

## Supplant Covid-19 Virus Risk Assessment

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### Purpose

To set out how Supplant has identified Hazardous Risks related to Covid-19 to customers, staff or the public in running the restaurant, and to indicate specific measures in place to address and/or these risks. Updated with the new re-opening measures 17<sup>th</sup> May 2021.

### Scope

This policy applies to ALL Front of House staff, Kitchen staff, Delivery staff, the Bar Manager, and the Restaurant Manager working at the Supplant Vegan Bistro & Bar, 23 Park Road, London, N8 8TE. All staff within the scope of this policy will be made aware of this policy and any associated procedures.

### Roles

The responsible person as referred to in this policy is Jeremy Tuck.

Hazard Risk	Measures / Controls	Evidence	Monitoring	Corrective Action
Viral transfer from staff	<p><b>Good personal hygiene</b></p> <ul style="list-style-type: none"> <li>Staff instructed in the need to avoid touching the face, mouth, eyes and nose and to avoid direct skin contact with others during work.</li> <li>Staff trained to frequently and thoroughly to wash their hands.</li> <li>Anti-bacterial solution available at all workstations.</li> </ul> <p><b>Social distancing</b></p> <ul style="list-style-type: none"> <li>Working practices rearranged to allow staff separation of one metre e.g. fixed workstations, access to common equipment separated by time and sanitising of common touch areas between usage.</li> <li>Staff trained in new procedures.</li> </ul>	Signed staff training records	Responsible person monitors procedures and practices to ensure that controls are properly implemented.	<p>In the case of control failures, procedures reviewed and amended as necessary.</p> <p>Staff retrained as necessary.</p>
Contamination of premises or equipment	<ul style="list-style-type: none"> <li>Cleaning schedules reviewed and updated, and staff trained in enhanced cleaning procedures to ensure:</li> <li>Thorough cleaning and disinfection/sanitising of premises.</li> <li>Frequent use of Viricidal chemicals to sanitise high risk areas e.g. common touch points such as light switches, door handles etc. and Customer touch areas such as Collection points.</li> <li>Keyboards and the card readers will wiped down after each use by FOH staff.</li> <li>Food orders served from the door to delivery drivers.</li> <li>“Clean As You Go” policy implemented.</li> <li>Half-hourly surface, handle and key equipment cleaning</li> </ul>	<p>Cleaning records</p> <p>Re-train in “Clean As You Go” policy</p> <p>Staff training records including enhanced cleaning procedures</p> <p>Updated COSHH (with anti- viral disinfectants)</p> <p>Staff trained in contact times and uses</p>	Responsible person monitors procedures and practices to ensure that controls are properly implemented.	<p>In the case of control failures, procedures reviewed and amended as necessary.</p> <p>Staff retrained as necessary.</p>

	<ul style="list-style-type: none"> <li>• Anti-viral wipes to be left and replenished next to card reader</li> <li>• Anti-bacteria solution available to customers and staff at entrance.</li> <li>• Card reader situated at a safe distance to avoid contact between staff and customers and a new 'stand' purchased to avoid unnecessary handling.</li> <li>• Hand Wash posters displayed at key points.</li> </ul>			
Presence of staff with Covid-19 symptoms	<ul style="list-style-type: none"> <li>• System in place to report suspected infection without attending the workplace (i.e. electronically by email, or by telephone).</li> <li>• Staff informed about requirement to report any illness of Covid-19 symptoms (e.g. new continuous cough and/or high temperature) affecting them or a member of their household.</li> <li>• Staff that report symptoms of illness are required to self-isolate for 14 days (or for 14 days where a member of their household has symptoms), even if the staff member appears well.</li> <li>• Staff are sent home immediately if they show signs of COVID-19 infection at work</li> <li>• In the case of a member of staff showing symptoms at work the premises will be closed temporarily to allow decontamination in accordance with Public health guidelines.</li> <li>• Consultation with Local Authority to determine appropriate action in line with Government guidelines.</li> </ul>	<p>Staff sickness record</p> <p>Staff training record</p> <p>Cleaning record should premises need deep clean to decontaminate</p> <p>Record of correspondence with Local Authority</p>	Responsible person monitors procedures and practices to ensure that controls are properly implemented	<p>In the case of control failures, procedures reviewed and amended as necessary.</p> <p>Staff retrained as necessary.</p>
Contamination by money	<ul style="list-style-type: none"> <li>• The Bistro only uses cashless system and will insist on contactless payment wherever possible.</li> <li>• Clear signposting 'Cashless' displayed</li> </ul>	Cleaning records	Responsible person monitors procedures and practices to ensure	In the case of control failures, procedures reviewed and amended as necessary.

