



CORONAVIRUS CONTROL

Instreatham Business Improvement District

GUIDANCE NOTES

Prepared by Navitas Group
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Introduction

It is clear that in the absence of an effective vaccine against Covid-19, the economic pressure on UK businesses to return to work will result in a situation where businesses may have to demonstrate that they have taken steps to ensure that a level of coronavirus controls are in place at their workplace.

The Government Plan for lifting lockdown is yet to be revealed but many businesses will already be starting to think about how to re-open Catering and Hospitality premises. There are so many aspects to consider with regards to Business Recovery and it is therefore important to 'plan -in' as much as possible before you get the go-ahead.

Navitas have put together sector specific Covid-19 Control Guidance Notes and a supporting Certification Scheme to re-align customer assurance.

It looks at the steps necessary to ensure a safe re-opening, explains how to complete the checks required, and how to act on findings. It formulates Checklists of key areas to address to verify that all reasonable steps have been taken to bring safe working environments and operations back into use.



1. Front of House Controls

Ref	Actions
1.1	<p>Pre-ordering by telephone, online or email.</p> <p>In order to facilitate a swift and efficient service procedure minimising the potential for large numbers of customers congregating in the service areas at any one time, Food Business Operators (FBO's) should, wherever possible, introduce or extend pre-ordering capabilities. This can include telephone orders, email ordering or ordering via an app.</p>
1.2	<p>Providing takeaway food only</p> <p>FBO's should consider providing solely a 'takeaway meal' offer. Customers could preorder their food as above and be given a predicted service 'time slot' for collection of their meal order. This would result in an extremely fast turnaround of the transaction and minimise the opportunity for unacceptable close contact. A numbering system could be implemented for takeaway orders. Orders could be left at a designated collection point just before the allocated collection time slot.</p>
1.3	<p>Limiting menu offers</p> <p>Consideration should be given to reducing the menu offer during this period. This will aid in ensuring operational efficiency and reduce loading on the food production areas. You may be operating on reduced staffing to comply with distancing measures in the kitchen.</p>
1.4	<p>Stagger/elongate service periods</p> <p>In order to reduce the number of visitors to the restaurant and servery areas as much as possible, service periods should be staggered and/or elongated.</p>
1.5	<p>Avoid Self Service arrangements</p> <p>It is recommended that menu items are passed to customers on order, or left in the designated collection point, as normal self-service may result in over-handling and viral cross-contamination of packaging and/or foods. It may also encourage the gathering of customers at these points which is to be avoided.</p>



Ref	Actions
1.6	<p>Temporary Handwash/Sanitising stations at entrance to restaurant/servery</p> <p>Temporary hand wash stations with a basin, hand detergent and post wash sanitiser should be provided at the entrance to the servery. Where this is not possible, a supply of hand sanitiser should be provided at the entrance.</p>
1.7	<p>Sanitising wipes for trays</p> <p>All used service trays should be wiped down with a sanitiser prior to reuse, or ideally put through the dishwasher if practicable to do so. In schools, where food is served directly onto moulded trays, each tray must undergo an effective washing and sanitising procedure prior to use; again, ideally through a mechanical dishwasher if this is available.</p>
1.8	<p>One way systems of travel with clear signage and floor markings for queuing points</p> <p>The direction of travel within any service area should be clearly marked with appropriate signage. Areas near the servery where queuing may be inevitable should be clearly marked with floor marking to ensure that 2m 'social distancing' is maintained during the queuing activity. Customers should remain at a safe distance from the service counter and called forward as their order is ready. A sample of a Customer Covid Control Notice is included with this document.</p>
1.9	<p>Enhanced sanitising of touch points</p> <p>All of the key touch points in the restaurant areas should be sanitised every 30 minutes in order to minimise any viral loading. Such points include door handles, light switches, tray runners, cutlery / condiment areas, napkin holders, chairs and tables. If fire regulations allow, try to keep any doors on main thoroughfares open to avoid contact. (See Section 3.5 Chemicals).</p>
1.10	<p>Distancing</p> <p>Customers should keep a 1 meter distance between themselves and any service counter etc. The service counter should be sanitised every 30 minutes.</p>
1.11	<p>Contactless payment only</p> <p>Cash payment should not be accepted in order to remove the risk of viral cross-contamination. Card payment or other contactless methods should be used. Where this is not achievable, machines requiring customer input, such as pin or thumb print, should be sanitised between each use. If a staff member has to be present to oversee transactions, screening at payment points should also be considered.</p>



