

Details	
Group	Maggie & Rose Group
Site	Maggie & Rose Chiswick
Title	Covid - 19
Assessed By	Maggie & Rose Chiswick

Task	Completed date of assessment
COVID-19 Risk Assessment 12 - Table Service	20-08-2020
COVID-19 Risk Assessment 13 - Outdoor seating	20-08-2020
COVID-19 Risk assessment 2 - Physical distancing	20-08-2020
COVID-19 Risk assessment 3 - Cleaning (general)	20-08-2020
COVID-19 Risk assessment 4 - Customer safety	20-08-2020
COVID-19 Risk assessment 5 - Employee safety	20-08-2020
COVID-19 Risk assessment 8 - At risk groups	20-08-2020
COVID-19 Risk assessment 9 - Accepting deliveries	20-08-2020
COVID-19: Risk Assessment 7 - Offices	20-08-2020
COVID-19: Risk Assessment 6 - Soft play	20-08-2020
COVID-19 Risk assessment 11 - Buggies & Luggage	20-08-2020
COVID-19 Risk assessment 1 - PPE	20-08-2020

COVID-19 Risk Assessment 12 - Table Service
Hazards?
Infection spread by staff with symptoms of COVID-19
Infection spread by customers with COVID-19
Infection spread from surfaces and equipment infected with COVID-19
Who might be harmed and how?
Customers
Staff
Visitors

Controls in place			
Staff will ensure that they operate the highest standard of personal hygiene at all times when serving tables			
Staff interaction with customers will be limited, for example table check backs will be suspended, orders will be made via mobile app.			
Staff will be trained to stand back from the table when talking with customers and will not lean over tables to speak with customers			
When serving food to customers, staff will serve from the side and will not lean over tables or over reach to place plates on the table in front of customers. Where necessary, staff will ask customers to pass food to others on their table			
Staff will not be expected to pour wine or water at customer tables. Bottles will be opened for tasting and then placed on the table for customers to pour their own drinks			
Customers will be encouraged to use contactless payments where possible, without disadvantaging older or vulnerable customers.			
Additional controls required	Action by whom	Action by when	Completion date - comments
Completed date of assessment:	20-08-2020		
Review date	Person completing review	Reason (e.g. annual review, following accident, changes)	

Task: COVID-19 Risk Assessment 12 - Table Service		
Trained employees	Training date	Signature

COVID-19 Risk Assessment 13 - Outdoor seating			
Hazards?			
Infection spread by staff with symptoms of COVID-19			
Infection spread by customers with COVID-19			
Infection spread from surfaces and equipment infected with COVID-19			
Who might be harmed and how?			
Customers			
Staff			
Suppliers			
Visitors			
Controls in place			
Physical distancing measures will be in place to permit customers and social groups to physically distance whilst using outdoor seating			
Notices will be displayed detailing the rules in place to prevent the risks of infection from COVID-19 at outdoor seating areas including numbers of households permitted to sit together			
Customers exhibiting symptoms of COVID-19 will be politely asked to leave the premises for the safety of others.			
Hand sanitiser stations will be positioned at the entrance to the external seating area with a notice requesting that customers sanitise their hands before sitting			
All tables will be completely cleared before customers are seated. Cutlery, sauces etc. will not be available at the tables. Tables will be clear of any sundry items such as table talkers etc.			
Customers will be encouraged to use contactless payments where possible, without disadvantaging older or vulnerable customers.			
Staff interaction with customers will be limited, for example table check backs will be suspended.			
Menu's will be single use, disposable copy only. Where possible mobile phone app use will be encouraged for ordering and menu choices. Digital solutions will include menu allergen information			
Staff will take drinks and food to tables using trays where necessary. Trays will be left on the table for customers to distribute drinks around their table. Staff will exhibit good manual handling techniques whilst carrying trays of drinks			
Trays used to carry drinks and food to tables will be cleaned and sanitised between uses			
Trays will be used to remove empty glasses and dirty plates from tables. Such items will be removed from tables ideally when the table is vacated. Staff will not reach across occupied table to remove empty glasses/dirty crockery			
Additional controls required	Action by whom	Action by when	Completion date - comments
Completed date of assessment:	20-08-2020		
Review date	Person completing review	Reason (e.g. annual review, following accident, changes)	

