

# **NOVIKOV**

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## **RESTAURANT & BAR**

**Guidance and Standard Operating  
Procedures**

**Ongoing controls & Task Risk  
Assessments**



## Ongoing controls & Task Risk Assessments

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This section represents some of the key practical measures that are intended to protect our team, our customers and anyone else who comes into contact with our operation following re-opening for business.

We will continue to monitor the government guidelines and public health advice and update our procedures accordingly.

This section will help keep our product safe during COVID-19. We must also refer to our usual HACCP and food safety controls that will continue to keep foods safe to eat. These are additional controls for COVID-19.

Sections include:

- Staff/Front of house/Service/Customers
- Takeaway & Delivery

## Hazards/Overview

Person to person spread of Covid-19

Contamination of surfaces

Increased viral load

## People involved

- Staff
- Visitors to our premises
- Cleaners
- Contractors
- Drivers
- Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions
- Anyone else who physically comes in contact with us in relation to our business

## Controls

- Hand washing facilities with soap and water in place.  
Stringent hand washing taking place.
- Alcohol Gel stations are placed throughout the building where washing facilities are not readily available
- Staff are encouraged to protect the skin by applying emollient cream regularly  
<https://www.nhs.uk/conditions/emollients/>
- Staff must change into a uniform or wear a change of clothing once in work. Staff must not wear their designated uniform/protective clothing outside of their workplace. They must change into their uniform immediately upon entering the site and store their travelling clothes in a separate area to clean items, in a sealed bag, so as to avoid any cross contamination.

## Why/How?

- Staff are to be reminded on a regular basis and during briefings to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues and avoid touching face, eyes, nose or mouth with unclean hands. Tissues are available throughout the workplace.
- When entering the building everyone must use the alcohol gel stations placed in the Loading Bay, use the disinfectant entrance mat and wash their hands regularly.
- Any personal belongings, including phones, must be stored away and not brought into kitchen or front of house areas.
- If required whilst on shift, these must be cleaned and sanitised first.

