

Risk assessment Reeve the baker Controlling the transmission of Covid 19 in the Shops-Butcher Row updated 28/05/20
 Updated 07/09/20 to include service of seating areas Risk rating level LOW

What are the hazards	Who might be harmed and how	What controls are already in place to control the risks	What further action required to control the risks
1. Covid 19 being brought onto the site by external delivery personnel.	Staff	Delivery personnel (milk) keep social distance. Staff wash hands after putting delivery away.	SM/AM/AREA M to ensure compliance.
2. Covid 19 brought onto the site by contractors	Staff	Contractors <i>only</i> brought onto site for emergency work /essential planned work which is required for safety reasons. Contractors enter and gel / wash their hands. Contractors complete the visitor health declaration. This has been up dated to declare <ul style="list-style-type: none"> • Not experiencing a new cough • Not experiencing a high temperature • A loss of, or change to, your sense of smell or taste. • No one in their household/support bubble is currently displaying above symptoms or have had symptoms in the last 14 days. 	SM/AM/AREA M to ensure compliance. Info stored in Covid file
3. Covid 19 brought on site by RTB drivers.	staff	Drivers issued sanitising gel Drivers sanitising hand contact points in cab after shift. Drivers always wash hands/gel hands on arrival at the shop. Drivers issued with personal visor to wear when 2m distance cannot be maintained. Driver training completed on starting work and health declaration.	Bakery Trail check to ensure compliance
4. Covid 19 brought onto the site by RTB staff.	staff	All staff <i>immediately</i> wash hands or gel hands on arrival at work in addition to washing hands on starting shift. Staff declare daily on arrival at work that they are; <ul style="list-style-type: none"> • Not experiencing a new cough • Not experiencing a high temperature • A loss of, or change to, your sense of smell or taste. • No one in their household/support bubble currently displaying above symptoms. <i>Absolutely No mobile phones allowed in work areas.</i>	SM/AM/AREA M to ensure compliance.

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4. Covid 19 brought onto the site by RTB staff.(CONT)		<p>Shop training completed on returning to work after furlough with health declaration.</p> <p>Return to work form completed before starting work after a period of absence for sickness or A / L. (Symptoms for Covid 19 as well as vomiting and diarrhoea covered)</p>	
5. Transmission of covid 19 between staff not displaying symptoms.	Staff and essential contractors.	<p>Staff training regarding Covid 19 covering</p> <ul style="list-style-type: none"> • Social distancing. • Good personal hygiene • Good respiratory hygiene. • Social distancing • Any improved hygiene measures • Social distancing during comfort breaks • PPE use. <p>Work stations considered and floor markings in place to keep staff apart. Staff in teams to reduce contact wherever possible. Breaks times considered to enable social distancing. Start/ end shift times considered to avoid congestion in changing rm. When an area has restricted access the area has details on the door. Staff have their own pens/ avoid sharing pens. Social distancing and hand wash reminders in place around the shop. Return to work form completed after sick leave. Return to work following ANNUAL LEAVE FORM issued to shops.</p>	<p>SM/AM/AREA M to ensure compliance.</p> <p>To review as more staff return</p>
6. Possible transfer of Covid 19 to product	Possible staff and customers.	<p>All staff and contractors wash their hands/ for at least 20 seconds or gel their hands on entering the SHOP. <i>This is in addition to when starting work.</i></p> <p>Cleaning and sanitising of work surfaces throughout the day observing contact time.</p> <p>Tongs/barrier used for product at all times.</p> <p>Cleaning and sanitising of hand contact surfaces throughout the day and recorded on Trail.</p> <p>Sanitiser changed regularly if unused and Daydotted/dated on mixing.</p> <p>Product on display wrapped/shielded by counter.</p>	SM/AM/AREA M to ensure compliance.

