

Emmaus Brighton & Hove – COVID-19 Retail Risk Assessments

Revive@Emmaus cafe – April 2021

From April 2021 we are only operating a take away service. To be reviewed again in May 2021

Version 3

1. Welcome team, front door/Customer arrival/Team member arrival in workplace
2. Kitchen spacing. Areas of work. Potential cross over. Social distancing
3. Accepting and storing Deliveries
4. Working in on the till
5. Take Away customers/orders

1: C19 Risk assessment: Working in the Welcome team front of café/Customer, Staff, Companion and volunteer arrival

Location: Revive@Emmaus Café, Portslade site

ALL L, S AND R NUMBERS ARE CALCULATED TO INCLUDE THE USE OF ALL MITIGATIONS STATED IN THIS RISK ASSESSMENT

What are the hazards?	Who might be harmed and how?	What are you doing already? Control Measure(s)	Do you need to do anything else to manage the risk?	Action by whom?	Action by when?	Risk Level L S R
❖ Transmission of C19 by droplet infection on arrival.	ALL Companions Staff Visitors Volunteers	<ul style="list-style-type: none"> • Always observe Social distancing. Keep distance of 2m, wear face covering and, if necessary, gloves. 				1 3 3

Customer arrival and queueing	Contractors	<ul style="list-style-type: none"> • Customers to manage social distancing when parking/ queueing/entering Café • All customers will Queue for and enter the café via the ramp/disabled access door, and all customers will exit via the step's door (exception for those requiring disabled access), to encourage and maintain a one-way system into and out of the Café dining room • Customers will be encouraged to use hand sanitizer available at the entrance. • Customers will be asked to wait to be seated when seating inside the restaurant is allowed. • Greeter will ask the customer to confirm name used for booking and number of guests (Maximum 6). • Customers will be asked to wear face coverings before being shown to their table (when seating inside the restaurant is allowed) (Exception for anyone who is exempt for health reasons) • Member of staff/companion will wear face covering if 2m distancing cannot be met. 	<p>Markings. Spaced 2m apart for social distancing to be sprayed on the disabled access ramp.</p>	IH & DB	29.10.20	
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		<ul style="list-style-type: none"> • ALL Customers including groups of 2 or more must use NHS Test & Trace QR code or manual check in if they enter the restaurant giving details of Name, Phone number or email address or postal address. (Customers cannot be seated until above criteria is met for all members of the group.). • Staff, Companions, volunteers on duty should be as rota'd or written in diary if information changes. • Disposable gloves are available for Companions and staff to use 				
Transmission of C19	All ALL Companions Staff Visitors Volunteers Contractors	<ul style="list-style-type: none"> • Use hand sanitiser provided • Practice regular hand washing • Wear a face covering if 2m social distancing cannot be maintained 				1 3 3
Transmission of C19 from Handling Customer Menu choice sheets	ALL Companions Staff Visitors Volunteers Contractors	<ul style="list-style-type: none"> • Customers will be asked to wear a face covering while being escorted to table (when seating inside the restaurant is allowed) or at any time when the customer is not seated, includes when, preparing to leave, and leaving the dining room/restaurant. (Exception 				1 3 3

		<p>for anyone who is exempt for health reasons Customers will be advised to remain seated as much as possible including children.</p> <ul style="list-style-type: none"> • Companions and staff will not take docket/menus from customers unless wearing gloves. • Social distancing to be observed at all times. Wear a face covering if 2m social distancing cannot be maintained. • Wash hands or use hand sanitizer before proceeding with other work. 				
Order to Cashier/order to kitchen	ALL Companions Staff Volunteers	<ul style="list-style-type: none"> • Always observe Social distancing. Keep distance of 2m, wear face covering and, if necessary, gloves. • Cashier will have Perspex screen and will wear gloves to accept orders from welcome person. • Order will be input into till, an order will be taken to the Chef, without entering cooking zone. • Cashier will then arrange all drinks, cakes and give greeter receipt, this will be given to customer for payment. 				1 3 3

		<p>Greeter/kitchen porter/cashier will sanitise hands/gloves before taking items to table.</p> <ul style="list-style-type: none"> At the table/collection point server will ask customers to remove their food and drinks from the tray, the server will then take the tray back to the kitchen area where it will be sanitized (Sprayed with D10 sanitiser, left for 30 seconds, wiped clean using disposable paper towel.) and place back on the pile of trays ready for the cashier to use. Wash hands or use hand sanitizer before proceeding with other work. 				
Customer payment	<p>ALL Companions Staff Visitors Volunteers</p>	<ul style="list-style-type: none"> Payment will be requested to be made by card where possible. Customer will be asked to remain seated while greeter completes contactless transaction (when seating inside the restaurant is allowed) and returns card to customer. If customer asks to be present at point of sale, the customer will be asked to wear face covering to and from till point. 				1 3 3

