

RISK ASSESSMENT



Who carried out this risk assessment: Lorna McVey

Date: 28/07/2020

Company Name: Maray

Company worksite: 91 Bold Street, Liverpool, L1 4HF

Context/Background Information: Maray operates as a dine in restaurant, takeaway and delivery service.

Guests book online via our reservation system, we also accept walk-in guests. All guests details are taken in accordance with NHS Track and Trace and securely stored for 21 days on our reservation system. Social distancing measures are in place to protect staff and guests, extra cleaning and extra handwashing have been implemented for staff at all points where staff and customers come into relative proximity to each other. All guests are asked to use hand sanitizer located by the front entrance before entering the restaurant. Our online reservations are set up so that no more than three bookings are seated every 15 minutes which allows us to manage the flow of guests and avoid congestion. Guests are kindly asked to wait outside if their table is not ready upon arrival. When guests are seated, our host runs through our house-keeping rules with the guest to ensure they are aware of the practises in place. We have extended our table times to allow for a thorough clean down of the areas after a guest has dined with us before the next booking. We do not accept any cash at the site, all payments are made using PDQ payments. Contactless payments are taken up to the value of

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£45. Any bill over the value of £45 can be taken using chip and pin, procedures are in place to sanitise the PDQ machine after every use.

Orders for takeaway food are placed contactlessly from a 1m distance by the guest at the doorway of the restaurant. The guest is instructed to wait in Rope Walks Square whilst we prepare their order, we then call the guest's name for them to collect their order. Hand sanitiser is available to guests, staff and delivery drivers at the entrance to the restaurant.

Guests can also place orders over the telephone for collection from the collection table in the doorway of the restaurant. The company also offers a delivery service through third party contractors Deliveroo and Uber Eats, delivery drivers have their own sets of protocols and control measures laid out by their own companies in regard to Infection control, H&S and Food Safety. Delivery drivers follow the same rules as guests, waiting in line whilst socially distancing at the front entrance to take orders away as well as following any generic safety rules laid down by Maray.

What is being risk assessed: Infection of staff, customers or others by the infectious agent SARS-CoV-2 (Covid-19) when in the workplace and when travelling to and from the workplace.

What is the hazard: The infectious agent SARS CoV-2 which causes the disease known as Covid-19 can cause illness ranging from mild symptoms to fatalities, especially in older persons or persons with lowered immunity or underlying health conditions. Infected persons can display symptoms immediately or any time up to 14 days from infection and some 'healthy carriers' can be completely asymptomatic throughout the infection. The infection is dispersed through tiny water droplets contained within the mucous carried in the nose and mouth, the pathogen can be easily dispersed forcefully through coughing and sneezing and less forcefully through talking, laughing, shouting or singing. The normal range for dispersion is around 1-2 metres from the person with the infection. The infectious agent can remain suspended in the air under certain circumstances and subsequently infect others through contact or exposure to the mucous membranes such as the mouth, nose

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and eyes. The infectious agent can contaminate objects and surfaces and be easily transmitted to other objects, surfaces or vehicles of contamination - primarily by people's hands. The infectious agent is invisible, and it is virtually impossible other than by testing to ascertain if the virus is being carried by a person or surfaces/objects. We must assume that all persons and all surfaces/objects are potentially contaminated.

When will this assessment be reviewed: No later than 28/09/2020 or when a significant change is made to the business (such as when re-opening after lockdown).

