use and shared. These points should be sanitised regularly during each shift in order to minimise any viral loading.

Front of house - install hand sanitiser stations for staff and customers, delivery drivers etc, which are placed at entrances, collection points etc.

Menu and payment

Avoid menus that cannot be cleaned between customers.

Encourage customers to use touchless payment options, when available. Minimise handling cash, credit cards, reward cards, and mobile devices, where possible.

Use disposable paper menus or wipe clean menus that are sanitised between customers or use a menu board so that different customers can see it.

Cash payments will increase the risk of COVID-19 cross contamination.

Find mobile apps that allow customers to place an order and pay without contact with staff.

Find mobile apps that allow customers to place an order and pay without contact with staff. For example: [iZettle](#).

These systems avoid contact and if customers can use their own phones to order and pay, thus eliminating three to four contact points. They also free up staff who can focus more on cleaning. It may also help offset lost revenue due to reduced tables. Where contactless payment is not achievable, machines requiring touch payment or pens should be sanitised between each customer.

Kitchens/dishwashing

Overview

To ensure food is safe to produce and to eat, a series of additional measure will be in place in the kitchens to ensure colleagues are safe. This will encompass the general controls which will include social distancing. The rules of food hygiene will always apply and many will ensure COVID-19 risks of reduced.

People involved

- Chefs
- Runners

- Cleaners
- Kitchen support staff

Task

Controls

Before opening the kitchen each day

- Food handlers must wash hands for at least 20 seconds at least before starting.

Uniforms

- Food Handlers must wear clean chefs clothing/aprons prior to each shift.
- Ensure adherence to strict personal hygiene measures including hand washing before putting on uniform.
- All food handlers should to wear gloves when handling ready to eat foods such as salads.

Deliveries

- Proper hand washing is required both before and after handling deliveries and staff may wear disposable gloves and aprons whilst accepting food deliveries and during decanting.
- See 'Deliveries' section for more detail.

Task	Controls
<p>Cleaning and disinfection of kitchen structure & equipment</p>	<ul style="list-style-type: none"> • Follow cleaning schedules which should already be in place and maintain high standards of hygiene and cleaning. • Sanitise all food contact surfaces, including equipment and containers used for the storage and preparation of food and drink. • Clean kitchen as per cleaning schedule and enhanced COVID-19 cleaning checks
<p>Washing of fruits and vegetables</p>	<ul style="list-style-type: none"> • Vegetables and fruits (wherever applicable) must be washed and treated with sanitiser (where required in your HACCP) and then stored in clean containers in chillers/dry stores above any raw/unwashed produce and raw meat.
<p>Equipment and hand contact/touch surfaces</p>	<p>Clean and sanitise hand and food contact surfaces. To include (but not limited to):</p> <ul style="list-style-type: none"> • Handles of fridges/freezers • Workbenches/table tops • Chopping/preparation boards • Food preparation equipment handles
<p>Preparation</p>	<ul style="list-style-type: none"> • Follow your usual HACCP and food safety controls • Wash hands between tasks and change gloves if usually worn; when switching tasks, handling different foods, or after touching objects that should be considered contaminated (mobile phones, computers, clothes, door handles, etc.)
<p>Cooking/reheating</p>	<ul style="list-style-type: none"> • There are no additional temperature control requirements to manage COVID-19. • Follow your usual good food safety controls and HACCP and food safety procedures.

Task	Controls
<p>Dishwashing</p>	<ul style="list-style-type: none"> • Remove food debris from plates using a tool and place directly in a food waste bin. • Plastic tubs should be provided containing soap and water into which items from cleared tables will be sorted until washed. • Place items in a dishwasher where possible - operating equipment should be effectively washed and rinsed at a high temperature (rinsed at above 82C) in order sanitise the surfaces. Where not possible, sanitiser is to be used.
<p>Drying</p>	<ul style="list-style-type: none"> • Allow surfaces wherever possible to air-dry to reduce the need for handling. • Where this is not possible, use a clean drying cloth to wipe and dry. • Racking should be separate for kitchen and customer equipment.
<p>Hand washing</p>	<p>Ensure that hand washing facilities are routinely cleaned and sanitised and are fully stocked with:</p> <ul style="list-style-type: none"> • Anti-bacterial hand soap • Paper drying towels • 60% Alcohol hand sanitiser (as required) • Ensure they are used routinely after every task and as a minimum hands should be washed for 20 seconds.

Task	Controls
Visitors and contractors	<ul style="list-style-type: none">• Avoid non – essential visitors to the kitchen and plan for visits outside of food preparation times where possible.• Place stop notices at all of the entrances to the kitchen• Ask visitors to sign a health declaration to state that they do not have symptoms. You could add this in to your usual visitors' book.• Ask all visitors to wash their hands when entering the kitchen for 20 seconds using hot water and soap provided.

