



LTG Hospitality Limited  
86a North Street, Ripon HG4 1DP

## RISK ASSESSMENT

### COVID-19 / CORONAVIRUS / SARS-CoV-2

Covid-19 is a new illness that can affect your lungs and airways. It is caused by a virus called a Coronavirus or specifically SARS-CoV-2

Company Name: LTG Hospitality Limited – Trading as Olivers Pantry

Assessment carried out by Tim & Louise Grant

Next review: 13<sup>th</sup> July 2020\*

Date assessment was carried out: 26/06/2020

\*Initially, minimum weekly. In addition, anytime we see an opportunity to improve or government advice changes.

What are the hazards?	Who might be harmed and how?	Controls Required	Additional Controls	Action by who?	Action by when?	Done
<b>Spread of the Covid-19 Virus</b>	Staff / Team Customers Contractors Delivery Drivers Vulnerable Groups <ul style="list-style-type: none"> <li>Elderly</li> <li>Pregnant</li> <li>Those with existing underlying health conditions</li> </ul> Anyone else who physically encounters you in relation to the	<p><b>Risk Assessment Training</b> All team to be trained on all aspects of the COVID-19 risk assessment before returning to work</p> <p><b>Team must not report to work if showing any symptoms and should isolate themselves and seek a test.</b> <a href="https://www.nhs.uk/ask-for-a-coronavirus-test">https://www.nhs.uk/ask-for-a-coronavirus-test</a></p> <p><b>Hand Washing</b> Hand washing facilities in place with soap, water, paper, and foot operated bins. Stringent handwashing taking place at regular intervals through out the day and immediately after certain jobs.</p> <p>See NHS hand washing guidance</p> <ul style="list-style-type: none"> <li><a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></li> </ul>	<p>Training to be done in small groups to ensure social distancing is maintained.</p> <p>Risk Assessment / Gov Guidelines issued to delegates prior training.</p> <p>Team to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues – Follow catch it, bin it, kill it and to avoid touching face, eyes, nose, or mouth with unclean hands.</p>	<p>Tim &amp; Lou</p> <p>All team</p>	<p>Before team members return to work</p> <p>Ongoing</p>	

	<p>business</p> <p>By encountering the virus through contact with people or by contact with surfaces within the business.</p>	<p>Drying of hands with disposable paper towels.</p> <p>Gel sanitiser in areas where washing facilities are not readily available and installed by all entrances.</p> <p>Team to use hand sanitiser on arrival to work.</p> <p>Team encouraged to protect the skin by applying emollient cream regularly</p> <p>Team must wash their hands upon entering the kitchen and then at regular intervals for 20 seconds minimum in line with NHS guidelines.</p> <p>Team must wash their hands as they enter the counter area and should continue to wash hands regularly intervals for 20 seconds minimum in line with NHS guidelines and must wash hands if they leave the area and re-enter.</p> <p>In addition to normal hand washing all team must wash their hands immediately after clearing a table or handling dirty crockery, cutlery.</p>	<p>Paper towels, tissues to be disposed of in pedal bin or bin that does not involve touch.</p> <p>Hand sanitising stations have been installed at the entrances to the building for use by customers, staff, or anyone else entering in relation to the business.</p> <p>Hand sanitising station also located on top landing, upstairs toilet lobby, office, entrance to kitchen and by downstairs toilet.</p> <p>Sanitising unit to go by downstairs toilet.</p> <p>Encourage team to report any problems and carry out skin checks as part of a surveillance program.</p> <p>Posters, leaflets, and other material are available for display.</p> <p>New hand wash sink has been installed at kitchen entrance so now two hand wash sinks to improve facilities.</p> <p>Team should wash their hands before handling plates cutlery and glasses.</p>	<p>Team &amp; Customers</p> <p>All team</p> <p>All team</p> <p>All team</p> <p>All team</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Done</p> <p>Done</p> <p>Done</p>
		<p><b>Social Distancing</b> Entering leaving – clear markers have been placed on the floor, signage in and outside the café clearly showing the</p>	<p>Information on social media</p>	<p>Tim &amp; Lou</p>		<p>Done</p>

		<p>system.</p> <p>Clear signage that all other areas of the café, garden &amp; toilets are currently closed (whilst doing just Take Away)</p> <p>For takeaway one in one out, no more than 3/ 4 people in at a time. (3 individuals or 2 couples or 1 family of 4). Important to keep people moving.</p> <p>Taking orders TA orders</p> <p>Payment Cards only</p> <p>Screens barriers</p> <p>Eat in food and drinks to be delivered by team wearing a face covering shield or mask. (to be review in line with guidelines)</p> <p>Where two team members are working behind the counter, they should maintain more than 1m distance or work back to back or side by side.</p>	<p>Clear signage in the alley way to alert both customer and public to respect the social distancing guidelines whilst using the alley.</p> <p>TA orders will be taken at the till point, one person on the order point at a time, the customer will wait at the till and team member will deposit order onto the TA pick up table.</p> <p>All payment should be contactless Where a pin is entered the terminal should be wiped down with anti-viral wipe.</p> <p>Screen barriers have been erected all along the customer flow area, initial cake counter - middle cake counter - till. These are of ample dimensions to ensure correct protection for both staff and customers - these screen barriers will be cleaned at the end of the shift with spray.</p> <p>Screens will be erected around tables downstairs to offer protection to customers.</p> <p>No entry for customers signs to be put up on back gate. To be put up and taken down each day.</p>	<p>Tim &amp; Lou</p> <p>All team</p> <p>All team</p> <p>All team</p> <p>Tim</p> <p>All team</p> <p>Tim</p>	<p></p> <p>Ongoing</p> <p>Ongoing</p> <p>25/05/20</p> <p>29/06/20</p> <p>Ongoing</p> <p>By 8<sup>th</sup> July</p>	<p>Done</p> <p></p> <p>Done</p> <p>Done</p> <p>Done</p>
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		<p>Signage</p> <p>Signage is clear throughout the customer journey, informing the customers of where to stand, to observe the social distancing guidelines.</p> <p>A job role of COVID / HOST will be on the rota to manage social distancing, queues, and all additional cleaning tasks. Where they are not on for the full day this will be delegated to another member of the management team.</p> <p>Regular checks of queues to be carried out to ensure they are not posing a risk to others or interfering with other business close by. Also, check if people are after a table, if so seat through door two if a table is available, they MUST register their visit and be reminded of the booking system.</p> <p>All take away will enter in door 1 and exit from door 2</p> <p>Customers with a reservation should enter by door 2 and exit by door 2, team members need to keep a close eye on traffic to ensure no bottle necks happen.</p> <p>Where a customer has not booked and enters in door one, if a table is available, they can be taken to the table. They should be reminded of our booking system and they MUST register their visit.</p> <p>All people to exiting by door 2, to give way to people entering.</p> <p>People coming down the stairs to give away to people going up. The landing has more space, reducing the risk of contact with others.</p> <p>Eat in where possible will be by way of bookings.</p>	<p>The person on COVID / HOST should monitor the people leaving to ensure no blockages. They should also monitor the “Give Way” system for stairs and exit.</p> <p>Where we have a walk in, they must record their visit using the “register you visit page on the website” Scan QR code. A manual form will be available if needed.</p> <p>“Give Way” system to be indicated by signage on blackboards. COVID HOST to monitor.</p> <p>Minimise front of house and back of house interaction. This is not always possible given the nature of the business review roles and</p>	<p>Tim &amp; Lou</p> <p>COVID / HOST</p> <p>All team And customers</p> <p>Tim &amp; Lou</p> <p>All team</p> <p>All team</p>	<p>Done</p> <p>Ongoing</p> <p>By 8<sup>th</sup> July</p> <p>Ongoing</p> <p>Ongoing</p>	
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		<p>Bookings will be spaced at intervals to avoid people arriving at the same time.</p> <p>Team rota to be staggered where possible to avoid team arriving at the same time.</p> <p>All the team need to be conscious of their own interactions with other team whilst working, they should not congregate in groups to chat and should always observe the social distancing rules 2m or 1m with mitigation.</p>	operations regularly.	All team	Ongoing	
		<p><b>Cleaning</b></p> <p>Contact surfaces</p> <p>High contact areas in the café TA will be cleaned regularly during the shift antiviral spray and red wipe. This will be recorded on daily check lists</p> <p>Opening All surfaces will be thoroughly cleaned and sanitised every morning.</p> <p>Closing All surfaces will be thoroughly cleaned at the end of every shift.</p> <p>All tables, chairs and screens around tables and chairs will be cleaned and sanitised after each customer leaves.</p> <p>A job role of COVID / HOST will be on the rota to manage social distancing and all additional cleaning tasks.</p> <p>Customer toilets</p> <p>Customer toilets will be sanitised regularly over the course of the day and recorded on the check lists.</p> <p>Team Toilets</p>	<p>Monitored by COVID / HOST</p> <p>Opening and closing check lists to be used.</p> <p>Disposable apron, disposable gloves and face shield should be worn whilst cleaning these areas.</p> <p>A tub with anti-viral spray and red antibacterial wipe will be available. The red wipes can only be used for the cleaning of contact surfaces and seating areas.</p>	<p>All team members</p> <p>Monitored by COVID HOST</p> <p>Monitored by COVID HOST</p> <p>Monitored by COVID HOST</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	