Task: COVID-19 Risk Assessment 13 - Outdoor seating

Trained employees	Training date	Signature

COVID-19 Risk assessment 2 - Physical distancing			
Hazards?			
Infection spread by staff with symptoms of COVID-19			
Infection spread by customers with COVID-19			
Infection spread from surfaces and equipment infected with COVID-19			
Who might be harmed and how?			
Customers			
Guests			
Staff			
Suppliers			
Visitors			
Members of the public			
Controls in place			
The occupancy level of the business is to be reviewed to allow for adequate physical distancing to be achieved and determined and a record of this number kept.			
Door staff are to regulate the number of people within the building with a one in, one out rule to be operated when full occupancy capacity is reached			
Where customers are required to queue to access the premises, the queuing area is to be identified and distance markers placed on the floor at 2 metre intervals (or no more than 1 metre if mitigating controls are set in place)			
Where there is more than one point of access, doors will be designated for entry and exit. Consideration will be given to the safety of access and egress routes e.g. avoiding exiting onto busy main roads, unmade surfaces etc.			
Signage is to be placed at the entrance door to advise customers of physical distancing rules within the premises			
Floor markings will be positioned inside the premises to facilitate compliance with current physical distancing advice, particularly in the most crowded areas, such as serving counters and tills. We have movable M&R foam guides incase of busy periods			
The layout of the floor will be adjusted and the number of tables and chairs within the premises reduced to allow for appropriate physical distancing to be achieved.			
Tables and chairs will be set out to provide the current recommended gap between seated customers/groups inside and outside of the premises.			
Where physical distancing cannot easily be achieved then mitigating controls will be set in place to reduce the risk of face to face seating of different social groups e.g. tables layout, screens etc.			
Signage shall be placed throughout the premises to remind customers of the need to maintain a physical gap to current recommended distances between social groups			
Additional controls required	Action by whom	Action by when	Completion date - comments
Completed date of assessment:	20-08-2020		
Review date	Person completing review	Reason (e.g. annual review, following accident, changes)	

Task: COVID-19 Risk assessment 2 - Physical distancing

Trained employees	Training date	Signature

COVID-19 Risk assessment 3 - Cleaning (general)			
Hazards?			
Infection spread by staff with symptoms of COVID-19			
Infection spread by customers with COVID-19			
Infection spread from surfaces and equipment infected with COVID-19			
Who might be harmed and how?			
Customers			
Staff			
Suppliers			
Visitors			
Controls in place			
Disposable cloths or paper roll and disposable mop heads will be used to clean all hard surfaces, floors, chairs, door handles and sanitary fittings			
Manufacturer's instructions will be followed for dilution, application and contact times for all detergents, disinfectants and sanitisers used within the business. Staff must be trained in the effective and safe use of all chemicals			
Only company approved cleaning chemicals shall be available for use. These shall include detergents and sanitisers which are effective against enveloped viruses such as COVID-19			
'Touch surfaces' will be routinely cleaned using a sanitiser solution and disposable roll on a routine basis of no less than every 30 mins.			
Customer dining areas will be cleaned and disinfected/sanitised between each service. This will include the sanitising of all hard surfaces i.e. tables & chairs.			
Where customer toilets are open for use, they will be checked to ensure hand washing and hygiene provisions are in-place every 2-hours. Toilets will be taken out of use for customers whilst cleaning and checks take place.			
Refuse from bins, customer tables, rooms etc. will be double bagged and disposed of appropriately			
All work surfaces and touch points will be sanitised at the start of the day prior to any activities taking place. All surfaces and touch points will also be cleaned and sanitised as a last task at the end of the working day			
We have deployed OZONE cleaning machines for a nightly clean, Ozone is completely safe for children and adults and kills 99.9% of all bacteria and viruses. The clubhouses will be cleaned each day			
Deep cleaning of air conditioning units across the estate and anti bac solutions placed throughout air conditioning units by trained contractors.			
Bassinets will be cleaned professionally by a certified external contractor at the end of each sessions / usage			
Additional controls required	Action by whom	Action by when	Completion date - comments
Completed date of assessment:	20-08-2020		
Review date	Person completing review	Reason (e.g. annual review, following accident, changes)	