Takeaway & Delivery

Overview

This provides guidance on key food and health & safety requirements for the provision of a takeaway service. It is also available as a standalone guide.

Task

Controls

Food preparation

- Suppliers may be affected but ensure you continue to use only reputable suppliers and keep a supplier list.
- Food should be prepared in a safe and hygienic manner in line with the controls detailed in your HACCP/Food Safety Procedures.
- Where possible food should be cooked/reheated to order.
- Continue to monitor and record due diligence temperature records as normal, such as incoming deliveries, fridges & freezer temperatures, cooking/reheating temperatures, cooling, hot holding etc.
- Follow usual guidelines for preventing cross contamination keeping ready to eat foods separate from raw/unwashed foods.
- Have a designated clean area for prepared meals to be packed and awaiting delivery.
- Frequent cleaning and sanitising of all surfaces and food/condiment containers is essential.
- Do not allow customers to serve their own condiments.
- Good hand washing is essential before and after handling deliveries and disposable gloves and aprons may be worn when accepting food deliveries and during decanting.
- See 'Deliveries' section for more detail.

Task

Controls

Allergens

- Continue to follow the allergen controls and procedures you have in place in order to prevent against possible cross contamination.
- Ensure allergen information is accurate and up to date and can be provided to customers where required regardless of how they place their order.
- Check the ingredients lists where you have purchased similar/new ingredients from new suppliers.
- If you have added new menu items ensure you review and update the allergy information.
- Consider publishing allergen information online for customers.
- Keep records of any orders where a customer has advised of an allergy.
- Do not serve people with a food allergy or intolerance if you cannot guarantee that their food has not been contaminated with their specific allergen.

Packaging

- Once prepared, food should be placed in a suitable food grade container for takeaway.
- Where possible avoid plastic packaging where the virus can live for long periods. Cardboard and paper bags are recommended if possible.
- Avoid journey times of more than 30 minutes.
- Food should be transported in insulated containers to help maintain temperature control.
- Do not place hot and cold food in the same container.
- Keep details of all orders and deliveries.
- During storage, keep containers covered, stored inverted and off the floor.

Task

Controls

Ordering & Collections

- Restrict ordering to online and email/phone orders only to reduce person to person contact.
- Display COVID – 19 signage on the door or somewhere visible to customers advising of additional safety measure being taken at this time.
- You should introduce a way for customers to be able to notify your business that they are in self-isolation or are unwell in advance of the delivery and communicate this to the delivery driver.
- To minimise the risk that a customer does not answer the door, sensible steps such as setting an approximate delivery time and gaining a contact number should be taken.
- If you accept pickups, limit the number of customers inside at any given time. Customers should remain at a safe distance from staff and each other – at least 2 metres apart.
- Where possible, create a designated/hatched area for pick up. It is good practice to use high visibility tape to mark the floor to give guidance and to keep persons 2 metres apart.
- Advise customers placing orders of the approximate time their food will be ready for collection.
- Front of house staff to regularly wash their hands with hot water and soap for at least 20 seconds. Provide hand sanitiser for use where possible.
- Once prepared, food should be placed in a suitable food grade container for takeaway.
- Where possible avoid plastic packaging where the virus can live for long periods. Cardboard and paper bags are recommended if possible.
- Avoid journey times of more than 30 minutes.
- Where food to be transported in insulated containers to help maintain temperature control. Do not place hot and cold food in the same container.
- Keep details of all orders and deliveries.
- During storage, keep containers covered, stored inverted and off the floor.

Task

Controls

Contact Free Food Deliveries

- Delivery staff are food handlers and should receive a basic induction on food handling and health monitoring should be in place.
- Delivery persons should avoid coming into the kitchens and avoid staff contact where possible.
- Where possible, staff should box up and leave in a low risk area away from the kitchen for the delivery person to collect.
- Delivery staff must not enter the customers property in any circumstances.
- Establish from the customer if they are self-isolating when the order is placed. If so, advise they must pay over the phone or online and obtain their contact telephone number.
- If a delivery is being made to a customer who is self-isolating, the delivery staff should telephone the customer when they arrive at their house and advise that the order has been left at their door.
- For all other customers, ring the doorbell and then step back at least 2 metres and wait nearby for your customer to collect it.
- Provide delivery staff with hand sanitiser and/or disposable gloves which should be changed regularly and between customers.
- Ask customers to put any chilled food in the fridge and hot food in the oven unless it will be served straight away.

