

John Dory's

220 Hollywood Road, BT4 1PD

Location: All unit

Title : Covid 19	Date of Assessment : 04/05/2020	Risk Assessor : Edward McFall
Risk Assessment Reference : Cov19	People involved in making this assessment :	
Task/ Process : Ensuring Staff & Customer Safety in Relation To Covid 19	People at Risk : Employees, Contractors, Members of the Public	

Hazard : Confined Spaces Pinch points and confined areas within the unit where distancing, indirect contact and direct contact may be impossible/difficult.
Control Measures:
1. Staff awareness talk and unit walk through provided by Eddie and enforced by management team
2. Supervision during operations by management
3. Reminder posters/signs in place reminding 1 in 1 out in cold-rooms, kitchen areas etc
4. Enforcement person in customer areas during peak times to ensure social distancing in the shop area and the entrance exit of unit.,
5. Collection slots to reduce customer build up in waiting areas
6. Curtailed staff numbers to ensure adherence to procedures
7. Perspex shield in pay and collection points to separate staff & customers
8. Notices advising staff and customers to be aware of 1 in 1 out rule and allowing distancing for this to happen.

Hazard : Public or Visitor Access Contamination of areas through access of people with whom we have no control over regarding: Personal Hygiene, Infection Exposure, Contamination, Disregard for Procedures
Control Measures:
1. Provision of high concentrate alcohol (65%) cleaning gel at all unit entrances
2. Marked social division in customer areas of 2 meters.
3. Procedure enforcement during peak times in customer areas
4. Visitors to staff areas reduced where possible and includes deliveries
5. Additional cleaning periods added for sanitizing visitor/customer areas (At least 5 times in a 10 hr period) Appendix C19-7
6. PPE for staff carrying out cleaning in customer areas (Disposable Powder free non latex gloves, disposable aprons Washable Lower Face coverings as required)
7. Provision of PPE for staff receiving deliveries. (Disposable Powder free non latex gloves, disposable aprons Washable Lower Face coverings as required)

Hazard : Cleaning & Hygiene Inadequate cleaning and hygiene standards risk the spreading of infection by cross contamination from surfaces
Control Measures:

1. Cleaning frequency increased for all areas especially high traffic (At least 5 times in a 10 hr period) Appendix C19-7
2. Cleaning guidance provided by training and information sheets Appendix C19-4
3. Industrial strength non-alcohol sanitizing agent provided (Chlorine based). Appendix C19-8
4. Sufficient hot water, liquid hand soap and disposable roll available
5. Foam hand sanitizers at payment till and hand soap at all hand-sinks
6. Spot checks and sign off sheets being carried out Appendix C19-7
7. Special attention paid to handles, equipment and surfaces which are frequently touched

Hazard : Personal Hygiene Poor personal hygiene standards pose a risk of passing or contracting the infection

Control Measures:

1. The importance of good personal hygiene has been explained to staff. Especially the need for regular hand washing using soap and hot water, the proper procedure for this and the avoidance of touching eyes, nose, or mouth.
2. Staff have been instructed the uniforms should not be worn outside of work and plastic bags have been provided for storage of their personal items/clothing.
3. Staff have been instructed that all uniforms should be freshly laundered and extra changes have been supplied where necessary to facilitate this.
4. Staff told that to avoid physical contact with customers, visitors and other staff members especially at changes in shift
5. Staff will need to be ready for their shift 5 minutes before start time to ease any build up in changing areas
6. Staff encouraged when coughing, sneezing to cover mouth and nose with flexed elbow or to use a disposable tissue and through away immediately and wash hands

Hazard : Communal Equipment Use Potential cross contamination

Control Measures:

1. Equipment will be thoroughly cleaned in hot soapy water at the end of every shift and evening as well as after every use when possible.
2. Equipment should not be shared where possible if an item needs to be shared then disposable gloves should be worn and discarded regularly and safely in bins provided
3. Large equipment will be wiped down regularly as part of the expanded cleaning regime
4. Designated work stations will be in force where possible to reduce the risk of cross contamination