Task: COVID-19 Risk assessment 3 - Cleaning (general)

Trained employees	Training date	Signature

COVID-19 Risk assessment 4 - Customer safety			
Hazards?			
Infection spread by staff with symptoms of COVID-19			
Infection spread by customers with COVID-19			
Infection spread from surfaces and equipment infected with COVID-19			
Who might be harmed and how?			
Customers			
Guests			
Staff			
Suppliers			
Visitors			
Controls in place			
Physical distancing measures will be in place to permit customers and social groups to physically distance whilst queuing, and whilst inside the premises (see physical distancing risk assessment)			
All guests, staff and contractors temperature will be checked upon arrival at the premises and if found to be over a safe level (37.8C or greater) will be refused entry.			
Posters and notices will be displayed detailing the rules in place to prevent the risks of infection from COVID-19 at point of entry and throughout the premises. Such posters will include detail of physical distancing and hand washing arrangements			
Customers exhibiting symptoms of COVID-19 will be politely asked to leave the premises for the safety of others.			
Hand wash stations in public areas and toilet facilities will be stocked with suitable hand soap, hand drying facilities and 60% alcohol hand gel. Hot water will also be available to all hand wash basins			
60% alcohol hand sanitising gel stations will be positioned throughout the premises for customers to use. Staff will be encouraged to remind guests of the need to use these gels			
All tables will be completely cleared before customers are seated. No tables will be set prior to customers sitting at their table i.e. no cloths, cutlery, crockery, glasses etc. Tables will be cleared and sanitised before seating guests			
Customers will be encouraged to use contactless payments where possible, without disadvantaging older or vulnerable customers.			
Staff interaction with customers will be limited, for example table check backs will be suspended.			
Tables will be kept clear of any sundry items e.g. table talkers, menu's etc.			
Menu's will be single use, disposable copy only. Where possible mobile phone app use will be encouraged for ordering and menu choices. Digital solutions will include menu allergen information			
Live music will not be played. Additional background music will be kept to a low volume to avoid guests shouting to make themselves heard			
Records of customer names and contact details shall be held for a period of 21 days to assist with the operation of the NHS Test & Trace scheme			
Zoono, non-alcohol child friendly sanitizer in all club areas (also retailed)			
Sanitisation stations in place next to all readable material and books, that may be touched by others before use. These stations will be replenished with each session.			
Additional controls required	Action by whom	Action by when	Completion date - comments
Completed date of assessment:	20-08-2020		
Review date	Person completing review	Reason (e.g. annual review, following accident, changes)	