Health and safety

Task

Controls

Delivery staff

- Ensure delivery staff have a constant means of communication with the site e.g. mobile phone. Ensure such devices are fully charged at the start of each shift.
- If delivery staff do not contact, you or return to site in the expected time contact them to locate their whereabouts and safety.
- Ensure delivery staff are provided with the full address of the customer and use 'maps' on their phone if required.
- Ensure delivery staff wear weather appropriate clothing.

Deliveries by foot

- Where possible deliveries should not occur after dark. If they must, delivery staff should be provided with hi-vis clothing and deliveries should be within a 15-minute walk.

Deliveries by vehicle

- All vehicles should be fully insurance, taxed and have a full MOT.
- All vehicles should be road worthy and pre-use checks should be carried out for example tyres, brakes, lights, wipers and wiper wash (where applicable).
- All delivery drivers should have an appropriate licence for the vehicle being used.
- All delivery drivers must adhere to the Highway Code.
- Staff making deliveries by bike/motorbike etc. should be provided with lights, hi-vis clothing and must wear a helmet.

Health and safety

Task

Staff working on site

Controls

- No lone working to take place during opening hours. There should always be at least two members of staff on any given shift.
- If a single member of staff is opening the site, the door should be locked until the site is due to open and/or another member of staff arrives.
- Staff should have access to a telephone so they can contact emergency services in the event of any issues arising.
- Where possible all orders should be paid by debit/credit card over the phone in order to limit the amount of cash on site.
- Ensure any cash is regularly banked or placed in the safe.

Premises

The sections below are to create a clean and safe premises during COVID-19. You must also refer to your usual HACCP and food safety controls such as cleaning, maintenance, pest control and waste that are also relevant. These are additional controls during the COVID-19 pandemic.

Sections include:

- Layout
- Outside
- Cleaning
- Waste

Overview

This looks at considerations for physical changes to layout to allow for social distancing but the controls are also found in individual areas such as the kitchen and front of house.

Controls

- Create a new floor plan.
- Provide screening between tables.
- Manage customer numbers and queues have plans and systems in place to monitor and control the numbers of customers at any given time.
- Stagger service periods or have longer service periods.
- Remove self service areas
- Ensure staff can keep to social distancing rules where possible in the staff areas such as changing rooms or staff rooms

Why/How?

- Try to space tables 2 metres apart. Consider if you will store excess tables or place a sign stating "Not in Use."
- As an alternative to having tables 2 m apart screening could be fitted between the tables.
- You need to avoid the restaurant becoming overcrowded (in line with social distancing).
- Use line markings in queues.
- Place someone on the door for a one in one out system.
- Give walk-in customers a booking time slot and advise them to return then.
- This will help to reduce the numbers in the restaurant at any one time.
- Politely encourage customers to vacate their table once they have finished to avoid them spending long periods in the restaurant.
- Self-service will encourage customers to gather in one area so should be removed or cordoned off.
- Staff must also be protected and enabled to socially distance.
- If a staff room is available, chairs and tables will need to be spaced out to allow for social distancing or stagger breaks.

Overview

Outside areas are likely to play a significant role in a premise reopening and the public may feel safer visiting businesses with outside space. There is scientific evidence that there is a lower risk of spreading Coronavirus outdoors although hazards include:

- Person to person spread (more limited)
- Contamination of surfaces

People involved

- Employees

- Public and guests

Controls

- Allow for social distancing outside.
- Encourage good customer personal hygiene.
- Social distancing - Remind customers to maintain 2 metres distance from staff and other customers with verbal announcements and written signage.
- Clean and disinfect frequently touched surfaces.
- Encourage customers to use contactless payment options, where available.
- Toilets are an 'at risk' area and a reason for customers to enter the building.

Why/How?

- Reduce the number of seats available
- Close outdoor play areas and use as seating areas outside to reduce contamination of hand contact surfaces and to allow social distancing between customers.
- Investigate pavement licenses with the local authority
- Consider outdoor handwashing stations, but at the least provide hand sanitiser/sanitising wipes for customers to use outside.
- Use posters and 2m floor markings to provide the key message to customers.
- Outside surfaces will include tables and chairs, handrails and doors.
- Clean and disinfect toilets regularly and consider the provision of outside toilets such as portable toilets as a temporary measure. Use posters on the door to the building to remind customers about social distancing when entering the building.

Overview

- Covid 19 is an enveloped virus which means it has a lipid envelope and therefore a good detergent will be effective for cleaning.
- This is also true for hand hygiene where a good quality soap and water will serve to disrupt the same layer, remove the viral particles and achieve a reduction in cross-contact, however focus is often on hand disinfection rather than the more important hand-washing.
- Viruses are much smaller than bacteria and we cannot rely on the traditional disinfection method of getting a chemical into a cell and killing or reducing bacteria to safe levels. It is for this reason that they have their own Euro standard (BS EN 14476) and aren't included in bacterial tests such as BS EN 1276 (which we use to ensure effective disinfectants and sanitisers).

