

**Falconcrest Ltd t/a Mimosa Restaurants Ltd**

1st Floor, 46 Victoria Road, Farnborough, Hampshire, GU14 7PG

**Location: Mimosa Restaurant All Internal & External Area**

<b>Title :</b> Corona Virus (Covid-19) Risk Assessment 2020	<b>Date of Assessment :</b> 26/06/2020	<b>Risk Assessor :</b> Dil Nepali
<b>Risk Assessment Reference :</b> Covid-19 Safe Procedure	<b>People involved in making this assessment :</b> Dil Nepali	
<b>Task/ Process :</b> COVID-19 Safe Working Procedure	<b>People at Risk :</b> Employees, Members of the Public, New and Expectant Mothers, BAME	

<b>Hazard : Deliveries – Goods Inbound</b> Contact with potentially cross contaminated goods/equipment may transmit infection.
<b>Control Measures:</b>
1. Frequency of deliveries reduced by ordering on weekly basis keeping in mind the safety procedure.
2. Food deliveries to maintain HACCP procedures and temperature checks as normal.
3. Non-contact delivery process in place – no signatures to take place.
4. Drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-aways.
5. Employees instructed to maintain social distancing whilst moving and storing goods.
6. All shared equipment, pallet trucks / trolleys to disinfected before and after use.

<b>Hazard : Contact with Vulnerable People</b> Potential risk or transfer of virus through cross-contamination.
<b>Control Measures:</b>
1. Any employees within vulnerable groups are assessed for suitability to return to work, if able they are furloughed.
2. Avoid contact with any vulnerable people i.e. people over 70 & people with other ailments e.g. Heart issues, chronic lung disease, diabetics, BAME etc. are most at risk from serious consequences of exposure.
3. All employees are briefed and aware of potential consequences with exposure.
4. Any employee's with signs of symptoms of coronavirus must not attend work and self-isolate and follow advice given by health care professionals.

<b>Hazard : Toilet and Baby changing facilities</b> Contact with potentially cross contaminated equipment may transmit infection.
<b>Control Measures:</b>
1. The number of people inside the gents toilet has been reduced to 2 people maximum at one time to ensure social distancing can be maintained.
2. Signage placed on the door to advise of maximum number of people who may use facilities.
3. Signs and posters are displayed to build awareness of good handwashing techniques.
4. Manager to monitor Restaurant crowd levels to ensure social distancing is maintained at all time.

5. Increased frequency of cleaning and disinfection in place. Such as before operation, during operation and after operation. Following 2 stage cleaning as often as possible.
6. Hand sanitiser stations on entry to restaurant , Inside the kitchen toilet and around the restaurant are in place.
7. Ventilation increased in toilets,Doors are left open if possible to help circulate the air..
8. Paper towels have been provided as an alternative to hand dryers to avoid the spread of bacteria or any virus.
9. Baby Changing and Disabled toilet facility are available but customer take the whole responsibility of changing and using it. All necessary safety precautions and are in place.
10. Member of staff will not be helping or assisting the Disabled guests, Children and New mothers on using the toilet and baby changing facility.

**Hazard : Group Party & Functions** Potential for cross-infection and reduction of social distancing.

**Control Measures:**

1. There will not be no meetings or dining in large groups until further notice by the Government and the scientists.
2. Restaurant dining in will take place with strict social distancing limiting a maximum of 6 people from the same family.
3. Customers will to be seated and no movement will be allowed inside the dinning hall except to visit the toilet if that is very necessary.
4. Pre-booking customers will only be served to avoid making the restaurant crowded and increasing the chances of spread of disease.
5. All necessary signage are in place for customer and for the staffs to read on social distancing the to stop the spread of virus.
6. All tables will be kept at a distance of minimum 2 meter to allow the safe distance dinning.

**Hazard : Playing Music in the Restaurant.** Potential for cross-infection and reduction of social distancing.

**Control Measures:**

1. No bookings for birthday parties or other ceremonies will be taken until it is safe to do so.
2. Music is not played at a loud volume to reduce the need to customers to shout.
3. Parties such as birthdays, Anniversaries and other similar occasions will not be held that encourage singing, shouting or conversing loudly.

**Hazard : Shared use of machinery or equipment** Contact with potentially cross contaminated equipment may transmit infection.

**Control Measures:**

1. Washing shared machinery after every use following 2 stage cleaning based on HACCP System.
2. Gloves along with necessary PPE to be worn during use of all shared equipment such as Blenders, Color coded knives, Color coded chopping boards, cooking equipment and other related shared equipment.
3. All used, washed & disinfected equipment or machinery must be left for 5 minutes (Contact time) before another job is carried out .
4. All Kitchen staffs have been briefed and trained on 2 Stage cleaning before their job with Mimosa as well as before resuming work after lockdown.
5. All staffs are trained and advised on working safely keeping in mind the social distancing rule and stop the spread of virus at all time.