Task: COVID-19 Risk assessment 4 - Customer safety

Trained employees	Training date	Signature

COVID-19 Risk assessment 5 - Employee safety			
Hazards?			
Infection spread by staff with symptoms of COVID-19			
Infection spread by customers with COVID-19			
Infection spread from surfaces and equipment infected with COVID-19			
Who might be harmed and how?			
Customers			
Guests			
Staff			
Suppliers			
Visitors			
Controls in place			
Advice will be provided to employees on measures to adopt when travelling to and from work including the wearing of masks if using public transport and cleaning hands on arrival at work and back home			
Training will be provided for all employees on new provisions to combat the spread of COVID-19. Staff will apply the controls in place to prevent the risks of infection to each other and our customers			
Shaking of hands is discouraged - we encourage the use of other verbal greetings and smiling as non-contact methods of greeting			
Staff will be trained and regularly reminded of the need to avoid touching eyes, nose, and mouth. Where they do touch their face etc. they should wash their hands immediately			
Hand washing regimes will be in place using soap and hot water for at least 20 seconds. Hand sanitizer with at least 60% alcohol will be used if soap and water are not available			
Health screening questionnaires will be completed daily on arrival at work. Where employees indicate they are at risk of infection they will be excluded from work and asked to remain away from the workplace for 14 days			
Training and guidance will be provided on how to communicate our controls to customers/guests and on how to deal with any person/s who fail to adhere to the controls in-place			
Touch points such as door handles, tills, card machines, keyboards, touch-screens, telephones and handrails will be cleaned and sanitized every 30 minutes			
Dirty surfaces will be cleaned with soap and water/detergent before disinfection with a sanitiser			
The use of PPE will be carefully assessed. The use of face masks and gloves will only be considered for essential tasks where personal hygiene standards are not considered to be a suitable control. See PPE risk assessment			
As far as reasonably possible, physical distancing to current recommended standards will be maintained between employees at work			
Staff uniform requirements will be reviewed, especially the use of hats in areas where the risk of food contamination is low to assist with the reduction of hand to face contact			
Staff will be encouraged to avoid the use of public transport to get to work. Where they do have to use public transport then they will be advised to wear face coverings			
Staff will be encouraged to bring their uniform to work in a bag and change into their uniform upon arrival. Changing areas will be regularly cleaned and disinfected			
Rota planning will take into account arrival at work time with times staggered to avoid large groups arriving at any one time. Rota planning will also look to achieve a Team A and Team B approach			
Records of staff rota's will be retained for a minimum of 21 days to assist with the NHS Test & Trace Scheme operation			
Sneeze guards have been put into place at our counters across all clubs to protect guests and employees. These will be on reception and food service counters			
Additional controls required	Action by whom	Action by when	Completion date - comments
Completed date of assessment:	20-08-2020		

Review date	Person completing review	Reason (e.g. annual review, following accident, changes)
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Task: COVID-19 Risk assessment 5 - Employee safety

Trained employees	Training date	Signature

COVID-19 Risk assessment 8 - At risk groups			
Hazards?			
Infection spread by staff with symptoms of COVID-19			
Infection spread by customers or visitors with COVID-19			
Infection spread from surfaces and equipment infected with COVID-19			
Who might be harmed and how?			
Customers			
Staff			
Visitors			
Guests			
New and expectant mothers			
Controls in place			
Where staff indicate that they are clinically extremely vulnerable or clinically vulnerable, steps will be taken to minimise their risk of exposure to COVID-19 e.g. work from home			
All staff will be required to complete a pre-return to work questionnaire specifically asking for information regarding their own health and that of their direct contacts			
Where vulnerable staff cannot work from home, they will be placed in lower risk roles, provided with PPE where necessary and physical distancing measures will be implemented			
Only essential staff will be required to be on the premises			
Meetings will where possible be completed virtually with group gatherings in the business restricted (physical distancing requirement implemented) or be non-permitted			
Staff who need to self isolate will be required to do so and will not be permitted to enter the premises. Measures will be taken to support self isolating staff during their period of self isolation			
Additional controls required	Action by whom	Action by when	Completion date - comments
Completed date of assessment:	20-08-2020		
Review date	Person completing review	Reason (e.g. annual review, following accident, changes)	