Hazard : First Aid Direct interaction with another person will be impossible in most scenarios and in some cases may include bodily fluids

Control Measures:

1. Hands should be washed before and after administering first aid
2. All disposable PPE should be disposed of and stocks replenished following first aid treatment.
3. For minor injuries i.e. cuts the injured party should apply their own dressings under guidance of the first aider

4. In a suspected Cardiac arrest, breath checks by placing your face close to the persons airways should not be carried out and only chest compressions should be applied.
5. If the injury requires further treatment then these rules will be repeated as before
6. Any waste will be disposed of in a safe and responsible fashion
7. Any equipment involved with the accident will be cleaned and sanitised as per normal procedures
8. If hospital treatment is required then only the driver and injured party may proceed to A&E, Driver in the front and passenger in the rear passenger side
9. Both parties will refrain from facing each other during interaction
10. Only senior shift supervisor or trained first aider will carry out any treatment required
11. First Aid kits will be sanitised after every use both inside and out
12. Fresh Disposable FFP2 masks, disposable gloves, disposable aprons and washable eye shields must be used at all times by both the first aider and the patient and have been supplied in the kit. (due to supply issues these are not to be removed for any other reason)

Hazard : Smoke/Meal Breaks Inhalation of second hand smoke from tobacco or e-cigarettes may result in adverse coronavirus health effects

Control Measures:

1. Smoke breaks will only be permitted to one person at a time and will be controlled to break times ie 15mins every 4 hours or 20 mins every 6 hours and in conjunction with meal breaks
2. All PPE will be removed and renewed after any breaks
3. Meal areas will be left clean and sanitized after every break by the person on break
4. Disposable cutlery, plates etc will be used for the consumption of food and discarded in a responsible manner
5. Mobile phones will be left in the personal belongings of the individual for use during breaks unless otherwise authorised by the senior shift supervisor

Hazard : Cross Contamination Through Waste Contact Ill-health as a result of the transfer of pathogens through cross contamination after contact with waste

Control Measures:

1. Disposable gloves and aprons will be worn when emptying bins and discarded after.
2. Bin Bags will be tied before removal from the bin
3. Bins will not be allowed to reach beyond 3/4 full before being emptied.
4. Staff are instructed not to put their hands into bins as these may contain contaminated food or tissues
5. Bin will be cleaned and santized everyday

Hazard : Communal Facilities Entrances, toilets , stairs etc. Risk of cross contamination from equipment, surfaces that may have been touched or otherwise contaminated.

Control Measures:

1. High risk area cleaning has been increased as per the cleaning schedules and to a higher spec

2. Supplies of soap and sanitising agents supplied and kept topped up at all handwash areas
3. Correct handwashing procedures displayed at all hand wash points
4. Staff have been made aware that all communal facilities need to be cleaned regularly especially if they have been contaminated with body fluids ie sneezing
5. Staff have been instructed that toilet seats should be closed before flushing to reduce the risk of aerosols becoming airborne and contaminating facilities
6. Staff will be provided with plastic bags for their outside wear and other belongings

Hazard : Uninformed/Careless Staff Practices Staff who are not fully aware and understanding of the procedures and arrangements we have put in place to work within Gov Policy could compromise and jeopardise the health of others

Control Measures:

1. Every member of staff has been fully briefed to ensure that they are aware of the hazards and risks and understand the rules and procedures that we have put in place.
2. Warning and info posters have been displayed throughout the premises
3. Spot checks and supervision will be carried out daily
4. Staff have been informed that they will also be responsible for monitoring each other to ensure adherence to procedures and reduce the risk for all

Hazard : Signs/Symptoms of Coronavirus Fever, Sore throat, Persistent Cough, Shortness of Breath, Muscle Ache, Diarrhea may be an indicator of infection and if not isolated could lead to the infection of others

Control Measures:

