

Covid-19 Catering and Social Distancing in Practice

Hazard	Who is at Risk?	Controls Required	Additional Controls	Site Specific Measures	Completion Date	Initial
Covid 19 Social Distancing in the Kitchen /Preparation Area	Employees Customers Contractors Drivers Visitors Agency workers	<p>Every kitchen needs to be deep cleaned prior to the first day of service</p> <p>Every Dolce staff member needs to sign off this risk assessment prior to the first day of service</p> <p>A distance of 2m must be kept at all times between employees within the kitchen area</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 at the end of each shift</p>	<p>If a 2m distance cannot be kept between all employees:</p> <p>Shift patterns in place to limit the amount of employees per shift.</p> <p>Deep cleaning of workstation between shifts in addition to existing cleaning</p> <p>Face coverings to be used if the work area is too small to accommodate a 2m distance between employees</p>			

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Covid 19 Social Distancing During Service at the Main Counter	Employees Customers Contractors Drivers Visitors Agency workers	<p>School Grid must be used for pre ordering and recording of meals.</p> <p>Employees must maintain a 2m distance 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 2m distance 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>A face covering can be considered where social distancing of 2m between employees is not possible</p> <p>Disposable gloves can be used when serving if there is an enhanced risk</p>			

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Covid 19 Delivering Food to Classrooms	Employees Customers Contractors Drivers Visitors Agency workers	<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, 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> <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 & Dolce staff moving around the school can 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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Covid 19 School Grid - Allergen Protection	Employees Customers Contractors Drivers Visitors Agency workers	Pre ordering must be completed for all meals via the School Grid system. School Grid must be used to record all meals served The system must be used and names selected at the point of service by a designated person from the school each day, and not by individual pupils, which will help reduce the 'point of contact' spread of the COVID virus.				
Covid-19 Grab Bags & Hampers Distribution	Employees Customers Contractors Drivers Visitors Agency workers	A mutually agreed time and location for pick ups must be arranged with the school representatives A distance of 2m must be kept at all times between employees and customers/visitors. Grab bags will need to be checked from the school's email/checklist All grab bags must be recorded on the School Grid system Allergen cards must be used for all bags/hampers				

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Covid-19 Coronavirus Cleaning	Employees Customers Contractors Drivers Visitors Agency workers	Cleaning frequency 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. Follow manufacturers guide for contact times of cleaning products. Clean as you go policy in place	Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed. Ensure bin lids are in place and are cleaned regularly			
Covid 19 Hand Washing	Employees Customers Contractors Drivers Visitors Agency workers	Hand washing facilities with soap and water in place. Stringent hand washing taking place. See hand washing guidance. https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-yourhands/ Drying of hands with disposable paper towels. Gel sanitisers in any area where washing facilities not readily available	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			

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Covid 19 Driving Food Between Sites	Employees Customers Contractors Drivers Visitors Agency workers	<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 and disposable gloves if working in close proximity to another employee.</p> <p>Anticipate more cyclists and pedestrians than usual, take extra care when setting off and driving through populated areas.</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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Covid 19 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 can be worn when walking around the communal areas where the risk is deemed high</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>				
Covid 19 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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Covid 19 Receipt of Deliveries	Employees Customers Contractors Drivers Visitors Agency workers	<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</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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Covid 19 Symptoms of Covid 19	Employees Customers Contractors Drivers Visitors Agency workers	<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>	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.			

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Covid 19 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 - https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/ www.hseni.gov.uk/stress	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.			

Additional Site Specific Risk Assessments

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