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<p>7. Transfer of Covid 19 between staff/customers in the shop</p>	<p>Customers Staff</p>	<p>Gel available for customer use on entering the shop. Any queue /admittance to shop controlled by RTB. Floor markings in place to remind customers of till points /social distancing. Perspex screens in place at key points in the shop. Social distancing in place throughout the shop Signage in place to ask customers to not come into the shop if they are experiencing symptoms. Cards preferred and contactless wherever possible. Hands are sanitised after taking cash and before serving another customer. Cash taken only where there is no alternative. Sanitising card machines after EVERY non contactless card. One way system in place -with signage. Responsible glove use training. Customers to wear a face covering on entering the shop. Visor available for staff for use when social distancing cannot be maintained and there is no alternative.</p>	<p>SM/AM/AREA M to ensure compliance.</p> <p>Manager to monitor Audit checks</p>
<p>8. Transfer of Covid 19 between staff / customers in seated areas outside.</p>	<p>Customers / staff</p>	<p>Government guidelines followed regarding Gatherings, public spaces and activities followed at all times. Guidance available on the premises. Customer details collected and kept for 21 days to help with NHS track and trace. Removal of some tables and chairs to enable social distancing. Chairs facing away from other parties. Instruction to customers not to move furniture. Reminder to keep children seated at all times. Individual sugars / condiments given at point of sale. Removal of all essential multi-use items EXCEPT TRAYS. Disposable cups/ stirrers/ plates / bags used in outside areas. Outside area monitored by RTB wearing a visor. Once tables have been cleared by customer to bin area R T B staff will clean. If wearing gloves, hands washed after removal. Gloves disposed of after use. Hands washed after use.</p>	<p>SM/AM/AREA M to ensure compliance.</p>

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<p>8. Transfer of Covid 19 between staff / customers in seated areas outside (CONT)</p>		<p>Tables and chairs cleaned after every use with Holquat sanitiser observing contact time. Trays put through dishwasher and sanitised. Rubbish area outside regularly serviced.</p> <ul style="list-style-type: none"> • Bin emptied • Trays removed • Sanitiser/ blue roll replenished • Table cleaned and sanitised. <p>Spray sanitiser/blue paper and hand gel available for customer use inside and outside.</p>	
<p>9.Narrow/angled stairs to tea room making social distancing difficult and vision obscured.</p>	<p>Customers</p>	<p>No queue on the stairs permitted. Signage in place asking customers to not queue on the stairs. Customers exiting give way to customers arriving on the stairs. Managed by RTB. Floor markings in place to remind to social distance. Mirror to enable customers to see top /bottom of stairs.</p>	<p>Tea room manager and shop manager to ensure compliance.</p>
<p>10. Transfer of Covid 19 between staff / customers in seated areas inside.</p>	<p>Customers and staff</p>	<p>Visors are worn by service staff. Food orders/payment taken at the same time to reduce contact. Tables and chairs cleaned after every use with Holquat sanitiser observing contact time. Government guidelines followed regarding Gatherings, public spaces and activities followed at all times. Guidance available on the premises. Customer details collected and kept for 21 days to help with NHS track and trace. Removal of some tables and chairs to enable social distancing. Chairs facing away from other parties. Instruction to customers not to move furniture. Reminder to keep children seated at all times.</p>	<p>SM/AM/AREA M/ DUTY MGR to ensure compliance</p>

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		<p>1 x Window open in front and back room in the upstairs tea room to increase ventilation.</p> <p>Individual sugars / condiments given at point of sale.</p> <p>When tables have been vacated R T B staff will clean.If wearing gloves, gloves disposed of after use and hands washed OR hands washed immediately after cleaning.</p>	
11. Customers being unaware of procedures in place.	Customers and staff	<p>Signage advising customer of changes and procedures.</p> <p>Information and R.A available on the R T B website.</p>	Staff to help and direct.
12.Customer toilet area as a possible transmission area for Covid 19	Customers and staff.	<p>Hand gel available for customers to use before entering and when exiting the customer toilets.</p> <p>Regular cleaning/ restocking checks throughout the day-recorded and visual.</p> <p>Disposable apron worn.</p> <p>Posters to remind customers regarding handwashing and the spread of infection in hand wash areas.</p>	Duty manager to ensure service.
13. Security and customer safety hazard due to Customer toilet facilities in a remote area of the shop unmanned and up 2 flights of stairs when outside seating area only open.	customers	<p>Shop toilets closed if no inside seating area open.</p> <p>Customers advised and informed of nearest open toilet facilities (Market Square)</p>	SM/AM/AREA M to oversee