		<p>Exception for anyone who is exempt for health reasons</p> <ul style="list-style-type: none"> • Customer will be given/taken any receipts. • Wash hands or use hand sanitizer before proceeding with other work. Especially if just handled cash and coins. 				
Collecting/delivering food orders	<p>ALL Companions Staff Volunteers</p>	<ul style="list-style-type: none"> • Always observe Social distancing. Keep distance of 2m, wear face covering and, if necessary, gloves. • When chef makes staff/companion/volunteer aware that food is ready for delivery, one team member will enter the kitchen and wait in a pre-designated space until order is complete. • Order will be pre-loaded onto a tray which the team member will take (wearing gloves and face covering) to the collection point/table. • At the collection point/table server will ask customers to remove their food and drinks from the tray. 				1 3 3

		<ul style="list-style-type: none"> • The server will then take the tray back to the kitchen area where it will be sanitized (Sprayed with D10 sanitiser, left for 30 seconds, wiped clean using disposable paper towel.) and place back on the pile of trays ready for the chef to use. • Wash hands or use hand sanitizer before proceeding with other work. 				
Clearing Tables, ready for next customers.	ALL Companions Staff Volunteers	<ul style="list-style-type: none"> • Always observe Social distancing. Keep distance of 2m, wear face covering and, if necessary, gloves. • When customers have left the table all residual food/disposable cutlery/drinks/disposable food containers will be place into a bin with a lid. This bin will be changed regularly or when filled. • The person who cleared the table will then return to the table to sanitise (using D10 sanitiser) the table and any hard surfaces on the chairs that will have been touched by the customers. • Only when these tasks are completed will the table be 				1 3 3

		<p>made available for new customers</p> <ul style="list-style-type: none">• Wash hands or use hand sanitizer before proceeding with other work.				
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Date completed 24.10.20 Updated 13.4.21	Date for revision: 27.4.21
Signed Originator: Ian Harris	Job Title: Catering Manager

2: C19 Risk assessment: Kitchen spacing. Areas of work. Potential cross over. Social distancing

Location: Revive@Emmaus Café , Portslade site

ALL L, S AND R NUMBERS ARE CALCULATED TO INCLUDE THE USE OF ALL MITIGATIONS STATED IN THIS RISK ASSESSMENT

What are the hazards?	Who might be harmed and how?	What are you doing already? Control Measure(s)	Do you need to do anything else to manage the risk?	Action by whom?	Action by when?	Risk Level L S R
Transmission of C19	<p>WHO Staff Companions Volunteers</p> <p>HOW Occasional need to enter a Zone not specifically designated to the individual.</p>	<ul style="list-style-type: none"> Always observe Social distancing. Keep distance of 2m, wear face covering and, if necessary, gloves. Areas of floor to be marked with tape to show separate zones. Staff/Volunteers/Companions to be advised/Trained as to who is responsible for/working in individual zones. If there is a need to cross into another team members “zone”, that team member must be made aware, by the person needing to enter, so that appropriate action can be taken for all to be safe 		<p>IH</p> <p>IH</p> <p>ALL</p>		<p>1 3 3</p>

		<p>(Distancing, Face covering, Gloves to be worn, etc.)</p> <ul style="list-style-type: none"> • Team member who has entered another's zone will touch as little surface and equipment as possible. The person working in that zone will sanitise any surface that may have been contaminated by visiting team member. • Wash hands or use hand sanitizer before proceeding with other work. 				
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Date completed 24.10.20	Date for revision: 29/11/20
Signed Originator: Ian Harris	Job Title: Catering Manager

3: C19 Risk assessment: Accepting and storing Deliveries

Location: : Revive@Emmaus Café , Portslade site

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What are the hazards?	Who might be harmed and how?	What are you doing already? Control Measure(s)	Do you need to do anything else to manage the risk?	Action by whom?	Action by when?	Risk Level L S R
Transmission of C19 by droplet infection.	<p>WHO Staff Companions Volunteers</p> <p>HOW Transmission of C19 from contact with arriving delivery drivers and goods in.</p>	<ul style="list-style-type: none"> • Always observe Social distancing . Keep distance of 2m, wear face covering and, if necessary, gloves. • Drivers will be asked not to enter, and to place stock items on steps at back door. • Wearing gloves and face covering, where practical, any outside packaging will be removed, if not items will be sanitized where practical. • Wearing gloves and face covering the chef and kitchen porter will pack away any deliveries. • Wearing gloves and face covering invoices/delivery notes 				1 3 3

