

COVID-19 RISK ASSESSMENT

STARFISH RESTAURANT

Castle Street

Tarbert, Loch Fyne

Argyll PA29 6UH

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NB: This is a living document & will be reviewed on a continual basis.

The Hazard

SARS-CoV-2 is a respiratory virus that can invade a host via the respiratory route or via hand to eye / mouth / nose contact, causing the disease COVID-19. People who appear healthy may be carrying and shedding the virus, which can be passed on either directly or indirectly to others. This means we need to assume that anyone could be carrying the virus.

The routes of transmission (how the hazard can cause harm – the risks)

- Direct contact to face – eyes, nose from droplets or aerosols spraying from an infected person onto another person who is in close contact.
- Contamination via droplets from sneezing and coughing landing on surfaces and then transferring via hands on to eyes and nose and mouth. Other means of secretions getting on to surfaces could be from infected people touching their eyes, nose and mouth and then touching surfaces with contaminated hands.
- Contaminated hands of infected people can transfer the virus directly to others (e.g. handshakes) or on to hand contact surfaces which can be picked up by other people's hands and transferred to their eyes, nose or mouth.
- Possible transmission from faeces to hands and then directly or indirectly to the body via hands and hand contact surface transfer.

The main controls are:

- Social distancing in accordance with government guidelines
- Disinfecting hand contact surfaces
- Hand washing and hand sanitiser use at key moments
- Not touching eyes, mouth or nose with contaminated fingers (if used)

The controls set out in this document will be specific for this restaurant operation, taking into account how the business operates, and how customers and staff use the premises and interact.

Prerequisites	
ITEM	OUR CONTROLS
Social Distancing Goal	2 metres between customers 1 metre between customers & staff 1 metre between members of staff (outwith same households) Systems and communications will be put in place to ensure this is possible and adhered to.
Disinfection	In addition to the already strict hygiene procedures in place, enhanced sanitation controls will be put in place, with careful attention placed on critical touchpoints and measured where appropriate.
Ventilation	Windows and doors will remain open to increase ventilation whenever possible, and portable fans utilised where necessary and appropriate.
Hand Hygiene	Hand sanitising facilities will be provided at both the entrance and exit to the building and shared toilet facilities.

	<p>Staff will be provided with individual hand sanitisers for frequent use in between all touch and pinch points.</p> <p>Existing hand wash stations will remain and be checked and topped up more regularly, while additional hand sanitising stations will be positioned at key points (bar top and service station).</p>
Number of Staff at Work	Staffing has been cut down to 4 per shift (from just 2 households).
Customer Capacity	<p>Maximum customer capacity at any one time in the restaurant is 26.</p> <p>Customers must maintain a 2 metre distance at all times.</p> <p>The table plan has been altered and measured as such.</p>
Menu Operation & Adaptation	<p>The menu has been significantly reduced to enable safe operation with reduced staff.</p> <p>Physical menus have been replaced with disposable paper menus where possible.</p> <p>Where not possible, menus will be either laminated or covered and used for a single use only before being cleaned thoroughly with disinfectant.</p>
Smoking or Vaping	<p>Customers & staff will both be instructed not to gather outside the front of the premises. Instead they will be instructed to smoke at the back of the outside courtyard area, leaving 2m space for other customers to exit, or across the street to prevent unnecessary gatherings.</p> <p>Only 1 person will be permitted to smoke in the courtyard area at a time.</p>
When staff feel unwell	<p>Staff must not come to work if they are feeling unwell or experiencing any symptoms.</p> <p>If an employee becomes unwell with coronavirus symptoms at work, the person should leave work straight away to self-isolate and, if possible, wear a face covering on route.</p> <p>Public health guidance must be followed by staff and employers, utilising the NHS inform online or by telephone (www.nhsinform.scot or 0800 028 2816)</p> <p>It is recognised that due to the nature of the family business and small staff team, the restaurant may be required to close temporarily.</p>
Training	All staff will receive additional training on recognising Coronavirus symptoms, government Test & Trace, handwashing & new operational procedures and duties.