Ref	Actions
1.12	<p>Seating 2m apart or temporary screening between tables</p> <p>In order to maintain social distancing at a sit down restaurant, restaurant furniture should be arranged to ensure at least 2m separation between the customers as they eat their meals. An acceptable alternative where there is insufficient space to achieve this would be to provide screening between the tables to minimise the risk of viral spread. Any soft seating or 'chill-out' spaces should be put out of use to avoid gatherings.</p>
1.13	<p>'Eat and Go' to discourage spending longer times than necessary in the restaurant</p> <p>Notices should be displayed politely suggesting that customers move out of the servery area as soon as they have finished their meal. This will help reduce loading on the restaurant area and aid social distancing. It is recommended that newspapers, magazine and leaflets etc are removed from the restaurant area.</p>
1.14	<p>Consideration of using disposables only</p> <p>In order to reduce viral cross-contamination risks and to reduce general kitchen activity, consideration to be given to the provision of disposable service plates/dishes/utensils rather than reusable crockery which has to be washed and sanitised prior to reuse. Reusable condiment bottles should not be used. Sachets of condiment products should be utilised.</p>
1.15	<p>Schools Catering – menu item ordered at registration</p> <p>Within the school environment lunchtime menu requests can be recorded during registration. This will allow the specific menu items to be made available and, along with staggered service times, can achieve an efficient and safe service operation utilising the controls stated above.</p>



2. Kitchen and food production area controls

Ref	Actions
2.1	<p>Reduce staff in the main kitchen by limiting menu offer</p> <p>Many commercial kitchens are relatively restricted areas where social distancing can be very difficult. It is recommended that the FBO considers reducing their menu offer so that the minimum number of staff are required to work within their kitchen in order to still provide a viable menu offer.</p>
2.2	<p>Investigate the potential for 'work stations' or designated work areas</p> <p>It is recommended that, wherever possible, designated work areas, with allocated equipment, are established in order to minimise overall travel around the kitchen. Due regard will need to be had to continued control over pathogenic cross-contamination.</p>
2.3	<p>Regular Hand washing every 20 minutes</p> <p>Notwithstanding the requirement for 'task based' hand washing i.e. after handling raw food, prior to food handling, staff should be required to wash their hands every 20 minutes whilst they are at work. Correct washing facilities must be maintained at the wash hand basins within the kitchen at all times. Staff should be reminded of the correct hand washing procedure to be followed.</p>
2.4	<p>Sanitising of key touch points and working surfaces every 30 minutes</p> <p>All switches, taps and control and hand contact points should be sanitised every 30 minutes. (See Section 3.5 Chemicals).</p>
2.5	<p>Disposable gloves to be worn for the preparation of RTE foods</p> <p>In line with common controls for bacterial cross-contamination, staff who handle 'Ready-to-Eat' foods should wear disposable gloves which should be changed on a regular basis.</p>



Ref	Actions
2.6	<p>Disposable gloves to be worn whilst accepting food deliveries and during decanting</p> <p>In order to minimise the risk of viral transfer from external food packaging, disposable gloves should be worn when accepting and decanting food deliveries. External packaging should be removed as far as possible before moving into a food preparation and storage area. Gloves should be disposed of once each delivery has been received. Drivers should be instructed to only enter the designated delivery drop-off point within the kitchen to minimise interaction.</p>
2.7	<p>The Use of PPE</p> <p>It is likely that full 'social distancing' would be very difficult in many kitchens so under the 'Hierarchy of Controls' suitable PPE should be provided for staff. In addition to the disposable glove requirement listed above, it is recommended that staff working within the kitchen wear lightweight full face visors. The visor is recommended as it is thought to be more comfortable for the wearer than a mask and results in less touching of the face. The visor can also be sanitised and reused. Disposable aprons should be used during food preparation and replaced on a regular basis.</p>
2.8	<p>Managing Staff Rota</p> <p>When taking breaks staff should be following the same distancing rules as detailed above. If a staff room is available, spacing of tables and chairs will be required. You may want to consider staggering start / finish times for staff to avoid gatherings in changing rooms or at signing in/out points.</p>