Who could be harmed?	How could they be harmed?	We will use the use below control measures to reduce risk.	We will monitor and manage the control measures in the below way.	Confirm that the control measure have been implemented Name: Date:
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<p>Staff</p>	<p>Staff could be harmed by exposure to an infected person or by contact with a contaminated surface/ object.</p>	<ul style="list-style-type: none"> ● Staff self-check their own state of health each day and do not go to work if they feel ill or have a temperature, they will report this to us immediately, they have received training and been advised to this effect ● Staff are advised to follow government guidelines when it comes to using public transport and should consider the safest way they can travel to work to avoid close contact with the general public ● Staff have been strongly advised to avoid close contact with others and to observe the 1 metre social distancing rule at all times if possible. If staff come into close proximity with others and cannot avoid it they have been strongly advised to turn back to back or side by side and to avoid being face to face where possible, they have received training to this effect ● Staff have been strongly advised to avoid touching any object or surface where possible. Staff are encouraged to carry hand sanitiser for emergency situations where the hands need to be sanitised. Sanitiser is available at the entrance of the restaurant for staff to use as they enter and exit. ● Staff have been strongly advised that if they do have to cough or sneeze, to make sure they do this into their elbow or into a tissue, then dispose of the tissue appropriately. Staff have been trained to wash their hands thoroughly for 20 seconds and then to sanitise. ● Staff have been strongly advised that they must wash hands immediately on entering the 	<ul style="list-style-type: none"> ● Managers are to check in every day with their working colleagues for an update on staff health ● Compliance with social distancing are checked by a manager each day, hand washing and cleaning procedures are monitored by managers ● Enhanced monitoring and supervision by line managers and double checked by senior managers ● We regularly self audit compliance measures, methods and procedures to ensure that these are enforced by managers ● Senior management check that line managers are managing effectively 	
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<p>Staff & Guests</p>	<ol style="list-style-type: none"> 1. The member of staff who has the symptoms could be harmed by exposure to an infected person or by touching an infected surface. (For example, menus, water bottles, cutlery, plates, etc) 2. Any members of staff who they have come into contact with during the past two weeks. 3. Any members of staff who they have come into contact with during the past two weeks could be harmed by exposure to an infected person or by touching an infected surface.. 	<ul style="list-style-type: none"> ● We have a COVID 19 contingency plan in place, please see the Contingency plan diagram. We will advise the member of staff in question to self isolate following NHS guidelines. ● Temperature checks with a contactless gun probe are used upon arriving at the restaurant for all staff. These results are recorded in our compliance diary and Trail record for each day. Included on our Trail check is the temperature range considered to be 'normal'. Anything over this will be recorded as well as the staff member being sent home and asked to be tested. Included in this check are verbal checks carried out by the manager to confirm whether staff are showing any symptoms of COVID 19. ● We have also included 'good handwashing technique' signage to promote through handwashing as this is highlighted as an extremely effective method in keeping the virus at bay. ● A maximum of two guests may queue for the toilet facilities. ● Footprints are marked on the floor to signpost where guests/staff should wait when queuing or giving way to oncoming foot traffic. ● Footprints mark on the floor where staff should stand when taking a guest's order ● Sanitiser stations are placed at entry and exit points for all staff and guests to use. ● Table accessories will be minimal to ensure the unnecessary multiple contact of plates and cutlery and all menus will be sanitised after use. All menus, plates, cutlery or glassware will be presented to the guests only once ordering. Once these have been finished with all plates/ glassware will be removed and cleaned. The staff member will then wash their hands following the handwash advice signage. ● Our operational checklists are kept on an ipad and reservation system managed via a website 		
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<p>Contractors Suppliers Official Visitors Delivery drivers (Deliveroo/UberEats)</p>	<p>These groups could be harmed by exposure to an infected person or by contact with a contaminated surface/object. They could be infected with the virus and then spread the virus when they enter the premises.</p>	<ul style="list-style-type: none"> • We advise contractors working on site to follow our company safety rules at all times. • We ensure contractors working on site use effective PPE and follow our personal hygiene rules in regard to personal hygiene, extra hand washing/use of sanitisers. • We have a designated delivery drop off point in the front of the restaurant to avoid drivers entering the food areas/kitchen unnecessarily. All drivers are asked to sanitise their hands with the sanitiser provided when entering and exiting the restaurant. All unnecessary visits to site will be discouraged and other forms of communication is encouraged where possible i.e. phone, text, email, video link etc. • If an official visit is absolutely necessary then this will be by appointment only at a time where risk is minimal. • Drivers delivering for us wait in a socially distant line at the front entrance, signage and floor markings are used appropriately. When the order is ready the driver collects the delivery contactlessly from the collection table in the doorway. • All contractors and official visitors are asked to sign in and out when entering and exiting the premises. 	<ul style="list-style-type: none"> • Staff will continuously monitor third party adherence to company safety rules. • Senior managers will spot check that contractors and suppliers are following company safety rules • Daily management briefings and Weekly management meetings will be used to review how measures are working and if adjustment or corrective action is required 	
<p>Vulnerable People Expectant mothers - staff only, staff with low immunity or underlying health conditions</p>	<p>These people are more likely to be seriously infected through close proximity to an infected person or touching objects or surfaces that are contaminated.</p>	<ul style="list-style-type: none"> • Government guidelines will be followed, staff may be given tasks with a lower risk level or may be required to work from home. 	<ul style="list-style-type: none"> • Ongoing monitoring by line management if and when relevant. 	

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<p>Staff and Customers</p>	<p>Airborne spread of infection by coming into close proximity with others from persons coughing, sneezing, talking, shouting, laughing etc</p> <p>NB. Cross infection works both ways, people can also act as carriers</p>	<ul style="list-style-type: none"> ● The premises is not accessible to anyone other than staff. ● Staff are given staggered start times to ensure adequate social distancing can take place in changing rooms. ● The front entrance is manned continuously, a table is placed across the front of the door and used as a collection area. Staff stay behind the table, and customers or delivery drivers stay behind line placed in front of the table, maintaining a 2 metre distance. ● Passing trade customers can order at the front entrance whilst maintaining a 2 metre distance. ● Staff give verbal instructions and guidance to customers regarding queuing system, floor markings and physical distancing. ● Signage and floor markings are used at all points in and around the immediate area of the front entrance to control a 2m minimum distance between customers at all times. ● Staff wear PPE when in close proximity to customers. ● Servers observe a 2m distance from the customer when ordering and when dispatching food, they step back and step forward alternately with customer when interacting ● Staff working in small teams only. ● Staff will work side by side or back to back if close proximity cannot be avoided. 	<ul style="list-style-type: none"> ● Senior managers will spot check that staff and customers are following social distancing safety rules. ● Continuous monitoring will take place by line managers/ supervisors to ensure compliance ● Weekly management meetings will be used to review how measures are working. 	
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