

COVID-19 controls for takeaway operations

This risk assessment covers the serving of takeaway food or drink from a premises during the COVID-19 outbreak. These premises may have already been trading as a takeaway or have converted to a takeaway in response to the outbreak. This risk assessment was created on 3rd April 2020. The COVID-19 situation is dynamic and hazards and controls must be updated as government advice changes. In order for this risk assessment to be suitable and sufficient, the contents must be reviewed and amended to reflect the operation and then adopted. The use of a sign off sheet is recommended to record the adoption of the risk assessment and that findings of the risk assessment have been communicated and understood by the relevant team.

PEOPLE EXPOSED

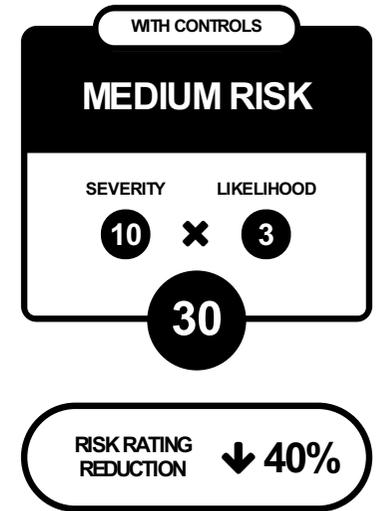
- 👤 Colleagues
- 👤 Contractors
- 👤 Visitors / Guests
- 👤 Members of the Public

HAZARDS

- ⚠️ **Spread of COVID-19 virus.**
COVID-19 is transmitted from small droplets that are created when infected persons sneeze or cough. These can be directly transmitted to another person or a surface and then transferred if a person touches their eyes, mouth or nose.
- ⚠️ **Threat of violence and aggravated theft**
Team members may be attacked in order to obtain goods or money. There may be aggression from customers or members of the public.
- ⚠️ **Burns and scalds**
Hot food or drink spilling and causing burns and scalds.

CONTROL MEASURES

- **Accepting payment**
Reduce the contact with the member of the public. The hierarchy of controls are - Payment to be made over the phone before collection. Payment at the time of collection, using chip and pin machine. Payment with cash. If payment is made with cash, then team member to wash hands immediately afterwards. If possible, at the till point erect a screen to provide physical barrier between team member and customer.
- **Designated area to collect orders**
To maintain distance an area for orders to be collected from is to be identified. A separation distance of 2 metres to be maintained between team member and customer. Consider a numbering system to help identify an order, as this will reduce communication with the guest.
- **If ordering by phone, collection time communicated**
Customer is to be given a time to collect order. Instructed not to arrive before the allocated time. If they arrive early, then to remain outside of the building. Consider taking mobile phone number and customer can be called when order is ready to collect.



- **Cleaning**
Enhanced cleaning of hand contact surfaces. Use sanitiser that is effective against COVID-19. Contact time to be adhered to. Cleaning frequency to be based on how busy the site is, but minimum would be once an hour to clean hand contact points - eg door handles.
- **Lone working**
Team are not to lone work. There must always be at least two people within the business.
- **Training**
All team members are trained in COVID-19 precautions with special emphasis on hand washing.
- **Take away food packaging**
All prepared food packaged safely and securely to minimise risk of hot food or drink spilling on collection.
- **Hand sanitiser**
Hand sanitiser, with minimum alcohol content of 60%, to be provided on entrance to building and signage displayed requesting people collecting order use it.
- **Restrict numbers entering premises**
In order to maintain social distancing, limit the number of members of public in the premises. Signage to instruct customer to check if another member of the public is in the premises. If there is, then continue to wait outside. Markings to be made outside of the property indicating 2 metre separation distance. Team to enforce distancing by asking member of public not to enter if there is already a member of the public in the premises. Assessment of the premises may find that the property is large enough to allow more one member of the public inside at a time. Occupancy limits must ensure that a separation distance of 2 metres is maintained.
- **Restricting number of orders**
The number of orders taken to be restricted to ensure there is sufficient time to implement controls measures.