Task: COVID-19 Risk assessment 8 - At risk groups

Trained employees	Training date	Signature

COVID-19 Risk assessment 9 - Accepting deliveries			
Hazards?			
Infection spread by supplier personnel with COVID-19			
Infection spread from delivery items contaminated with COVID-19			
Who might be harmed and how?			
Staff			
Visitors			
Members of the public			
Suppliers			
Controls in place			
Suppliers to be contacted and requested to provide detail of their own COVID-19 control procedures. Only suppliers providing suitable information to be permitted to complete deliveries			
Set delivery times to be agreed with the supplier prior to deliver being undertaken			
Deliveries to be accepted by designated personnel only			
Delivery drivers to requested to place deliveries in specific delivery location and to not enter the premises at any time			
Signage to be displayed at the point of the delivery to remind the delivery drivers of the COVID-19 controls in place at the premises			
Hand sanitiser to be placed at or near to the delivery area for use by staff when receiving deliveries			
Staff will not enter the delivery vehicle(s) or come into contact with any equipment (e.g. pump trucks) used by the delivery driver			
Delivery notes are to be printed off prior to the delivery. No paperwork or delivery notes are to be taken from the delivery driver			
Deliveries to be removed from the delivery point and placed into storage as soon as possible			
Delivered items to be removed from external packaging as soon as possible. Packaging to be disposed of in external refuse bins			
Personnel receiving deliveries are to be reminded to ensure physical distancing controls are in place at all times and that they do not come into contact with the delivery personnel			
Additional controls required	Action by whom	Action by when	Completion date - comments
Completed date of assessment:	20-08-2020		
Review date	Person completing review	Reason (e.g. annual review, following accident, changes)	

Task: COVID-19 Risk assessment 9 - Accepting deliveries

Trained employees	Training date	Signature

COVID-19: Risk Assessment 7 - Offices			
Hazards?			
Risk of infection by COVID-19 whilst cleaning work areas.			
Risk of infection whilst working in offices			
Who might be harmed and how?			
Cleaners			
Staff			
Visitors			
Contractors			
Controls in place			
Cleaning procedures will be followed to help avoid transmission of COVID-19. Company approved chemicals will be used for cleaning. See COVID-19 cleaning (general) risk assessment			
Access to offices will be limited to designated personnel only			
Personnel will be designated desk space, PC, keyboard and phone. Sharing of such equipment will be avoided as far as possible. Where equipment is shared, it will be sanitised between users			
Hot desking in offices is not permitted			
Refuse bins will be emptied daily			
Notices will be displayed in the office reminding staff of the need to maintain physical distances between each other and to observe good personal hygiene practices at all times			
Office arrangement will be reviewed to help avoid face to face working with personnel working side by side or back to back			
Where cash payments have been received, cashing up will be completed by one designated member of staff. Disposable gloves will be worn for the process (see PPE risk assessment)			
Staff will be trained in safe procedures during cashing up including the need to avoid hand to face contact. All surfaces with which cash has come into contact will be sanitised after cashing up is completed			
Additional controls required	Action by whom	Action by when	Completion date - comments
Completed date of assessment:	20-08-2020		
Review date	Person completing review	Reason (e.g. annual review, following accident, changes)	

Task: COVID-19: Risk Assessment 7 - Offices

Trained employees	Training date	Signature

COVID-19: Risk Assessment 6 - Soft play			
Hazards?			
Risk of infection by COVID-19 whilst cleaning work areas.			
Risk of infection whilst working in using play areas / soft play			
Contamination of soft play / play areas			
Who might be harmed and how?			
Cleaners			
Staff			
Visitors			
Contractors			
Controls in place			
Cleaning procedures will be followed to help avoid transmission of COVID-19. Company approved chemicals will be used for cleaning. See COVID-19 cleaning (general) risk assessment			
Access to soft play will be limited to designated personnel only, and only to guests in pre booked sessions			
Ball pits must be empty and sanitised			
All small toys and easily contaminated toys should be removed			
Notices will be displayed in the areas reminding everyone of the need to maintain physical distances between each other and to observe good personal hygiene practices at all times			
Session capacity is carefully limited to ensure soft play / play areas are safe at all times			
Staff will be trained in safe procedures during cleaning up and supporting including the need to avoid hand to face contact. All surfaces with which guests have come into contact will be sanitised after sessions are completed			
Additional controls required	Action by whom	Action by when	Completion date - comments
Completed date of assessment:	20-08-2020		
Review date	Person completing review	Reason (e.g. annual review, following accident, changes)	