<ul style="list-style-type: none"> <li>• Once the shift is finished, uniform must be removed and placed in a dirty laundry container and clothes used for travelling to work must be worn for leaving.</li> <li>• Reusable cups and bottles must not be brought into the kitchen.</li> <li>• Managers must provide a daily COVID-19 briefing to staff.</li> <li>• Trainings and increase levels of hygiene management.</li> <li>• Social distancing</li> </ul>	<ul style="list-style-type: none"> <li>• Regularly check the government guidance and provide staff with an update. Remind staff about hygiene rules and social distancing both in the workplace and outside of it. This will keep the rules at the forefront of their minds.</li> <li>• Staff trained on Coronavirus Modules: Cleaning &amp; Hygiene; Customer service; Personal protection; Staying safe; Wellbeing; Preparing to reopen (for Managers); Service after lockdown (for Managers); Takeaways and Deliveries (for Managers).</li> <li>• Staff re-trained on Health &amp; Safety, Food Hygiene &amp; Food Allergens and optional courses of Licensing &amp; Social Responsibility, Cellar Management, Customer Service.</li> <li>• Conduct a health assessment prior re-opening after lockdown.</li> <li>• Random temperature checks will be carried.</li> <li>• Staff must clean and disinfect every 30 minutes touched surfaces and keep a 2 metres distance whenever possible.</li> <li>• The current guidance from the Government is that where it is possible to keep 2 metres apart people should continue to do so, but where this is not possible, the guidance is to keep a social distance of 'one metre plus', meaning that people should remain one metre apart, while taking mitigations to reduce the risk of transmission.</li> <li>• Rotas will be adjusted in order to avoid the staff entrance to get crowded.</li> </ul>
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<ul style="list-style-type: none"> <li>• Prioritise safety during incidents</li>   <li>• All staff members will be provided with PPE</li> </ul>	<ul style="list-style-type: none"> <li>• Only where it is not possible to move workstations further apart, staff will be arranged to work side-by-side or facing away from each other rather than face-to-face.</li> <li>• Plexiglass installed in the kitchen.</li> <li>• Tables must be cleared one at a time to reduce potential for cross-contamination.</li> <li>• Staff members will eat staff food in their departments only and the physical contact must be banned (no handshakes, hugging, high fives, fist bumps etc).</li> <li>• Staff food: to avoid big queues every kitchen will cook for his own (please liaise with the Chefs for details).</li> <li>• “Congestion zone, keep your distance” signage where applicable.</li> <li>• One person at a time coming up/down the stairs.</li>   <li>• In an emergency, for example, an accident, provision of first aid, fire or breaking, people do not have to comply with social distancing guidelines if it would be unsafe.</li> <li>• Emergency evacuation procedures reviewed - ensuring they reflect the social distancing principles as far as possible.</li> <li>• Fire Marshals &amp; First Aiders must pay particular attention to sanitation measures immediately afterwards, including washing hands.</li>   <li>• Face Masks are compulsory for all staff members and these will be provided. Staff must be instructed on how to wear the mask safely and remove gloves carefully to reduce contamination and how to dispose of them safely.</li> <li>• <b>Face Masks</b> - A key requirement is that they are used safely. More info on the Health and Safety Executive</li> </ul>
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<ul style="list-style-type: none"> <li>• Cleaning</li> </ul>	<p>website which provides advice on face masks and how to wear them safely.</p> <ul style="list-style-type: none"> <li>• <b>Disposable gloves</b> - Staff must be reminded that gloves are not a substitute to proper hand washing and must be changed on a regular basis. Always wash/sanitise hands before putting on a new pair of gloves. All food handlers must wear gloves when handling ready to eat foods such as salads.</li> <li>• <b>Disposable aprons</b> - for decanting deliveries.</li> <li>• One of the first items on the 'to-do' list is a complete cleaning of the entire premises. This includes ceilings, walls, windows, floors, furniture, fixtures, and every piece of equipment.</li> <li>• All common surfaces must be cleaned and sanitised at regular intervals. To include (but not limited to): kitchen worktops, food preparation equipment handles, taps, chopping boards, door handles, handles of fridges/freezers, toilet doors, toilet flush handles, telephones, light switches, keyboards, tills etc. cleaned using a chemical confirmed to be effective against COVID-19. Disinfectants and sanitisers will be ordered from our chemical supplier.</li> <li>• Scheduled sanitising of all shared surfaces and objects (telephone, keyboards etc) every 30 minutes. Menus and POS must be wiped with disinfectant after each use.</li> <li>• Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed.</li> </ul>
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<ul style="list-style-type: none"> <li>• Strict Protocol must be followed in case of having any Covid-19 or flu-like symptoms</li> </ul> <p>Mental Health The risks to people’s health from this pandemic are psychological as well as physical. If you know someone struggling with their mental health, there are lots of things you can do. Find out how you can help and support them at <a href="https://www.nhs.uk/oneyou/every-mind-matters/helping-others/">https://www.nhs.uk/oneyou/every-mind-matters/helping-others/</a></p>	<p>If anyone has any Covid-19 or flu-like symptoms and becomes unwell with fever, cough, shortness of breath, sore throat, a loss of, or change in, their normal sense of taste or smell (anosmia) they <b><u>must not come to work.</u></b> They are advised to immediately self-isolate for 14 days or until assured negative test result.</p> <p>Line managers will maintain regular contact with staff members during this time. Any new or replacement staff must be trained on all health/food safety and COVID-19 controls before they start work.</p> <ul style="list-style-type: none"> <li>• Managers are alert to the signs of stress, understand its causes and effects.</li> <li>• Staff access to Mental Health First Aider and Human Resources</li> </ul>
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We must also refer to our usual HACCP and food safety controls such as personal hygiene that will continue to keep staff and foods safe. These are additional controls that are extremely important to keep staff, visitors and guests safe during the COVID-19 pandemic.

<b><u>Front of house/Service/Customers</u></b>	
<b>Hazards/Overview</b>	
Person to person spread Contamination of surfaces Increased viral load	
<b>People involved</b>	
<ul style="list-style-type: none"> <li>• Customers, guests, staff, suppliers, visitors</li> </ul>	
<b>Controls</b>	<b>Why/How?</b>
<b>Customer Safety</b>	<ul style="list-style-type: none"> <li>• Contact details will be collected from each guest in compliance with NHS Test &amp; Trace, when entering the restaurant. Details will be kept for 21 days.</li> <li>• From Thursday 24 September, the official NHS QR code poster will be provided to make it easier for people to check-in. If individuals choose to check-in using the QR code poster they do not need to log in via any other route.</li> <li>• The Restaurant will take bookings of no more than 6 people, ensure people are not meeting in groups of more than 6 people on the premises, and make sure there is sufficient space between tables.</li> <li>• From Thursday 24<sup>th</sup> September all pubs, restaurants, take-aways and bars must clear and close the venue by 10 pm.</li> <li>• From Thursday 24<sup>th</sup> September the public have to wear face masks too, except when seated at the table to drink or eat (or exempt). A face mask will be provided if the customers does not have one with them.</li> </ul>



Encourage pre-ordering by telephone, online or email.

