

## Covid-19 Catering and Social Distancing in Practice

Hazard	Who is at Risk?	Controls Required	Additional Controls	Site Specific Measures	Completion Date	Initial
<p><b>Covid 19</b></p> <p>Social Distancing in the Kitchen /Preparation Area</p>	<p>Employees Customers Contractors Agency workers</p>	<p>Every Dolce staff member needs to sign off this risk assessment</p> <p>A distance of up to 1m must be kept at all times between employees within the kitchen area where this is not possible, a face covering should be used</p> <p>Hand sanitising gel must be available upon entrance to the kitchen area</p> <p>No unnecessary visitors should be granted access to the kitchen</p> <p>Employees should work side by side or back to back</p> <p>Shift patterns in place to limit the amount of employees per shift.</p> <p>Thorough deep cleaning of workstation between shifts in addition to existing cleaning</p> <p>The same employees should work on each shift and form work bubbles</p> <p>Enhanced hand washing must be in place</p> <p>Clean as you go policy in place</p> <p>Designated work areas for each employee in place.</p> <p>Clean and sanitise the kitchen at the end of each shift</p>	<p>Face coverings are not recommended during food preparation and associated duties, however each employee can wear a mask if they choose to.</p>			

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<p><b>Covid 19</b></p> <p>Social Distancing During Service at the Main Counter</p>	<p>Employees Customers Contractors Drivers Visitors Agency workers</p>	<p>Employees must maintain a distance of up to 2m at all times</p> <p>A barrier must be kept between the serving counter and the customers, this can be a physical barrier or a cordoned off area</p> <p>One school representative must use the touchscreen terminal</p> <p>The Dolce employee will need to click the pedal using their foot to clear the order after the school representative has pressed the customers name, take the grab bag then place it at the end of the counter on the countertop/designated table/area then step back, call the customer down to receive their meal, maintaining a distance of up to 2m at all times.</p> <p>Dining room supervisors will need to sanitise all tables prior to lunch service and at the end of service</p> <p>Cutlery will need to be laid out at each seating point per customer (depending on meal if required)</p> <p>Individual cups will need to be laid out with jugs of water on the table</p> <p>Face coverings need to be worn during service</p>	<p>Disposable gloves are available should employees feel they want to wear them during service</p>			

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<p><b>Covid 19</b></p> <p>Delivering Food to Classrooms</p>	<p>Employees Customers Contractors Drivers Visitors Agency workers</p>	<p>School office will need to inform the catering team on a daily basis, which children are in which classroom and where they will be located in the school- This is to be indicated on the School Grid Tick list</p> <p>Sanitise trolley prior to usage Wash hands thoroughly prior to the following steps</p> <p>Face coverings must be worn when walking around communal areas</p> <p>Food to be packaged and placed on a mobile trolley in paper bags and into a box or tray if possible</p> <p>A roll of blue roll or similar will be needed as will a bin</p> <p>Doors should be kept open so hand contact is not needed In the case of a closed door, blue roll must be used as a barrier to open the door, once opened, dispose of the blue roll into the bin provided.</p> <p>Knock on the classroom/communal room door. If the classroom is empty, enter the classroom and place the food bags on a designated table or on individual tables, leave the classroom.</p> <p>If the classroom is not empty, place the food box/bags on a designated table outside the classroom, knock on the door and step away.</p> <p>Return to the kitchen area/loading area, sanitise the trolley. Thoroughly wash hands</p>	<p>To avoid pupils &amp; Dolce staff moving around the school, we suggest the TA from the class goes to the counter to pick up the ordered grab bags and deliver them back to their classroom.</p>			

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<b>Covid-19</b> Coronavirus Cleaning	Employees Customers Contractors Drivers Visitors Agency workers	<p><b>Cleaning frequency</b></p> <p>Cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches and other hand contact areas using appropriate cleaning products and methods.</p> <p>Follow manufacturers guide for contact times of cleaning products.</p> <p>Disposable or reusable gloves must be worn when cleaning</p> <p>Clean as you go policy in place</p>	<p>Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed.</p> <p>Ensure bin lids are in place and are cleaned regularly</p>			
<b>Covid 19</b> Hand Washing	Employees Customers Contractors Drivers Visitors Agency workers	<p>Hand washing facilities with soap and water in place. Stringent hand washing taking place.</p> <p>See hand washing guidance.  <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-yourhands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-yourhands/</a></p> <p>Drying of hands with disposable paper towels.</p> <p>Gel sanitisers in any area where washing facilities not readily available</p>	<p>Delivered in services must have a designated point of handwashing, Where this area is a distance away from the serving area. hand sanitiser will need to be in place</p>			