3. Additional controls and information

Ref	Actions
3.1	<p>Staff Health Declaration</p> <p>Prior to returning to work, all staff should be required to complete a Staff Health Declaration which, in addition to confirming whether the staff member has suffered from any of the standard gastrointestinal issues, they are also required to declare that they are fit for work and that neither they nor a household member have suffered with any of the symptoms of Covid-19 illness for the previous 14 days.</p>
3.2	<p>Reporting Illness</p> <p>In addition to reporting illness and infectious diseases as required under normal operating conditions, any member of staff who reports symptoms of coronavirus should be removed from the operation and put into isolation in accordance with Government guidelines.</p>
3.3	<p>Covid Awareness Training</p> <p>Prior to commencement of work, all staff should have received Covid Awareness Training comprising of basic information on the Covid-19 virus and the controls which are in place within their workplace. They should also be reminded of the symptoms of Covid-19 illness and the action to be taken should they suffer from any such symptoms.</p>
3.4	<p>Covid 'Champions'</p> <p>It is recommended that, depending on the size of the catering operation, AT LEAST one member of staff is designated as a 'Covid Champion'. That person(s) will assume responsibility for monitoring the Covid control procedures to ensure that they are being followed. A sample Covid Control Monitoring checklist is included with this document.</p>
3.5	<p>Chemicals for touch point sanitising</p> <p>In order to achieve effective sanitising of touch points, it is recommended that the cleaning product should be of the standard BS EN 1276 or BS EN 13697 to disinfect food contact surfaces and equipment under standard conditions (e.g. E. coli controls) and also BS EN 14476 for virucidal activity of disinfectants. Ideally, this can be sourced as one combined product or FBO's may use their usual product plus a virucidal disinfectant.</p>
3.6	<p>Best Practice and future controls</p> <p>FBO's must keep up to date with the latest Government Guidelines and adjust these controls accordingly to reflect any change in the recommendations.</p>



4. Covid control certification scheme

It is important that the public are able to be confident that an establishment is operating with effective Covid Controls. To this end, Navitas is offering a 'Covid Control Certification Scheme'.

FBO's can apply for an assessment visit and will be visited by a Navitas Assessor who will check that the business is operating in accordance with this guidance note. The assessor will also help the FBO to clarify any points to ensure that the guidelines are interpreted correctly. Once all relevant controls are in place, the assessor will issue a report and compliance certificate.

Navitas has already produced an online assessment tool which will be used to assess and report on the standard and automatically email a certificate to the business.

This would include pictorial evidence of the controls in place at the time of the audit.

Businesses would be able to display the certificate adjacent to their Food Hygiene Rating sticker in order to give the customer confidence that control was being exercised.

Note:

Navitas Consulting was formerly known as The European Safety Bureau and has been providing food safety and health & safety support to the catering and hospitality sector for over 30 years. It is important to note that these guidelines have been developed in line with existing current Government guidelines on Social Distancing and Personal Protective Equipment. The information contained in the document will be changed as necessary to reflect any future changes in advice.

For further discussion please contact Derek Gardner, Director on 07741 330453 or derek@navitas.eu.com.

Derek Gardner

Derek Gardner

27th April 2020



CUSTOMER NOTICE

COVID-19 CONTROL



We wish to ensure that all of our customers are provided with their food in a safe manner and in accordance with current Covid-19 distancing measures. We are asking you for your assistance by:

- ✔ **Asking you to pre-order your meals, where possible**
- ✔ **Sanitising your hands when entering the service area using the facilities provided**
- ✔ **Ensuring that you follow the marked, designated routes through the service area**
- ✔ **Keeping correct social distancing when in the restaurant/service area and observe the queuing markers at the service point**
- ✔ **Using contactless payment whenever possible**
- ✔ **Continuing to observe all social distancing procedures and leaving the area as soon as you have finished eating your food if you are remaining in the restaurant area to eat**

Thank you for your assistance in ensuring that we can operate safely within the area.



Covid-19 Control Monitoring Record

Area		Date	
Checked By		Time	

Front of House

Covid Control Notices prominently displayed for customers

Sanitising facilities provided for customers at entrance to restaurant/servery area

Traffic routes clearly signposted with clear floor markings at any queuing points

All touch points being sanitised every 30 minutes

Number of customers in area permits correct social distancing

Correct service procedure being followed with adequate social distancing, safe process of food handover and cashless payment

No unnecessary lingering of customers in the restaurant/service area

Where customer seating is allowed, seats are maintaining 2m social distancing

Service area are generally clean and tidy with no unnecessary packaging debris etc

Notes/Corrective Actions:



Covid-19 Control Monitoring Record

Area		Date	
Checked By		Time	

Main Kitchen / Production Area

Staff movement minimised within area with staff keeping to designated work areas

Sanitising facilities provided for staff and staff observed to be washing hands every 20 minutes

Traffic routes clearly signposted with clear floor markings at any queuing points

All work surfaces and touch points being sanitised at least every 30 minutes

Number of customers in area permits correct social distancing

PPE being correctly worn e.g. Face mask/visor, disposable gloves and aprons, when appropriate. PPE is clean and in good repair

Correct delivery/decanting procedures being followed

Staff clear of symptoms and Health Declarations cover all staff

Notes/Corrective Actions: