## Crumbs - Risk Control Assessment and Management

### Introduction

These are the Basic Principles that should be followed when carrying out any risk assessments :

1. Employers have the legal duty to take every reasonable care for the health and safety of employees.
2. Employers also have the vicarious liability for negligence of employees
3. There is a need to undertake a complete risk assessment before any return to work.
4. Assessments must: Identify hazards/Identify who may be harmed/Evaluate the risks/Actions and preparedness/ Record findings/Review and revise as required
5. Given the legal, financial and wider reputational implications such assessments will need to be signed off at Board level
6. It will be necessary to consult with your insurers to ensure that you have appropriate insurance risks covered within your policies
7. It is vital that health surveillance is integral to the risk assessment
8. It should be assumed that all potential users could be a carrier of the disease and that could lead to an immediate risk of transmission of infection
9. The risk assessment should include Infection control systems and actions to limit any potential spread
10. All employers will need to consult with employees on all Health & Safety matters before implementation.
11. Employers should recognise the need for major workload and operational adjustments in order to mitigate the risks
12. This risk assessment should be seen as an integral part of wider risk management and confidence-building strategies for staff and customers

| Risk Features | Issues | To be considered | Comments | Actions required |
| --- | --- | --- | --- | --- |
| **Physical Location** | Access controls | 1. Limit access to loading, deliveries etc 2. Limit access for guests, visitors etc 3. Security doors, opening protocols etc | 1. Need to regulate entry and exit 2. Floor markings and signage |  |
|  | Movements in/out | 1. Staged or timed access for staff. 2. Queuing measures and management of external areas to the entry doors 3. Health screening checks may be required | 1. Need to stagger arrival times to ensure physical distancing rule can be adhered too. This includes access of staff to changing facilities |  |
|  | Hygiene measures | 1. Sanitation requirements of access areas, 2. Frequency of cleaning high touch areas | 1. Creating new cleaning sanitation protocols and regimes 2. Identifying the hygiene and cleaning resources required. This should include items such as hand sanitisers to be used by all people accessing and exiting the property. 3. The monitoring arrangements to ensure the protocols are being followed |  |
|  | High Touch - High Risk Areas | 1. Where and what are the,  physical high touch, high-risk areas 2. What mitigation measures could be put in place to help to reduce the high touch 3. What cleaning and sanitation schedules will be required to ensure maximum protection for all users especially for the high touchpoints 4. What are the sanitation requirements,  including the most appropriate cleaning agents 5. What will be the additional resources required 6. What systems need to be in place for the effective monitoring, recording, and management of the high-risk areas. | 1. This applies not just to the access locations but all potential areas of high touch - high risk. This should include:  * All changing facilities * All doors and access routes * Toilets * Working environments * Stores * Transit routes |  |
| **Users** | **Types of Users** |  |  |  |
|  | 1. Staff 2. Guests 3. Visitors (non resident) 4. Suppliers 5. Residents 6. Trainees - non employees 7. Suppliers 8. Contractors | 1. Demographic profile - risk profile 2. Vulnerability - at risk groups 3. Requirements for PPE 4. Uniforms 5. Access controls 6. Phased returns | 1. Identify at risk and vulnerable groups 2. Establish phased timetable 3. Establish supply chain for PPE 4. Consider uniform requirements 5. Plan phased return for different users |  |
| **Operating Environment** | Physical distancing | 1. Work layout 2. Distance markings | 1. Measurement and marking |  |
|  | Safe people capacity | 1. In all work areas. 2. Public areas 3. In traffic areas including lifts 4. In rest areas 5. Ventilation and hazard protocols 6. Fire and emergency protocols 7. Management and monitoring of the spaces and capacities 8. Resource requirements to manage the physical distancing and capacity constraints | 1. Estimate the safe capacities by room/area/function, For example  * All working and operational areas, both front and back of house * All public areas and spaces * Traffic and transit routes and areas * Lifts * Staff rest areas and changing facilities  1. Consider management of traffic areas 2. Ensure adequate ventilation 3. Impact on fire controls |  |
|  | Safe working protocols and procedures | 1. Physical distancing requirements 2. Teams composition to minimise contacts between teams (shift systems etc) 3. Minimise guest interactions 4. Communication with other team members in the same working spaces 5. Collection and movement of materials from stores etc 6. Preparation of work surfaces and equipment 7. Task organisation and actions 8. Access to equipment during task processes 9. Task completions 10. Monitoring equipment during tasks 11. Transporting items to store etc 12. Packing prepared items 13. Delivery and dispatch of prepared items 14. Safe disposal of waste products 15. Sanitation requirements between processes 16. Use of PPE 17. Use and safety of packaging materials | 1. Need to develop operational work flows to minimise risks 2. Develop operational protocols for all areas of operations including:  * Kitchens * Bakeries * Larder * Other food preparation areas * Servery - the Pass * Restaurants & Bars * Housekeeping stores and facilities * All stores including food stores * Offices * Reception areas * Guest Rooms * Public spaces * Laundry  1. Develop cleaning and sanitation procedures for all areas of operations 2. Revised cleaning costs 3. Management and monitoring of distancing requirements and working protocols |  |
|  | Physical movement whilst working | 1. Minimising movement around and through the working areas 2. Planning and carry out any collaborative tasks to minimise contacts and encroaching on the physical distancing rule 3. Moving and passing on partially finished products through the work areas. | 1. Management & control of movements 2. Signalling and communicating movements 3. Changing protocols to include sanitation needs if required 4. Management and monitoring of the work environment |  |
|  | Changing facilities | 1. Staff changing facilities, access controls and physical distancing requirements 2. Cleaning and sanitation requirements 3. Monitoring access and use | 1. Management of changing requirements to ensure compliance with distancing requirements 2. Cleaning and sanitation requirements after and between use 3. Resource implications |  |
|  | Toilets both staff and public | 1. Access controls 2. Cleaning and sanitation requirements | 1. Management of access requirements to ensure compliance with distancing requirements 2. Cleaning and sanitation requirements after and between use. |  |
|  | Goods Receipt and Storage | 1. Physical distancing rules 2. Goods received protocols 3. Floor markings 4. Hygiene protocols for suppliers and staff | 1. Signage needs 2. Movement to storage 3. Access routes via work areas 4. Cleaning needs between deliveries |  |
| **Communications** | Signage | 1. External signage 2. Internal signage | 1. All communications need to be clear concise and unambiguous 2. Visible and be able to be understood by all 3. To be able to be read at at least 2 m 4. Use commonly recognised signs 5. Where signage is an instruction make sure it is understood and complied with. 6. Reinforced by all |  |
|  | Messages - electronic and written | 1. Internal 2. External 3. Effectiveness 4. Clarity 5. Test and review the messages and make sure they are understood | 1. Messages to the all users including the public to demonstrate safety and compliance measures 2. When planning messages make sure they can be understood by different language groups and those who many have language difficulties |  |
| **Maintenance** | Preventative | 1. Identify maintenance requirements for new working practices 2. Design and implement a new preventative approach | 1. Timing of maintenance measures to minimise contacts 2. External contractors to comply with the new safety measures |  |
|  | Routine | 1. Review and revise routine maintenance schedules to ensure physical distancing and safe working practices 2. Review maintenance contracts and revise as required | 1. Timing of maintenance measures to minimise contacts 2. External contractors to comply with the new safety measures |  |
|  | Emergency Repairs | 1. Review emergency call out procedures | 1. Consider staff and users implications |  |
| **Emergencies including First Aid** | Protocols and procedures | 1. Develop and practice new emergency procedures and protocols that take into account the physical distancing and operational constraints 2. Consider any changes that may be required to the assembly areas. 3. The role of first responders and first aiders and PPE needs 4. Need for a designated Point of Contact | 1. Scenario planning for different requirements 2. Immediate first aid needs including location 3. Emergency evacuation procedures 4. Practice new drills |  |
| **Education & Training** | New training needs | 1. Undertake a training needs analysis 2. Design and test new training programmes 3. Implement and assess new training programme 4. Modify and adapt as required | 1. Consider scale of training requirements for all users 2. Types of training 3. Practice and Evaluation of training |  |
| **Other Items** | Staff/Trainees Changing Protocols | 1. Changing of Uniforms 2. Laundry 3. Disposing of used PPE | 1. Access to laundry 2. Frequency of changing uniforms 3. Secure hazard waste disposal? |  |
|  | Taking orders/cash handling | 1. No cash 2. Card payments 3. Phone or online orders 4. Collection/ delivery protocols | 1. Minimise contacts |  |
|  | Van deliveries | 1. Delivery protocols 2. Staff H&S issues | 1. Communication with customers on delivery |  |