**Hazard : Smoking** Inhalation of tobacco smoke and or vapours from e-cigarettes may make smokers vulnerable to coronavirus infection.

**Control Measures:**

1. As a precautionary measure workers advised not to smoke and to avoid inhaling tobacco smoke and e-cigarette vapour emitted from other persons at all time.
2. Workers are reminded to comply with no smoking regulations at all times inside the premise.

**Hazard : Telephone and IT equipment** Contact with potentially cross contaminated equipment may transmit infection.

**Control Measures:**

1. Staffs are instructed not to use Managers computers & accessories whilst at work. Only authorised Member of staff both from Front of House and Back of House will be allowed inside the office as well as to use the computers.
2. Staffs are instructed to ensure that all IT equipment that is used for business purpose are cleaned/disinfected on a regular basis using the cleaning wipes and sanitisers that have been provided. All it equipment includes- Tills, PDQ Machines, Telephones, Printers, Computers & Tablets .
3. Staffs are instructed not to use their Personal mobile phone whilst at work unless it is very urgent. If used, washing hands before resuming work must be followed very strictly.
4. Staffs are advised to clean & disinfect all the IT equipment after work to stop the spread of virus.
5. Any maintenance or repair of the IT equipment by the external engineer must be cleaned and disinfected after the job has been done.
6. Daily Cleaning records are maintained and kept onsite at all time.

**Hazard : Personal Protective Equipment** Contact with potentially cross contaminated PPE may transmit infection.

**Control Measures:**

1. Personal protective equipment is required to remain PERSONAL to person to whom it was issued. Staffs are instructed not to borrow or use someone else's PPE .
2. Where personal protective equipment is required in the course of work it has been provided. Staffs instructed that it must be used when required. If it may have become contaminated it must be bagged and the contamination notified to management.
3. All PPE must be kept separately by all staffs. Staffs cannot use the PPE of other staff. Container are provided to each individuals to store if the PPE are re-usable ones.
4. All PPEs are purchased from the certified supplier to ensure that genuine products are in place for the Health & safety of the staffs
5. Staffs are to report to the manager if there is a shortage of PPE or any items are defective at the time of purchase or delivery.
6. Quality along with quantity check must be carried out for all PPEs at the time of delivery to avoid any shortage and risk.

**Hazard : Queueing Areas** Customers queueing in suitable areas e.g. inside & outside the door.

**Control Measures:**

1. Areas allocated for queues away from hazards.
2. Queues are marked with taped social distancing markers on the ground.

3. Customers are requested to pre-book/ Pre- Order/Click & Collect and are allocated a service time on arrival.
4. Staff will manage the queues to ensure queues do not pose hazards to others.
5. Signage in place to advise customers of personal hygiene requirements whilst queuing.
6. No smoking or vaping allowed whilst in queue, signage in place to advise all clients.
7. First out then In process have been setup to reduce congestion at the entrance door. Entrance point & Exit points is marked on the floor with tape.

**Hazard : Restaurant Areas** Potential risk or transfer of virus through cross-contamination.

**Control Measures:**

1. Shared bottles of condiments (e.g. salt, pepper, sauces etc.) have been removed from all tables. These have been replaced individually wrapped items that are offered on request and not left on tables.
2. Cutlery is delivered with the meal and not left on the tables.
3. All cutlery are cleaned & stored safely. it is wrapped in a paper napkin and offered when serving food to maintain hygiene.
4. Tables and seating adjusted by giving 2 meter between each table to meet social distancing guidelines.
5. Tables are immediately cleaned and disinfected after use. 5 minutes contact time to be given before next seating.
6. Plates are placed on edge of the table for guest to collect, waiting staff are instructed not to lean over guests to place plates on table.
7. Disposable menus are printed for orders and disposed after every order or after the customer leaves the Restaurant
8. Menus are also available on our website so guests can view from their own devices.
9. All guests must pre-book tables to ensure social distancing can be maintained.
10. Increased signage informing customers of our rules and adjustments in order to ensure social distancing is adhered to.

**Hazard : External areas Seating- Outside the Restaurant** Potential risk or transfer of virus through cross-contamination.