		<p>Each member of the team must sanitise the toilet after use and sign the check list located on the wall.</p> <p>Food Safety Management System to be updated to record additional cleaning tasks. (Covid Folder)</p> <p>Increase stocks of cleaning materials, we will carry a minimum of 2 weeks stock to compensate should we get an item nondelivered.</p> <p>Items shared or used by other should be cleaned after use items such as phone, credit card machine, probe, thermometer, portafilter handles, trays, till</p> <p><b>Cleaning after suspected case of Covid-19</b>  Cleaning an area with normal household disinfectant after someone with suspected coronavirus (COVID-19) has left will reduce the risk of passing the infection on to other people.</p> <p>Use a disposable cloth, first clean hard surfaces with warm soapy water. Then disinfect these surfaces with the cleaning products you normally use. Pay attention to frequently touched areas and surfaces, such as bathrooms, grab-rails in corridors and stairwells and door handles</p> <p>If an area has been heavily contaminated, such as with visible bodily fluids, from a person with coronavirus (COVID-19), use protection for the eyes, mouth, and nose, as well as wearing gloves and an apron.</p>	<p>Toilet lid should be down when flushing and then remain down.</p> <p>Pack of anti-viral wipes to be available at convenient locations to enable this</p> <p>Wear disposable or washing-up gloves and aprons for cleaning. These should be double-bagged, then stored securely for 72 hours then thrown away in the regular rubbish after cleaning is finished.</p> <p>Wash hands regularly with soap and water for 20 seconds, and after removing gloves, aprons and other protection used while cleaning</p>	<p>Monitored by COVID HOST</p> <p>Management Team</p> <p>Management Team</p> <p>All team members</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	
		<p><b><u>PPE / UNIFORM</u></b></p> <p>Team to change into uniform at work.</p> <p><b>PPE Available</b>  Disposable aprons</p>	<p>FOH – Apron, tea shirt, trousers clean every day</p> <p>BOH – Apron, chef trousers, tea shirt clean every day</p> <p>Faceguard to be made available for</p>	<p>All team members</p>	<p>Ongoing</p>	

		<p>Disposable gloves Face shield Facemasks Goggles</p>	<p>each team member. Please do not fiddle faceguard whilst being worn. Each team member should only use the face shield provided to them. Faceguards must not be shared. Faceguard should be clean frequently during the shift sanitised thoroughly at the end of each shift.</p>	All team members	Ongoing	
		<p><b><u>Receiving Deliveries / Contractors</u></b></p> <p>Try to arrange deliveries or contractor visits at times when the business will be closed to the public. Where this is not possible, they will be bought in through the back gate and up the fire exit.</p> <p>Delivery drivers and contractors should be asked to sanitize hands before entering the building.</p>	<p>All items to be wiped before being put away.</p>	All team Contractors Delivery drivers	Ongoing	
		<p><b><u>Food Preparation</u></b></p> <p>Initially up to 2 persons in the kitchen to maintain social distancing.</p> <p>Increased hand washing the 20 seconds technique</p> <p>Appropriate PPE to be worn. Facemasks can be worn if they are used correctly. Team do not have to wear facemasks, the risk from not using a facemask properly we believe is greater than good cleaning and handwashing practices. (If social distancing of 1m plus is not possible facemask should be worn)</p>	<p>Contact surfaces to be clean regularly and immediately after use with hot soapy water.</p> <p>Work tops cleaned with anti-viral at the beginning of the shift and at the end of the shift.</p>	All team  All team	Ongoing  Ongoing	
		<p><b><u>Food Service</u></b></p> <p>Eat in where possible will be by way of bookings. Bookings will be spaced at intervals to avoid people arriving at the same time. Initially we will open 7 table</p> <p>Booking will need to be made a minimum of 24 hours in advance.</p>	<p>Where we have a walk in's they must record their visit using the "register you visit page on the website" Scan QR code. A manual form will be available if needed.</p>			