		<p>will be signed by chef using own pen.</p> <ul style="list-style-type: none">• Wash hands or use hand sanitizer before proceeding with other work.				
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Date completed 24.10.20	Date for revision: 29/11/20
Signed Originator: Ian Harris	Job Title: Catering Manager

4: C19 Working in on the till

Location: Revive@Emmaus Café , Portslade site

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What are the hazards?	Who might be harmed and how?	What are you doing already? Control Measure(s)	Do you need to do anything else to manage the risk?	Action by whom?	Action by when?	Risk Level L S R
Transmission of C19	Companions Staff Volunteers	<ul style="list-style-type: none"> • Always maintain two-meter distance • Face covering to be worn even behind Perspex screens • Protective screens used • Contactless payment where possible • Sanitise card machine after each manual use • Regular sanitising of till • Disposing of cloths/blue towel in dedicated bag/bin • Regular use of hand sanitiser after each change of gloves • Disposable gloves are available • Counter surfaces to be sprayed regularly • Sanitise or use clingfilm over keyboard and card machine 				1 2 2

Transmission of C19 handling cash	Companion Staff Volunteers	<ul style="list-style-type: none"> • Only done if contactless not available • Exact money requested where possible • Cash to be put into container • Customer asked if they wish to donate change • Change to be put on tray, tray to be sanitised • Disposable gloves used if cash handled and thrown away in appropriate bag/bin • Hands sanitised after changing gloves 				1 3 3
Transmission of C19 working behind till point	Companions Staff Volunteers	<ul style="list-style-type: none"> • Only one team member to work behind the counter at any given time • Operate social distancing where possible or work back to back • Disposable gloves and face coverings provided • Same team to be maintained where possible 				1 3 3
Date completed 24.10.20			Date for revision: 29/11/20			
Signed Originator: Ian Harris			Job Title: Catering Manager			

4: C19 Take Away customers/orders

Location: Revive@Emmaus Café, Portslade site

ALL L, S AND R NUMBERS ARE CALCULATED TO INCLUDE THE USE OF ALL MITIGATIONS STATED IN THIS RISK ASSESSMENT

What are the hazards?	Who might be harmed and how?	What are you doing already? Control Measure(s)	Do you need to do anything else to manage the risk?	Action by whom?	Action by when?	Risk Level L S R
Transmission of C19	ALL Companions Staff Visitors Volunteers Contractors	<ul style="list-style-type: none"> • Always observe Social distancing. Keep distance of 2m, wear face covering and, if necessary, gloves. • Customers to manage social distancing when parking/ queueing/entering Café • Takeaway customers will queue and enter the Cafe in the normal manner, using Ramp entrance • Takeaway customers will be asked to fill in a menu sheet and will then return it to the greeter who will process the order as though the customer had been seated. • Customer will be asked to use contactless payment if possible • Always maintain two-meter distance • Face covering to be worn even behind Perspex screens • Protective screens used 				1 3 3

		<ul style="list-style-type: none">• Contactless payment where possible• Sanitise card machine after each manual use• Regular sanitising of till• Disposing of cloths/blue towel in dedicated bag/bin• Regular use of hand sanitiser after each change of gloves• Disposable gloves are available• Counter surfaces to be sprayed regularly• Sanitise or use clingfilm over keyboard and card machine• While waiting for order the customer will be asked to wait on the couch in the Chapel/Outfit store lobby or to queue in the corridor approaching the Café dining room/lobby if the lobby is busy/crowded (when seating inside the restaurant is allowed) or to wait outside near the collection point.• When the order is ready the customer will be advised to come and collect their order at the collection point.• The customer will then leave using the “Steps” entrance (exception for those requiring disabled access)				
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<p>Likelihood: (L)</p> <p>1 Hazard exists very infrequently; limited numbers exposed</p> <p>2 Likely to occur: hazard exists intermittently or occurs occasionally</p> <p>3 Likely to occur soon: permanent hazard or occurs daily/repeatedly; many may be exposed</p>	<p>Severity of hazard: (S)</p> <p>1 Could cause a minor injury only</p> <p>2 Could cause a minor injury/5 day or more absence</p> <p>3 Could cause a fatality/severe injury</p>	<p>Risk level (R) is the product of (L) and (S)</p> <p>Very high score 6 or 9</p> <p>Moderate risk score 3 or 4</p> <p>Low priority risk score 1 or 2</p>
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VERY HIGH RISK SCORES (6 TO 9) NEED ADDITIONAL ACTION. ACTIVITY MUST NOT COMMENCE

Guidance for the use of Face Coverings:

Update 22.9.20 Face coverings now compulsory for bar staff and non-seated customers, **shop workers** and waiters

- When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands
- Change your face covering if it becomes damp or if you've touched it
- Continue to wash your hands regularly
- Change and wash your face covering daily
- If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste

- Practice social distancing wherever possible
- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it