### **Physical distancing**

- Customers are advised to arrive on time, the table will be held for only 5 minutes.
- No Cloakroom facilities in place until further notice. Customers will take their shopping bags with them.
- This will stop customers congregating in front of house areas. Encourage customers to do this when they make a booking and investigate the best options for our business.
- Physical distancing measures in place to permit customers to physically distance whilst inside the premises.
- Encourage customers to ensure that they do not socialise directly with any other tables.
- Alcohol hand sanitising gel stations are positioned throughout the premises for customers to use.
- Toilet facilities are stocked with suitable hand soap, hand drying facilities and alcohol hand gel. Hot water is also available to all hand wash basins.
- All tables will be completely cleared and sanitised before customers are seated.
- Condiments dispensers to be sanitised between visitors.
- Outdoor customers are permitted to stand outside if distanced appropriately.
- Standing or seating at the Bar is not permitted.
- In the event of adverse weather conditions, customers cannot seek shelter indoors.
- Politely encourage customers to vacate their table once they have finished to avoid them spending long periods in the restaurant.

### **Table Service**

### **Cleaning & Sanitising**

- The occupancy level of the business reviewed to allow for adequate physical distancing to be achieved and determined.
- Door staff are to regulate the number of people within building.
- Where there is more than one point of access, doors will be designated for entry and exit.
- Tables and chairs will be set out to provide the current recommended gap between seated customers/groups inside and outside of the premises.
- All staff members must ensure that they operate the highest standard of personal hygiene at all times when serving tables.
- Staff are 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.
- Identify common contact points such as door handles, touch screens, light switches tables and chairs and hand-rails etc. paying particular attention to those surfaces which are in constant use and shared. These points should be sanitised every 30 minutes in order to minimise any viral loading. Front of house - hand sanitiser stations provided.
- The Toilet Attendant will restrict the numbers of customers in toilets. Alcohol stations available outside the toilets.
- Cleaning and sanitising of tables and main contact points must be increased.
- Clean doors on both sides, regularly (every 30 minutes if possible).
- Clean tables and be seen cleaning with sanitiser prior to the next guests arriving.
- Toilets are a risk area. Restrict the numbers of customers in toilets at any one time.

## Menu and payment

- Any laminated menus are sanitised after each use.
- Encourage customers to use touchless payment options, when available. Minimise handling cash, credit cards, reward cards, and mobile devices, where possible.
- Cash payments will increase the risk of COVID-19 cross contamination.
- Where contactless payment is not achievable, machines requiring touch payment or pens must be sanitised between each customer.

## Takeaway & Delivery

### Overview

This section provides guidance on key food and health & safety requirements for the provision of a takeaway service.

### People involved

- Chefs, Supervisors, Reservations team, Receiving Staff, Delivery drivers

### Task

### Controls

#### Food Preparation

- Suppliers may be affected but ensure we have to continue to use only reputable suppliers and keep the supplier list up to date.
- Food must be prepared in a safe and hygienic manner in line with the controls detailed in our normal HACCP & food safety procedures.
- Frequent cleaning and sanitising of all surfaces and food/condiment containers is essential.
- Masks, disposable gloves and aprons must be worn whilst accepting food deliveries and during decanting.

#### Allergens

- Continue to follow the allergen controls in our normal HACCP and procedures we have in place in order to prevent against possible cross contamination.

#### Packaging

- Continue to follow our normal HACCP and food safety procedures
- Once prepared, food should be placed in a suitable food grade container for takeaway.
- Where food to be transported in insulated containers to help maintain temperature control.
- Do not place hot and cold food in the same container.
- Keep details of all orders and deliveries.
- During storage, keep containers covered, stored inverted and off the floor.

**Ordering & Collections**

- There will be no food or drinks collections from the premises after 10 pm.
- Restrict ordering to online and email/phone orders only to reduce person to person contact.
- Pickups, limit the number of customers inside at any given time.
- Social distancing rules applied
- Distance markers placed
- Advise customers placing orders of the approximate time their food will be ready for collection.
- Front of house staff to regularly wash their hands with hot water and soap for at least 20 seconds.
- Provide hand sanitiser for use where possible.

**Contact Free Food Deliveries**

- Delivery persons must not enter the kitchens and avoid staff contact where possible.
- Where possible, staff should box up and leave in a low risk area away from the kitchen for the delivery person to collect.