		<p>We will not initially take booking for outside if it rained customers could not shelter inside due to social distancing. If walk in customers wish to sit outside, they can but must register their visit and should be advised they cannot shelter inside if it rained. If a booked table wants to sit outside, they can but the same rules apply.</p> <p>New online booking system should be in place by early July.</p> <p>All food for take away to be kept in the fridge with door closed.</p> <p>Ambient food to be kept behind sneeze guard</p> <p>Menus will be single use and disposed of after taking order. Always wash your hands after taking and order.</p> <p>When taking a customer's order, a face shield or face covering should be worn.</p> <p>When delivered food to a table a wearing a face shield or face covering should be worn.</p> <p>(always wash your hand after putting on or taking off your face shield)</p> <p>Cutlery to be prewrapped with napkin and put on table when customer has ordered.</p> <p>All bus trays must go through the dishwasher immediately after being emptied.</p>	<p>Condiments to be single use salt, pepper, and sauces.</p> <p>Condiments to be single use salt, pepper, and sauces.</p> <p>Investigate integrating online ordering linked to booking. Initially we will use single us menus that will be disposed of after use.</p> <p>The team member wrapping cutlery should follow the following guidelines.</p> <ul style="list-style-type: none"> <li>• Put on face mask or shield</li> <li>• Put on disposable apron</li> <li>• Wash hands</li> <li>• Put on gloves</li> </ul> <p>When completed, gloves and apron to be disposed of. Wash</p>	<p>Tim</p> <p>All team</p> <p>All team</p> <p>All team</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	
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		<p>Payment take at table card machine to be wiped down after use. (Use viricidal wipe DO NOT GET WET)</p> <p>Team to monitor toilets to ensure no queues form.</p>	<p>hands after removing face covering.</p>			
		<p><b><u>Communication of Risk Assessments</u></b></p> <p>Each team member will receive training in the risk assessment before returning to work</p> <p>A video walking the customers through our process will be posted on social media and on our website</p> <p>All team members have a responsibility to advise customers of our Covid-19 precautions, and offer advise if they see customers not complying with the precautions.</p>	<p>The full risk assessment will be published on our website</p>	<p>Lou</p> <p>All team</p>	<p>Before 8<sup>th</sup> July</p> <p>Ongoing</p>	
		<p><b><u>Symptoms of Covid-19</u></b></p> <p>All team to complete a covid-19 health questionnaire on arrival at work. To be filed in Covid file and made available to appropriate authorities.</p> <p>If anyone becomes unwell with a new continuous cough or a high temperature in the workplace, they will be sent home and advised to follow self-isolate rule and seek a test.</p> <p>All employees must follow the track and trace guidelines.</p> <p>If there is more than one case of COVID-19 in the workplace this will be reported to the local health protection.</p> <p><b><i>PHE North Yorkshire and the Humber Health Protection Team. Block 2 The Food and Environment Research Agency (FERA), Sand Hutton, York YO41 1LZ. Phone: 0114 304 9843</i></b></p>	<p>Temperature to be checked before starting work anyone with a temperature 37° or over to be sent home.</p> <p>Tim and or Lou will maintain regular contact with staff members during this time.</p> <p><b>Employees must not report to work if showing any symptoms and should isolate themselves. And seek a test</b>  <a href="https://www.nhs.uk/ask-for-a-coronavirus-test">https://www.nhs.uk/ask-for-a-coronavirus-test</a></p>	<p>All team</p> <p>All team</p> <p>Tim</p>	<p>Ongoing</p> <p>Ongoing</p> <p>As Required</p>	
		<p><b><u>Disabled Customers / Vulnerable Customers</u></b></p> <p>COVID / HOST to help disabled customers navigate any</p>		<p>COVID /</p>	<p>As</p>	

		<p>Covid-19 measures and maintain social distancing.</p> <p>Where we know a customer is in a more vulnerable group extra attention should be given to ensure other customers are not putting this person at greater risk.</p>		HOST	Required	
		<p><b>Other</b></p> <p>To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public advice available from <a href="https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance">https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance</a></p> <p><b>Rude / Customers</b>  At this time people's sensitivities are heightened and some maybe frustrated by the rules we need to put in place. Others may ask if we can make exceptions as we know them or are regulars. There may be some who do not agree with the advice given by the government and have their own opinion. In these cases, in a friendly way, apologise for the inconvenience and explain the guidelines are for the team and customers safety, in order to trade we must follow the advice given by the government and our main priority is to people's safety.</p> <p>Aggressive behaviour will not be tolerated service will not be provided to customers that fail to observe safety measures.</p>		All team	Ongoing	
		<p><b>Track &amp; Trace</b>  Contact information from bookings will kept for 21 day to enable track and trace.</p>	<p>Keep music to minimum volume so people do not need to raise their voice.</p>	All team	Ongoing	





Oliver's Pantry

## No.1

Entrance for  
Takeaway Only

Queue starts at  
front of shop



Please do not  
wait in the Ally

Oliver's Pantry

## No.2

Exit for  
Takeaway only

When we are allowed, we hope to  
launch an online table booking system.  
This will be the entrance for booked  
tables. We hope this service will be  
available sometime in July.

Please respect  
others using  
the Ally