	<ul style="list-style-type: none"> <li>• In cases where cash handling is necessary, staff trained to thoroughly wash hands between transactions.</li> <li>• Gloves are worn when handling cash.</li> <li>• Hands will be washed when gloves are removed.</li> </ul>	Staff training records	<p>that controls are properly implemented</p> <p>In the case of control failures, procedures reviewed and amended as necessary</p>	Staff retrained as necessary.
Viral transfer from customer to customer or customer to staff	<p><b>Order collection Social distancing</b></p> <ul style="list-style-type: none"> <li>• Food pre-ordered to allow collection times to be spread out, limiting customer presence at any one time.</li> <li>• Queuing system. Controls to separate customers by one metre.</li> <li>• Call forward for collection to allow staff to step back as customer approaches to pay/collect food.</li> <li>• Clear signage to show social distance expectations</li> </ul> <p><b>Delivery Social distancing</b></p> <ul style="list-style-type: none"> <li>• System to maintain separation distance e.g. food placed on doorstep, delivery driver steps back, alerting customer to arrival of food, whilst maintaining a ONE metre separation distance</li> <li>• Anti-bacterial solution is available for customers</li> <li>• Staff to wash hands before and after giving food plates, drinks, cutlery, etc</li> <li>• All sauce condiments to be requested through the kitchen and given in small bowls</li> <li>• Single serve salt and pepper condiments only</li> <li>• Restrictions to groups of 6 OR confirmation where larger that this is from no more than 2 households.</li> </ul> <p><b>Pinch Points Within the bistro</b></p>	<p>Staff training records</p> <p>Incident record to record when / why those who have not adhered to distancing</p> <p>Signage and information on website / social media to inform customers of expectations and procedures</p>	Responsible person monitors procedures and practices to ensure that controls are properly implemented	<p>In the case of control failures, procedures reviewed and amended as necessary.</p> <p>Staff retrained as necessary.</p>

- Entrance: A foldable divider will separate Table 1 from anyone coming into the Bistro and screens in front of the coffee machine will separate staff from customers.
- Signage: Ensure the new NHS Covid-19 QR code is displayed, ensure there is adequate signage around the bistro to ensure customers understand their responsibilities.
- Toilet: Front Of House staff will manage the process of customers and staff going to the toilet. This will include keeping the light on during service to prevent unnecessary touching, and preventing queuing by monitoring availability and directly interacting with customers – because the Bistro is small this is possible.
- Between tables: Foldable screens will be in place to separate customers who would otherwise be in closer proximity than desired.
- Table wiping: all tables will be subject to a more rigorous cleaning regime as part of the “Clean as you Go policy”.
- All inbound and outbound goods: will be managed at times when there are few or now staff, and at times when there are no customers. The only exception will be deliveries.

## Changes, Approval and Review

This Risk Assessment and associated actions has formally been adopted by Supplant Limited's Directors and is subject to continuous review and improvement.

Date	Version	Author	Status
29.06.2020	0.1	Jeremy Tuck	Draft
29.06.2020	0.2	Joanne Ridgley and Jeremy Tuck	Reviewed by Joanne Ridgley
14.07.2020	1.0	Jeremy Tuck	FINAL
21.07.2020	2.0	Jeremy Tuck	Updated following further review
26.05.2021	3.0	Jeremy Tuck	Updated following new guidelines