



## **LA DIVINA COVID-19 RISK ASSESMENT**

Please note below is how we will manage the risk of COVID-19 when we re-open our restaurant. As La Divina we will make sure all government guidelines will be followed at all times and any new update will be implemented.

- **HAZARDS**

- **Staff**

- Risk of employee carrying the disease and spreading to customers & other employees.

- **Customers**

- Risk of customers carrying the disease and spreading to other customers & employees. **Deliveries**

- Risk of items coming in & people who delivers them carrying the disease and spreading to employees.

- **Deliveroo / UberEats Drivers**

- Risk of drivers picking up take away orders carrying the disease and spreading to employees, customers & local community.

- **PEOPLE EXPOSED**

- Employees

- Customers

- Members of the public

- Visitors

- Suppliers

- Delivery Drivers

## **KEEPING CUSTOMERS AND VISITORS SAFE**

### **SEATING LAYOUT**

All seating that is able to be moved must be positioned in such a way that there is social distancing (1m plus)

However, by monitoring the current customer flow, 2m, safer social distancing measure may be pursued.

This will be achieved by seating customers in different part of the restaurant at quiet times.

People would be encouraged to seat at least 1m apart from members of other households or support bubbles.

### **CUSTOMER FOCUS**

To help with NHS Track and Trace System customers will be encouraged to make online or phone bookings prior to arrival.

Customers will be greeted by the host who will confirm booking details and if no booking in place customers details will be taken by our digital system confirm guests belong to same household or in same support bubble.

Guests then will be asked to use hand sanitising units and follow our host to seated in the allocated tables. Any physical contact will be avoided.

Online booking and telephone booking system will be set to stagger entry times to avoid possible congestions. If needed customers will be encouraged to queue outside and will be reminded to follow social distancing rules.

We will make sure setting outdoor tables in such to accommodate maximum 6 guests & 1m (plus) rules to be followed. Considering mass gatherings are banned there will only be maximum 30 people per booking.

Disposables menus are to be in place to reduce contact and contamination when handling and placing food and drinks orders.

Signs and Posters, in relation to health and safety and hygiene will be visible by all customers. Vulnerable and Elderly customers will be informed of current legislation should they need assistance.

Manager on duty or a designated person is responsible for seating customers that respects 2m or 1m Plus social distancing rule. We will also provide clear guidance on social distancing and hygiene rules by placing appropriate signs where available.

We will be extra cautious with families with children. Parents must be kindly reminded to supervise their children at all times.

### **MANAGING SERVICE OF FOOD AND DRINK**

Given the nature of operation we have to provide table service only. Any customer who prefer otherwise will need to be asked to kindly comply with restaurant policy.

To maintain social distancing between customers and staff, some members of staff will be serving their designated table(s).

Tables are to be set up while serving the food.

Disposable/individually packed condiments be used where available.

Customers will be encouraged to make payments via contactless terminal or apple / android pay.

Where possible the back bar should be installed in such a way that this limits the crossover of any zones for staff members. All reasonable efforts should be made to complete this task.

Online menus will be encouraged to be used with QR Codes. Disposable food and drink menus will be provided to customers should they need so.

### **CUSTOMERS TOILETS**

Signs and posters will be in place to remind customers good hand washing methods and hand sanitising process.

Congestion and queues around toilet area will be prevented. This may be achieved by kindly asking them to use the facilities at a later time.

Manager in duty has to make sure that hand wash and hand sanitiser liquids are in place in toilets at all times.

We will check toilets more frequently to ensure that the toilets are kept clean. Hand touched surfaces, such as knobs and door handles will be cleaned by antibacterial sprays with disposable cloth.

### **PROVIDING AND EXPLAINING AVAILABLE GUIDANCE**

Customers will be reminded to respect the social distancing rules prior to arrival where possible.

Customers who do not respect the social distancing rules will be warned first. If they insist not obeying the law, Manager in duty will stop serving and ask them kindly to leave the venue.

We must ensure that customers may hear each other without raising their voices. We will therefore play background music, quieter than we used to play before.