**Control Measures:**

1. Staffs regularly monitor the outdoor areas to ensure social distancing is being followed.
2. Outdoor furniture has been repositioned to allow for social distancing.
3. Smoking areas have been relocated further away from the building to allow greater space for non-smoking guests.
4. One-way traffic system in place for access/egress from the Restaurant, with signage and floor markings in place.
5. Tables and seats are cleaned & disinfected on a regular basis throughout the day and after every Customer leaves.
6. Joint Tables and seating are allocated to the groups from the same household only. (maximum-6 People)
7. No Children's play area or equipment available.

**Hazard : Bar Areas** Potential risk or transfer of virus through cross-contamination.

**Control Measures:**

1. 'One way' traffic flows along with one in one out are in place to minimise contact.
2. Floor markings, signs and tapes positioned to direct guests and maintain social distancing.
3. Empty glasses are collected by the staff members – or left at a collection point. All glasses must go through dishwasher high temperature cleaning before next service.
4. All glasses are washed within dishwasher with water temp 70+ degrees or above.
5. Table paper mats are disposed of after a single use.
6. Bar has no seating and drinking area, Relevant signage in place to inform guests.
7. Guests are requested to pay using contactless card payments where possible. All payments will be taken at the table by a designated waiting staff or a Manager.
8. All contact points are regularly cleaned and disinfected – area is closed whilst cleaning takes place.
9. Indoor and outdoor seating and tables are positioned maintain current social distancing guidelines.
10. Outdoor table service is used where possible and if required.
11. Pumps and drinks dispensers are cleaned and sanitised at frequent intervals.
12. Customer will only order from the table through designated waiter and cannot move around the restaurant to order any drinks.
13. Bar staff and the manager to make sure the Bar cleaning procedure and routine is followed strictly at all times. Recording to be done on daily basis.

**Hazard : Food Preparation Areas in Kitchen** Potential risk or transfer of virus through cross-contamination.

**Control Measures:**

1. Only authorised employees are allowed within food preparation areas.
2. Kitchen staff minimising interaction with other workers, including when on breaks.
3. Kitchen staff are allocated into teams to restrict the number of workers interacting with each other.
4. Spacing workstations apart as much as possible, recognising the difficulty of moving equipment such as sinks, hobs and ovens.
5. Floor markings in place to highlight suitable social distance.
6. Minimum number of Staffs are kept on shift to maintain social distancing.
7. Access to walk-in pantries, fridges and freezers, minimised to only one person being able to access these areas at one point in time.
8. Contact minimised at 'handover' points with other staff, such as when presenting food to serving staff. No direct contact between employees.
9. Disinfectants & paper towels are place all around the Kitchen to stop the spread of virus.
10. Kitchen team to avoid seating and eating around preparation area. Designated staff table to be used during meal breaks. Cleaned and sanitised after that.

**Hazard : Personal hygiene** Inadequate personal hygiene standards pose a risk of contracting the infection and cross contaminating and surfaces.

**Control Measures:**

1. Hand sanitiser and handwashing facilities provided for all customers & staffs as they enter the Restaurant.
2. Workforce instructed to wash their hands frequently & use hand sanitiser containing at least 60% alcohol,
3. Workforce instructed not to touch their eyes, nose or mouth, if their hands are not clean.
4. Workforce instructed that a disposable tissue, should be used when coughing and or sneezing then put into bag and binned or pocketed until that procedure can be followed.
5. Workforce instructed that any potentially contaminated clothing and or personal protective equipment should be taken off and placed in a suitable plastic bag or container for appropriate action.
6. Disinfectant have been positioned in prominent areas throughout the restaurant such as entrances & exits, kitchen areas, offices.
7. Paper towels have been provided as an alternative to hand dryers.
8. Staffs to wash their hands with soap and hot water for at least 20 seconds following the hand washing guidance on HACCP system. Sanitise after.
9. Staffs are advised to take shower before and after work on daily basis to maintain personal hygiene.
10. Staffs are instructed not to wear jewelries, high fragrance perfumes as some other staff may have allergies to such things.

**Hazard : Managing Social Distancing** Potential risk or transfer of virus through cross-contamination.

**Control Measures:**

1. Staff or Manager to monitor customers and working colleagues to ensure they are adhering to permitted group sizes and support bubbles.
2. Groups are permitted when pre-booked with contact details and size of party of maximum 6 confirmed.
3. Groups are allocated to seating area suitable for group size.
4. Maximum occupancy in place for the premises to ensure social distancing is maintained.
5. Whilst booking customers are advised of specific arrival instructions and the arrangements in place.
6. Customers who are accompanied by children are reminded that they are responsible for supervising them at all times and should follow social distancing guidelines.
7. Staffs during rest and breaks to maintain social distancing if they are inside the restaurant.
8. Minimum number of staffs are on shift to avoid over staffing and to maintain social distancing from service provider end.