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<p><b>Covid 19</b></p> <p>Driving Food Between Sites</p>	<p>Employees Customers Contractors Drivers Visitors Agency workers</p>	<p>Plan the route and journey, including any breaks before setting out</p> <p>Hand sanitising gel must be kept in the vehicle and used before and after deliveries are made to each site, wash hands also if facilities are available.</p> <p>Vehicle interior must be sanitized before leaving the depot and once returned to the depot, including all hand contact areas.</p> <p>One employee per van ideally, if this is not possible and you must share the vehicle with another person from a different household, follow the steps below:</p> <p>Same employees to use the vehicles each day and do not mix teams.</p> <p>Wear a face covering if working in close proximity to another employee.</p> <p>Plan fuel top ups well, fill the vehicle up with fuel and ensure all maintenance checks are in place, do not make frequent trips to garages.</p>				

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<b>Covid 19</b> Transporting food through the school	Employees Customers Contractors Drivers Visitors Agency workers	<p>A mutually agreed route must be established between Dolce and the client</p> <p>Access times and social distancing measures must be agreed and adhered to with the client</p> <p>Hands must be washed prior to and after transporting food</p> <p>Face coverings to be worn when walking around the communal areas</p> <p>A roll of blue roll or similar will be needed as will a bin</p> <p>Doors should be kept open so hand contact is not needed            In the case of a closed door, some blue roll must be used as a barrier to open the door, once opened, dispose of the blue roll into the bin provided.</p>				
<b>Covid 19</b> Face coverings	Employees Customers Contractors Drivers Visitors Agency workers	<p>If a face covering is to be worn:</p> <p>Wash hands thoroughly prior to applying the face covering</p> <p>Avoid touching your face</p> <p>Wash hands once the face covering has been applied</p> <p>When removing a face mask, again wash hands thoroughly, avoid touching face and wash hands again after.</p>				

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<p><b>Covid 19</b></p> <p>Receipt of Deliveries</p>	<p>Employees Customers Contractors Drivers Visitors Agency workers</p>	<p>Deliveries should be made to an agreed point and via a single entrance</p> <p>Deliveries should make use of outside entrances and should not be transported through the site unless absolutely necessary</p> <p>Deliveries should be dropped to the rear door of the kitchen All deliveries to be left just inside door – no delivery personnel permitted in the kitchen</p> <p>Usual HACCP shall apply to the delivery temperatures</p> <p>Delivery notes if given must be signed as per usual process. Use your own pen to sign, maintain social distancing of 2m.</p>				

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<p><b>Covid 19</b></p> <p>Symptoms of Covid 19</p>	<p>Employees Customers Contractors Drivers Visitors Agency workers</p>	<p>Staff do not attend work if showing symptoms, or having been in contact with someone showing symptoms of COVID-19</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 the stay at home guidance. Line management will report the case to HR. Isolation will be needed for 7 days. If the staff member has confirmed Covid-19 then any staff member who has been in contact with them will need to self isolate for 14 days.</p> <p>A deep clean of the working areas will need to be completed and enhanced PPE</p> <p>Line managers will maintain regular contact with staff members during this time.</p> <p>If advised that a member of staff or public has developed Covid-19 and were recently on our premises.</p> <p>The management team of the workplace will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken.</p>	<p>As Key Workers, employees with symptoms (or if a household member is displaying symptoms) can access a test either by visiting a regional testing centre or ordering a kit online.</p>			



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<b>Covid 19</b>  Coronavirus Mental Health	Employees Customers Contractors Drivers Visitors Agency workers	Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help  Reference -  <a href="https://www.mind.org.uk/information-support/coronavirus-and-you-r-wellbeing/">https://www.mind.org.uk/information-support/coronavirus-and-you-r-wellbeing/</a> <a href="http://www.hseni.gov.uk/stress">www.hseni.gov.uk/stress</a>	Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast changing situation.  Line managers will offer support to staff who are affected by Coronavirus or has a family member affected.			

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Additional site specific risk assessment, must be sent to Daryl Williams ([daryl.williams@dolce.co.uk](mailto:daryl.williams@dolce.co.uk)) for approval with Dolce's Primary Authority Advisors.