



Frasers COVID- 19 Special Measures Risk Assessment 25th June 2020

General statement

This risk assessment implements measures to reduce the risk of staff and customers becoming infected with COVID-19 virus. This risk assessment covers all food and drink provision.

These control measures are based on a COVID-19 risk assessment. They are in line with the Government requirements and are updated when requirements and advice from statutory organisations changes.

Hygiene

At Frasers we implement the highest standards of hygiene at all times. In addition, enhanced COVID-19 controls have been implemented.

Our staff have been trained to pay extra attention to keeping the premises clean and hygienic. In addition to cleaning and sanitising food contact areas, equipment and utensils, we pay special attention to areas likely to be touched by staff and customers, such as door handles, taps etc. These hand contact areas are frequently sanitised. Disinfection products meet the BS EN standards of BS EN 1276 or BS EN 13697

Staff are trained to wash hands after handling customer items and before moving onto another task. For example, after collecting used plates for cleaning and before serving food to another table.

Personal hygiene

In order to reduce the risk of COVID-19 infection and to maintain good standards of food hygiene, our staff, including those doing deliveries, have been trained to wash their hands regularly and thoroughly in line with Government guidance. In some situations the use of disposable gloves is necessary such as delivering outside catering items, picnic hampers and afternoon teas.

A notice reminding staff about how to wash their hands thoroughly is posted near wash handbasin, staff toilet and kitchen. Staff will sanitise prior to entering the building. They will change both their clothes and shoes and store these in a sealed bag. Work uniform will be required to be washed at 80 degrees. Staff will then wash their hands and sanitise prior to entering the kitchen.



Staff temperatures will be taken and recorded prior to entering the building. A staff member with a temperature of 38°C or above will be immediately sent home. The premise will be temporarily closed whilst a deep clean is carried out. Ashford Borough Council will be notified.

Mobile phones and personal items will not be brought into the building.

Our staff avoid touching the face, mouth, eyes and nose to reduce the risk of infection transfer. If they accidentally touch any of these areas, they will immediately wash their hands thoroughly.

Face covering will be made available to both staff and customers, if requested.

Likewise, disposable aprons will be used in the kitchen, for deliveries, housekeeping and for any staff who wish to wear them.

Illness reporting and controls

At Frasers, our staff have been made aware of the symptoms of COVID-19 infection and the need to report immediately to Lisa Fraser.

If they have a continuous cough or a high-temperature or the symptoms are present in a member of their household, they will not be allowed to come to work.

Staff can contact Lisa Fraser to report symptoms of illness or illness in the household without attending work.

If any staff show such symptoms at work, they will immediately be sent home and the premises will be temporarily closed for thorough cleaning.

Staff with symptoms of COVID-19 infection will not be allowed back to work for a minimum of seven days and where there is a member of the household is showing symptoms they will not be allowed back to work for a minimum of 14 days. Testing for suspected COVID-19 will be carried out as soon as possible.

Records of staff shift patterns will be kept for 21 days to assist the NHS track and trace with requests for data if needed.

Frasers recognise that mental health and wellbeing is important and will offer whatever support they can to help staff. An open-door policy for those who need additional support is available and staff should approach Lisa Fraser to talk initially. Further advice on mental health can be found on the Government's every mind matters site.



<https://www.nhs.uk/oneyou/every-mind-matters/>

Social distancing

Unless our staff are members of the same household, we have arranged ways of working to keep them physically separated i.e. 2 m apart, or 1 m with risk mitigation.

We have implemented a one-way work flow through the restaurant and kitchen to avoid 'pinch points'.

Wherever possible we encourage using back-to-back or side-to-side working (rather than face-to-face).

We reduce the number of people each person has contact with by reducing the compliment of staff on site whilst current conditions prevail.

A protective screen will be erected at the reception desk.

In our restaurant tables are arranged to enable 2 m social distancing. Whenever possible windows and doors are kept open to facilitate air flow.

Toilets are operated by a 'one in, one out' procedure. Hand washing notices are located in the customer toilets. Toilets are sanitised between use. A sanitiser station is located outside the lobby for customers to sanitise prior to entering the W.C . There will be a one-way flow in and out of the lobby area with a further sanitising station as they leave the lobby to the rear of the building.

Our customers

Hand sanitiser is available for customers entering and leaving Fraser's. Signage encourages them to use it.

Wherever possible we ask our customers to pre-order their food. Food and drink will be delivered to a "collection table" thereby enabling social distancing and protecting both customers and staff. Reservation times for eating inside will be staggered to adhere to social distancing. For outside reservations guests will be allocated a 1.5 hour slot. We will allow 30 minutes between reservations to facilitate effective cleaning. This allows us to arrange a collection time, manage the number of people on site and maintain social distancing.

For inside restaurant reservations we have terminated the use of our third party booking system "Open Table".



Guests are requested to telephone or email their reservation to ensure the requirement for both social distancing and the maximum table size and 2 household requirements for eating inside and the 6 person maximum table size for outside dining and picnic facility. This then enables us to adhere to the Governments “Track and Trace” by keeping a record for 21 days of all those customers visiting Frasers.

Staggered collection times are implemented for customer collection of picnic hampers or afternoon teas..

Customers are made aware prior to arrival that cash cannot be accepted as payment. Where keypads are used for payment they will be thoroughly sanitised between customers.

All tables and chairs are thoroughly sanitised between customers. For overnight guests they will be allocated a table for both breakfast and dinner. This will facilitate time for thorough cleaning between guests.

For the self- catering units we are requesting earlier check out 9 instead of 10 and late check in 5 instead of 4 to facilitate deep cleaning of the property.

Delivery

Our delivery drivers have been trained to maintain high standards of hygiene. Disposable gloves are used for each customer when delivering picnic hampers.

For deliveries received by Frasers, a table has been erected at the front of the building to enable socially distanced deliveries. Staff receiving deliveries will wear disposable gloves. The normal temperature and food safety checks will be carried out before goods enter the building. Any excess packaging will be removed prior to entering the building. Staff will wash their hands and sanitise once deliveries are in the building.

Maintenance and repairs

Any personnel required to enter the premises will be required to operate social distancing. Disposable gloves and masks will be worn. Where possible appointments will be made prior to staff entering the building.

These controls are set out in our risk assessment.