Communication	<p>Increased communication between the staff team with constant review and adaptation of risk assessment and procedures.</p> <p>Customer communication will increase before and during their visit to ensure they are fully aware of all procedures and mitigations in place.</p>
Test &	

Customer Risk Assessment Journey	
Activity	Controls
Pre-Booking	<ul style="list-style-type: none"> • No walk-ins, bookings only - customers must pre-book their table, even if just a few hours before they arrive. This is to ensure we have control over the amount of people entering the premises at any one time and that bookings are spaced enough for reduced staff levels to cope with. • Customers must be clearly notified of dining duration at the time of booking, as these will be more strict with the limited capacity. • Upon booking, the lead customer on every table will be required to provide either an email address or telephone number to comply and assist with the NHS Test & Protect scheme. Our Privacy Policy has been updated to reflect this new collection and processing of customer data. • Customers must provide in advance any dietary requirements such as vegan/vegetarian/allergies so that we can cater for them in the best possible way with our reduced menu offering.
Arrival/Queuing Outside Venue	<ul style="list-style-type: none"> • With reduced capacity, a maximum of 3 dining parties will be arriving at any one

	<p>time.</p> <ul style="list-style-type: none"> ● Chalk stars will be clearly marked at 2 metre intervals outside the entrance, with clear signage to instruct customers to maintain social distancing and wait patiently until they are able to move forward in the line to be seated. ● Signage will also advise that they will be entering a 1 metre zone and requested to wear a face covering until seated inside the restaurant.
Entering the Premises	<ul style="list-style-type: none"> ● After queuing outside (if necessary), when entering the restaurant there will be a barrier and clear signage instructing customers to please use the hand sanitiser provided and wait to be seated. ● Additional signage to remind customers to maintain a 2 metre distance from other customers at all times.
Walking to Table/Once Seated	<ul style="list-style-type: none"> ● Customers will be required to keep their facial covering on until seated at the table to minimise risk where they may pass other customers at less than a two metre distance. ● Once seated, masks may be removed as the tables are measured and spaced at 2 metres apart. ● There will be a small notice on each table with further information for customers, including: do not approach the bar, wear face covering to go to the toilet, try to avoid going when there are other customers waiting to be seated, use hand sanitiser each time you move around the premises, stay at the table for bills & payment, do not approach other customer tables, please use alternative exit to minimise contact with other customers.
Jackets & Coats	<ul style="list-style-type: none"> ● To minimise risk, no cloak room facilities will be in use. Instead, customers will be asked to keep hold of their jackets and hang on the back of their chairs.
Ordering Food & Drinks	<ul style="list-style-type: none"> ● Customers must remain at the table for any ordering. ● Wherever possible, staff will maintain a 2 metre distance. However, when taking an order, staff will have to come 1 metre from the table to effectively serve

	<p>customers.</p> <ul style="list-style-type: none"> ● Servers will use hand sanitiser before and after they approach each table. ● The paper menus provided will be disposed of as soon as they are removed from the table. ● Any drinks menus or wine lists will be removed and stored separately until they are cleaned with disinfectant. ● Upon ordering, customers will be provided with necessary cutlery and table wear, all of which will be either sanitised in the dishwasher after single use, or disposed of. ● i.e. cutlery and napkins for all diners will be placed in a bucket as normal for customers to distribute accordingly themselves. The bucket will be washed after every use.
Drinks Service	<ul style="list-style-type: none"> ● All drinks will be dispersed as normal at the bar, collected & delivered to the table by a server. ● Top shelf list wine will be presented and opened at the table but maintaining physical distance. ● Water and wine will not be poured by staff to maintain more physical distance. Water jugs will be washed and sanitised in the glass washer after each use - not refilled and replaced. ● In some instances, drinks may have to be delivered to the edge of a table and passed to the correct person by the customers to maintain physical distancing. ● The same can be expected for clearing empty glasses and bottles.
Food Service	<ul style="list-style-type: none"> ● Customers must remain at the table at all times. ● Servers must wash their hands or use hand sanitiser every time they enter the kitchen and after serving each table. ● Staff will bring food directly from kitchen to table, using disposable paper napkins to carry the plates to minimise contact. ● In some instances, plates may have to be delivered to the edge of the table and passed to the correct person by the customers to maintain physical distancing.