We will organise our ordering schedule to minimize the number of deliveries where possible. Suppliers may be encouraged to make deliveries at off-peak hours to reduce congestion in and around the restaurant. Backdoor area are designated drop off points for deliveries.

We must use antibacterial spray on deliveries where POSSIBLE.

### **STAFF ATTENDANCE**

Planning for the minimum number of people needed at the venue to operate safely and effectively will be made by managers.

Staff must arrive at least 5/10 minutes earlier to their shift to fill out the fit to work form check their temperature and wash their hands before starting to work

Staff, including MANAGERS, MUST change their UNIFORMS/CLOTHES upon arrival at work. They also have to be washed regularly to minimize the risk of spreading infection.

High traffic narrow areas such as entrance, stairs to kitchen must be properly managed in order to minimize congestion.

Staff will have their own ordering pad, pen, wine opener.

### **FOOD PREPARATION AREAS**

We must minimise interaction between floor and kitchen staff. Floor staff MUST NOT spend time in kitchen unless it is deemed necessary.

Reducing number of people who access in narrow areas, such as fridges is essential.

Floor staff MUST avoid interacting with kitchen staff while collecting plates.

### **ACCIDENTS, SECURITY AND OTHER INCIDENTS**

Some exceptions to social distancing rules may be applied. In an emergency, for example, an accident, provision of first aid, fire or break-in, customers and staff do not have to comply with social distancing guidelines if it would be unsafe.

### **KEEPING THE VENUE CLEAN**

Doors and windows MUST be kept open where possible in order to achieve healthy ventilation.

Workplace areas, Surfaces and objects, such as tables, card terminals, trays and chairs MUST be thoroughly cleaned between each customer use.

Workplace areas and surfaces and objects above MUST also be cleaned overnight and before the service commences.

Sanitiser must be used at all times (please see label on how long to leave on surface) Blue paper towels must be used to wipe, and it must be disposed of after each use.

Staff must wash their hands before and after handling cutleries, plates and all other necessary equipment.

Hand sanitizers must be in place in food preparation and bar areas.

### **PERSONAL PROTECTIVE EQUIPMENT AND HYGIENE**

Staff can use mask if they feel they need one

Where applicable, for floor staff, only designated sink behind the bar must be used for washing the hands.

All hand wash basins should be in great working order and the all staff must wash their hands regularly. Only paper towels should be used to dry hands.

The 20 second hand washing procedure must be followed at all times.

By more frequently hand washing you may be removing the healthy oils and also good bacteria that defends against disease. A person may also suffer from hand dermatitis, due to over washing. It may be worth exploring barrier creams but people whom suffer from this will already be aware of the condition and manage it themselves.

### **ADEQUATE SUPPLY OF ITEMS / PPE**

Managers must ensure there is enough stock of the below items at all times.

Blue Paper

Hand Gel (500ml pumps)

Blue gloves (check for sizes needed)

Sanitiser spray

Masks

### **FIT TO WORK FORM**

Fit to work and temperature check form must be filled in by all employees. All team members must complete this before working for the first time and they must inform their MOD if they or household member are displaying symptoms. The manager needs to be aware of any pre-existing conditions, anyone shielding in the family under medical grounds and this must be recorded. It is important to regularly check on your staff, verbally check daily and weekly record that your staff are fit to work.

### **MANAGER DUTY IF CUSTOMER SUSPECTED TO HAVE COVID 19**

The managers must ask the customer to leave in a friendly way to protect members of staff and other customers. Emergency lines must be called asap if the customer is severely unwell.

### **MANAGER DUTY IF STAFF SUSPECTED TO HAVE COVID 19**

Managers must be in clear communication with their staff at all times. The employee must be asked about the symptoms they have and when suspected of Covid-19 the employee must fill out the fit to work form (unfit) and must be sent home to self-isolate.

Staff must call their manager if they have any Covid-19 symptoms.

Employee who has Covid-19 must self-isolate for two weeks.

### **TRAFFIC FLOW AND MARKINGS TO MAINTAIN SOCIAL DISTANCING**

To help the public maintain a social distance we must keep supervisor in entrance of the restaurant to control traffic flow

### **TRAINING AND CHANGING THE WAY OF OPERATION**