**Hazard : Travel to and from work** Risk of the spread of infection from vehicles and during travel.

**Control Measures:**

1. Public transport will only be used where absolutely essential. Workers instructed on avoiding contact with surfaces, distancing and hand washing as per Government policies.
2. Workers who use their own vehicles have been advised to ensure that contact surfaces and seats are routinely sanitised.
3. Staggering work patterns to prevent crowding amongst workforce.

4. Staffs are encourage to walk, cycle or use personal transport to work.
5. Markings on ground and doorways to guide staff coming into or leaving the building.
6. Additional handsanitising facilities have been placed at entry/exit points.
7. Employees have been requested to change into work uniforms on site using appropriate facilities/changing areas, whilst ensuring social distancing and hygiene guidelines can be met.
8. Staff uniforms are laundered in commercial loads rather than by individual staff members at home.

**Hazard : Failure to follow Government policies** Will lead to the spread of coronavirus infection among our workforce and anyone they come into contact with.

**Control Measures:**

1. The Government's COVID-19 Act and associated Regulations and Orders have set a framework to prevent the spread of the virus. We have developed procedures and arrangements to work within those rules and guidance.
2. Our arrangements and procedures are reviewed daily in the light of additional government guidance as published at gov.uk/coronavirus.
3. We continue to operate because the service we provide falls into the Government's category of essential activities.
4. None of our mobile workforce are in the vulnerable or at-risk categories. Where we are aware of this to any of our employees they will be working at home if that is possible, if it not they will be furloughed.
5. Staff with family members in at risk categories or believe their circumstances to have changed have been instructed to inform their management team without delay. Decisions on home working or furlough in accordance with Government policy will be taken on a case by case basis.

**Hazard : Uninformed workforce** Uninformed staff who are not fully aware and understanding of the procedures and arrangements we have put in place to work within Government Policy on essential working could compromise our arrangements and jeopardise the health of others.

**Control Measures:**

1. Specific procedures and measures to reduce the risk of spreading Coronavirus have been prepared. These are based on NHS, Public Health and Government guidance and instruction. They are updated daily to reflect any changes in the official advice and guidance.
2. Every member of staff has been fully briefed to ensure that that they are aware of the hazards and risks and understand the rules and procedures we have put in place.
3. NHS and Public Health warning poster displayed at our workplace and printed copies given to all workers.
4. We have shared with our customers by updating our website the arrangements we have in place and how we would expect them to cooperate with our staff at their premises.

**Hazard : Contact with customers or clients** Risk of infection being passed from contacts or with contaminated premises and equipment.

**Control Measures:**

1. Workforce instructed to maintain social distancing from other people at all times, wherever possible. If entry to premises is required they are instructed to ask whether anyone has been diagnosed with COVID-19 or has been required to self-isolate, and act accordingly.
2. Workforce instructed to avoid contacts with who are coughing, show signs of difficulty in breathing or sweating/fever. If this occurs they are empowered to leave the premises.

3. Workforce instructed to clean their hands frequently, using an alcohol-based hand sanitiser that contains at least 60-95% alcohol, or to wash their hands with soap and water for at least 20 seconds.
4. Workforce instructed not to touch their eyes, nose or mouth, if their hands are not clean.
5. Workforce instructed that physical contact with clients, such as handshakes, hugs, etc are not to be undertaken.
6. Workforce instructed that where any client contact may have been made or surfaces touched or handled they must sanitise their hands before getting back into their vehicle.
7. Where the premises visited is a food or drink business workforce instructed that they must observe the strict on-site hygiene controls.
8. Temporary record of customers and visitors is kept for 21 days for contact tracing purposes.

**Hazard : Operating during Coronavirus Pandemic** Potential risk or transfer of virus through cross-contamination.

**Control Measures:**

1. Every member of staff has been fully briefed to ensure that that they are aware of the hazards and risks and understand the rules and procedures we have put in place.
2. All employees to maintain social distancing from other people at all times.
3. Where teamwork is required, teams do not work in groups larger than 4 - whilst always maintaining social distancing at all times.
4. Works planned to ensure that social distancing can be maintained at all times.
5. Basic hygiene followed (thoroughly wash hands before eating, drinking, smoking with soap and water) in line with our HACCP system.
6. Staffs are informed about operating safely to make sure the company's policy and new corona virus policy is adhered to.
7. Gloves to be worn at all times when working to reduce cross contamination of tools & equipment.
8. All employees briefed to wash hands thoroughly when gloves are removed.
9. Compliance team monitor government directives & then review this assessment where required following introductions of other required control measures.

**Documents Associated with this Risk Assessment:**

**Review Date :** 01/12/2020

**Reviewer :** Dil Nepali