	<ul style="list-style-type: none"> ● Individual disposable condiments (salt & pepper sachets) can be provided on request.
Clearing Customer Table	<ul style="list-style-type: none"> ● Staff must use hand sanitiser before approaching the table to clear. ● In some instances, customers may be required to pass plates to assist the server and maintain physical distancing. ● Everything that is cleared from the table after any course must either be disposed of or sanitised after single use.
Using Toilet Facilities	<ul style="list-style-type: none"> ● Customers are asked to wear a face covering when going to the toilet and to be mindful of maintaining 2 metre distance from other customers at all times. ● Customers also asked not to wait, where possible, before going to the toilet if there is another customer party at the door waiting to be seated. ● Hand sanitiser is clearly marked and available at the entry/exit to the facilities and customers directed to use each way. ● Doors are pinned back wherever possible to minimise touch points and risk. ● Only one toilet cubicle will be in use in both the ladies and gents. ● Soap, sanitiser, disinfectant wipes, disposable paper towels & hand dryers are all available for customer use and kept in ample supply throughout service. ● Clear signage is displayed to remind customers to be mindful and of proper hand-washing instructions. ● Cleaning schedule on display, which staff will be adhering to and signing off at regular intervals throughout the shift.
Payment	<ul style="list-style-type: none"> ● Customers are asked to remain at the table to ask for their bill and provide payment. ● Bills will be presented on a plate/shell rather than bill folder and washed after single use. ● Staff will maintain distance while taking payments. ● The card machine will be sanitised with disinfectant wipes before and after each individual use.

Leaving the Restaurant	<ul style="list-style-type: none"> • Customers are directed to the alternative exit provided (and clearly signposted) to minimise risk and contact with other customers potentially entering the premises. • Customers are also reminded and asked to maintain 2 metre distance at all times and if necessary, to wait before exiting if there are other customers currently moving around the restaurant space.
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Staff Risk Assessment Journey - Front of House	
Activity	Controls
Before returning to work	<ul style="list-style-type: none"> • Staff must not return to work if they are feeling unwell or experiencing any coronavirus symptoms. • They must notify the management immediately or as soon as possible, self-isolate, and follow Public health guidance. • Contact the NHS inform online or by telephone (www.nhsinform.scot or 0800 028 2816). • In such instances, management/employers will also have to follow Public Health Guidance and act accordingly. • Due to the family nature of the business, with the total 4 staff coming from just two households, this may result in a temporary closure of the business.
Commute	<ul style="list-style-type: none"> • Staff should not use public transport and only travel to and from work either by foot, bike, or own car. This is the norm for all staff due to the village setting of the restaurant.
Arrival	<ul style="list-style-type: none"> • Staff must be mindful of arriving on shift at the same time as customers and maintain physical distance at all times. • In some instances, they may be required to enter via an alternative door if there is already a customer queue.

	<ul style="list-style-type: none"> ● Staff must wash their hands thoroughly as soon as they enter the premises.
Set-Up	<ul style="list-style-type: none"> ● In addition to the existing set-up procedures already in place. ● When preparing for service, staff must maintain physical distance with staff from other households. ● Wash hands or use sanitiser between each task & activity, paying extra attention to additional and thorough sanitation of surfaces. ● Ensure all tables and chairs are thoroughly sanitised with D10 disinfectant spray before opening and in between each use.
Toilet Facilities	<ul style="list-style-type: none"> ● Hand sanitiser must be used upon entering and exiting the toilet facilities ● Whenever possible and practical, staff to use alternative toilet upstairs ● In addition to normal cleaning procedures, staff to clean & disinfect customer toilet facilities at regular intervals throughout service, signing schedule displayed on the wall each time they do so. ● Use disposable gloves when cleaning. ● Ensure disposable hand towels, soap, sanitiser and disinfectant wipes are kept topped up for customer use and empty bins regularly.
Drinks Service	<ul style="list-style-type: none"> ● No customers to approach, sit or order at the bar. ● Maintain physical distancing between staff from different households at all times. ● Drinks dispensed and delivered on trays as normal. ● Top shelf list wine will be presented and opened at the table but maintaining physical distance. ● Water and wine will not be poured by staff to maintain more physical distance. ● Water jugs will be washed and sanitised in the glass washer after each use - not refilled and replaced. ● In some instances, drinks may have to be delivered to the edge of a table and passed to the correct person by the customers to maintain physical distancing. ● The same can be expected for clearing empty glasses and bottles. ● For coffee & tea service, individual disposable sugar sachets will be provided on