1. Non- invasive temp monitors have been provided for shift supervisor/duty officer to check staff before the start of their shift for high temperature and recorded. (Guidance provided in appendix C19-5)
2. Staff persons displaying or developing symptoms will be sent home and isolation recommended and the senior management team kept informed of results (Guidance provided in appendix C19-2)
3. Employee must avoid contact with staff thereafter
4. Staff have been informed that if they exhibit any or a range of these symptoms, they should seek medical care early
5. Staff have been informed that if they suspect that they have had direct contamination then they should contact their GP immediately
6. If a case is confirmed then all staff will be informed of potential exposure
7. If a case is confirmed then the unit will be closed and a deep clean will be organised by senior management

Hazard : Delivery Drivers Delivery Drivers will be out in the community on a more regular basis than anyone else staff may interact with and will have more exposure to infection and transmission

Control Measures:

1. Drivers will be provided with sanitiser and disposable roll for cleaning their vehicles
2. Driver access will be limited to a designated pickup area that has the least impact on the unit and staff

3. Heated bags will be wiped and sanitised on regular basis, drinks will be placed in a plastic bag
4. Delivery will be on a prepay system to limit interaction between the drivers and the customer
5. Deliveries will be deposited on the doorstep, the customer will be alerted and any interaction will be from at least the recommended 2 metre distance
6. Drivers using the unit facilities will be informed of and adhere to the unit guidelines on communal areas and any other relevant procedures

Hazard : Social Distancing Social distancing is in place to reduce the risk of transmission. This distance will not always be possible in all units

Control Measures:

1. Staff have been instructed to avoid direct contact with colleagues and customers etc
2. Staff have been instructed that the practice of: Back to back working is preferable Side by side working with the maximum distance between possible No face to face interaction with colleagues and customers etc if under 2 metres Zero physical contact with colleagues and customers is essential
3. Whenever possible stations/Set job allocation will be assigned to reduce the risk of indirect or direct contact ie one person only answers the phone, another always deals with the till etc
4. Where direct interaction cannot be avoided Disposable PPE has been provided and should be renewed regularly
5. Washable masks have been provided (but are not recommended as per gov guidelines) for any staff wishing to use. They have also been informed that these do not carry an FFP2 rating as outlined by similar regs.

Hazard : Shop Area Enforcement role Member of staff will have more potential to exposure/transmission of infection due to proximity to multiple customers. Potential for exposure to anti-social behaviour and aggression from customers who may be displeased with new procedures.

Control Measures:

1. Information video online to inform customers of the procedures involved before reopening
2. Only Confident Senior members of staff with good customer service skills will be required to fulfill this role
3. Panic button is available under all tills and is connected directly to the PSNI if required.
4. Multiple Security cameras our obvious around the unit to try and encourage good behaviour.
5. Zero tolerance policy for violence or bullying is in place for John Dory's
6. Face coverings have been provided if staff member requests as well as disposable gloves and aprons.
7. Collections slots have been put in place and facility has been set up for customers to wait in their car until contacted by phone to collect their order. This should reduce queues and will be monitored.

Hazard : Available PPE Insufficient or incorrect PPE could allow the transmission of or exposure to the infection.

Control Measures:

1. Company has confirmed with our suppliers the availability of our disposable aprons and gloves and where shortages may occur has purchased extra stock.

2. Face coverings have been provided but staff have been advised that they are not FFP2 or above rated and that they are not required to be worn under current Gov guidelines.

3. FFP2 Masks have been purchased and will be available within the emergency first aid box along with eye shields for first aid emergencies only.

4. Signage has been created to inform customers that face coverings have been provided but staff may wear at their own discretion and are not enforced under present Gov guidelines.

Documents Associated with this Risk Assessment:	COVID AWARENESS SIGN OFF.docx(Sign off) Staff Coronavirus Policy.docx(Covid Company Policy) Staff Temperature Log.xlsx(Temp records) Cleaning benches.docx(How to clean & Sanitise) IMG_0367 (1).jpg(Instructions page) Customer Cleaning Sign off.pdf(Customer Area cleaning sheet) P2 sanitizer page 1.jpeg(Sanitiser classification sheet) STAFF TEMPERATURE LOG COVER.docx(Temp log info sheet)
Review Date : 18/06/2020	Reviewer : Edward McFall