Personal protective equipment

- It is recommended that gloves are worn when cleaning.
- The minimum PPE to be worn for cleaning an area where a person with possible or confirmed COVID-19 has come into contact with surfaces is disposable gloves and a disposable apron.
- Hands should be washed with soap and water for 20 seconds after all PPE has been removed.

Controls

- Identification and risk assessing of common contact points such as door handles, touchscreens, hand-rails and the like is crucial to avoid cross-contamination of hands.
- In terms of routine cleaning and disinfection regimes for food contact and processing equipment, you should carry on as normal using detergents and disinfectants. This is also sufficient if a symptomatic person has simply passed through an area.

Why/How?

- This is especially important given the reported lag between an individual being infective and shedding viral particles and displaying symptoms. As an example, if a food handler reports testing positive for COVID-19 then a preventative programme will have reduced the risk of common contact points having transferred the virus to other employees.
- The detergent will be effective against COVID-19 and the disinfectant against bacteria.
- Government advice for cleaning after a case or suspected case in non-health care settings is as follows:
- Public areas where a symptomatic individual has passed through and spent minimal time, such as corridors, but which are not visibly contaminated with body fluids can be cleaned thoroughly as normal.

Controls

- All surfaces that a symptomatic person has come into contact with must be cleaned and disinfected, including objects which are visibly contaminated with body fluids and all potentially contaminated high-contact areas such as bathrooms, door handles, telephones, grab-rails in corridors and stairwells.
- COVID-19 can be cleaned using a product that is tested to the BS EN 14476 standard.

Why/How?

Use disposable cloths or paper roll and disposable mop heads, to clean all hard surfaces, floors, chairs, door handles and sanitary fittings, following one of the options below:

- use either a combined detergent disinfectant solution at a dilution of 1,000 parts per million available chlorine (see table for achieving a 1000ppm (0.1%) bleach solution), or
- a household detergent followed by disinfection (1000 ppm av.cl.).
- Follow manufacturer's instructions for dilution, application and contact times for all detergents and disinfectants, or
- if an alternative disinfectant is used within the organisation, this should be checked and ensure that it is effective against enveloped viruses (BS EN 14476).
- The WHO have reported that products based on hydrogen peroxide, peracetic acid or sodium hypochlorite are all effective against coronavirus as are solutions containing greater than 60% alcohol.

Controls

Fogging

- This could be used as an additional control to a thorough cleaning and disinfection regime but should not be used instead of it and has limited use.

Why/How?

Fogging is effective at reducing air borne contaminants as well as reaching high levels and other difficult to access ledges and equipment tops.

However, a key limitation is the inability of fog to impact on the loading of vertical surfaces, the undersides of equipment or dismantled components because of the lack of chemical coverage on such surfaces as gravity will intervene and cause run off.

Only use fogging if there is a real need such as a symptomatic confirmed case that has spread bodily fluids and ensure that you use a reputable supplier.

Hazards/Overview

- Contamination via personal waste such as tissues

Controls

- Wear appropriate PPE and wash hands.
- Have more internal bins and empty bins regularly and always at the end of a shift.
- Avoid touching the bin lid unless unavoidable such as emptying the bin, changing internal liners or cleaning and always wash hands afterwards.
- If more waste is being produced increase collections.
- Take precautions for dealing with hazardous/clinical waste.
- Check with your waste providers about dealing with potentially contaminated waste such as gloves).

Why/How?

Wear disposable aprons for handling potentially contaminated waste. This will prevent the spreading of germs onto uniforms. Hands must be washed thoroughly after handling waste even if gloves are worn.

Provide separate closed bins with foot operated/hands-free opening for staff to hygienically dispose of waste and rubbish such as used tissues, immediately after use.

Bin lids may have germs including COVID-19 on them. Use the foot pedal, if provided, or remove bin lids from internal bins.

Alcohol-based hand sanitiser should be available for workers to use after they dispose of their waste.

Contact your licensed waste collection contractor to increase collections so that refuse does not accumulate.

If no special precautions are required it is advisable to get waste removed as frequently and regularly as possible.

If quarantining is required you should double-bag waste and then store it securely for 72 hours (away from kitchen areas) before throwing away in the regular external rubbish bins.

Alternatively arrange for a Category B infectious waste collections either by your local waste collection authority or by a specialist clinical waste contractor. They will supply you with orange clinical waste bags for you to place your bags into so the waste can be sent for appropriate treatment.