Task: COVID-19: Risk Assessment 6 - Soft play

Trained employees	Training date	Signature

COVID-19 Risk assessment 11 - Buggies & Luggage			
Hazards?			
Infection spread by staff with symptoms of COVID-19			
Infection spread by customers with COVID-19			
Infection spread from buggies, baggage, equipment and clothing infected with COVID-19			
Who might be harmed and how?			
Guests			
Staff			
Contractors			
Visitors			
Controls in place			
Posters and notices will be displayed detailing the rules in place to prevent the risks of infection from COVID-19 at point of entry to buggy park and left luggage. Such posters will include detail of physical distancing and hand washing arrangements			
60% alcohol hand sanitising gel stations will be positioned at the entry for customers to use. Staff will be encouraged to remind guests of the need to use these gels			
Left luggage will be restricted to baggage only, buggies will be discouraged. Guests will be advised that clothing and personal items will should not be left and buggies should be avoided for customer safety.			
Customers will be requested to bring their buggies and bags to the rack as required. Staff will not be required to move bags or buggies . Where bags or buggies are moved the relevant control measures will be in place.			
Any equipment used to move items e.g. trolleys, will be cleaned and sanitised after each use			
Buggy usage will be discouraged at all times both for customer safety, the operation of any one way system to allow social distancing and to ensure our teams safety. Buggies and luggage can be used / left only with managers approval.			
Staff will wear a clean pair of disposable gloves when handling buggies and/or luggage bags. They will put the gloves on before handling any bag and remove them after the items have been placed in our care. Hands will be washed/sanitised			
Staff will maintain physical distancing rules at all times whilst assisting with buggies and luggage			
Additional controls required		Action by whom	Action by when
Completed date of assessment:		20-08-2020	Completion date - comments
Review date	Person completing review	Reason (e.g. annual review, following accident, changes)	
18-08-2020	Tom	Reopening	

Task: COVID-19 Risk assessment 11 - Buggies & Luggage

Trained employees	Training date	Signature

COVID-19 Risk assessment 1 - PPE			
Hazards?			
Infection spread by staff with symptoms of COVID-19			
Infection spread by customers with COVID-19			
Infection spread from surfaces and equipment infected with COVID-19			
Who might be harmed and how?			
Customers			
Staff			
Suppliers			
Visitors			
Controls in place			
Tasks shall be assessed to determine the use of PPE as a method of avoiding COVID-19 infection. For example reception and front desk should wear visors wherever they are not behind a screen. Kitchen team should wear masks at all times.			
Where gloves are deemed necessary as PPE, they must be worn for relevant tasks only. Hand washing rules must be applied as per normal where gloves are not worn			
When gloves are being removed from hands, they must be removed in a manner to reduce direct hand contact with the outer surfaces of the gloves. Gloves should be disposed of and hands washed immediately using hot water and soap			
The use of face masks shall only be considered necessary if all other physical distancing methods cannot be implemented or if working in confined spaces e.g. 2m gap or back to back working.			
The use of PPE is to be considered a last option for control and should only be used where absolutely necessary			
Face coverings will be encouraged where staff use public transport to get to work. Due to supply shortages, the use of 'surgical' masks is not encouraged			
Additional controls required Action by whom Action by when Completion date - comments			
Completed date of assessment:		20-08-2020	
Review date Person completing review Reason (e.g. annual review, following accident, changes)			
18-08-2020	Tom	Reopening	

Task: COVID-19 Risk assessment 1 - PPE

Trained employees	Training date	Signature