	request rather than in communal bowls on the table.
Table Service	<ul style="list-style-type: none"> ● Customers must remain at the table for any ordering. ● Wherever possible, staff will maintain a 2 metre distance. However, when taking an order, staff will have to come 1 metre from the table to effectively serve customers. ● Servers will use hand sanitiser before and after they approach each table. ● The paper menus provided will be disposed of as soon as they are removed from the table. ● Any drinks menus or wine lists will be removed and stored separately until they are cleaned with disinfectant before further use. ● Upon ordering, customers will be provided with necessary cutlery and tableware, all of which will be either sanitised in the dishwasher after single use, or disposed of. ● i.e. cutlery and napkins for all diners will be placed in a bucket as normal for customers to distribute accordingly themselves. The bucket will be washed after every use. ● Staff must use hand sanitiser before approaching the table to clear. ● In some instances, customers may be required to pass plates to assist the server and maintain physical distancing. ● Everything that is cleared from the table after any course must either be disposed of or sanitised after single use.
Kitchen	<ul style="list-style-type: none"> ● There will be only one chef in the kitchen ● Maintain physical distancing as much as possible between chef and FOH from a different household. ● Government guidance on food safety for delivery will be followed. ● Delivery drivers will not enter the premises. ● Staff to wash hands before and after receiving goods ● Goods & merchandise entering the premises to be cleaned and sanitised. ● We will continue to follow government guidance on food preparation, adhering to

	<p>Cooksafe procedures at all times, with additional steps added to minimise risk.</p> <ul style="list-style-type: none"> ● All kitchen surfaces to be disinfected an extra time between activities and at the end of shift. ● FOH to wash hands upon entering the kitchen and after each table is served in completion. ● FOH staff to maintain physical distancing with each other if from separate households, and maximum of 2 to enter kitchen space to collect or clear plates.
Service Station	<ul style="list-style-type: none"> ● Only 1 member of FOH staff to approach or use the service station at any one time.
Music	<ul style="list-style-type: none"> ● Music must be played at low level to avoid shouting or raised voices.
Customer Payments	<ul style="list-style-type: none"> ● Customers are asked to remain at the table to ask for their bill and provide payment. ● Bills will be presented on a plate/shell rather than bill folder and washed after single use. ● Staff will maintain distance while taking payments. ● The card machine will be sanitised with disinfectant wipes before and after each individual use. Thoroughly wash hands after taking payments or handling cash. ● Disinfect till regularly.
PPE	<ul style="list-style-type: none"> ● PPE identified to control risks other than CoVid-19 will continue to be worn. ● It is not believed that any additional PPE is required as long as social distancing is maintained and other measures throughout this document are implemented. ● Staff who wish to wear face coverings are permitted to do so, even though not required. However, it is recognised that in accordance with Food Standards guidelines, wearing face coverings in a food service environment is not practical & could pose additional risk. ● If staff do opt to wear face coverings, they must: <ul style="list-style-type: none"> ○ Wash their hands thoroughly before putting a mask on and before and

	<p>after removing it.</p> <ul style="list-style-type: none"> ○ Avoid touching their face or covering while wearing one, as this could contaminate them with germs from their hands. ○ Change the covering if it becomes damp or if they have touched it. ○ Continue to wash hands regularly and maintain social distancing wherever possible. ○ Change and wash their face covering daily in line with manufacturer instructions. ○ If not washable, dispose of coverings carefully in usual waste.
Smoking Breaks	<ul style="list-style-type: none"> ● Staff must maintain social distancing with customers and staff from other households when utilising the smoking area, pertaining to the prerequisite above.
Close Down	<ul style="list-style-type: none"> ● In addition to the existing and extensive close down procedures already in place, tables, chairs and all surfaces must be sanitised an additional time at the end of each shift. ● Take extra care to disinfect critical touch points such as till areas, trays, candle holders, door handles, light switches, bar and food prep surfaces, fridge and equipment handles.
Leaving work	<ul style="list-style-type: none"> ● Use hand sanitiser before exiting the premises.