



# Special Measures Policy

This policy describes updated practices and procedures in order to reduce and avoid the opportunity for exposure of staff and our customers to the risks associated with Coronavirus.

## In Summary

We have taken account of all current guidance and the advice of the Nationwide Caterers Association (NCASS) and as a result we have are introducing practices designed to minimise the risk to both staff and customers.

This document is in addition to other policies and procedures contained within the NCASS Due Diligence system.

## Procedures

### A. Best practice procedures:

I. Keep up to date with current advice from statutory bodies including NCASS who are disseminating guidance from other organisations.

A short version of this document should be displayed in a prominent position (supplied on the next page).

We have carried out a risk assessment and have taken appropriate action.

### B. Service:

I. Customers are requested to avoid physical contact with our staff at all times.

II. Staff with, cold or flu like symptoms will be excluded from the business.

III. Customers will be requested to keep a minimum distance of 1 metre from the unit and not to make contact with working surfaces, purchases will be placed where they can be

picked up without interaction with the public. Any collection surfaces will be kept clean with regular sanitising throughout the trading period.

### C. Personal hygiene and cleaning:

I. Staff will pay extra attention to all hygiene matters including additional handwashing and sanitising of equipment and surfaces.

II. Customers will be asked to place all rubbish in bin(s) provided and not to leave anything on our surfaces or drop items on the ground.

### D. Cups and disposables:

I. Any reusable cups / plates will be thoroughly washed.

II. There will be no self-help condiments provided.

III. Any plastic disposable items will be kept safely to ensure that they are not contaminated.

### E. Cash handling:

I. We will encourage contactless and card payments at all times.

II. Where cash is used there will be an increased level of hand washing and sanitising before and after glove use.

III. Card machines requiring customer input will be sanitised between uses.

### F. Delivery drivers:

I. Delivery drivers must sanitise hands after each delivery.

# ⓘ Customer Notice

We are working to keep people safe during this challenging time whilst still providing amazing food. We are taking extra special measures so we are asking our customers to please help us by:

- 1) Maintaining social distancing if queueing.
- 2) Please avoid physical contact with our staff at all times.
- 3) Call and collect future orders wherever possible.
- 4) Please do not touch working surfaces and keep a minimum distance of 1 metre from the unit to maintain a safe distance for our staff.
- 5) Please use contactless payments where possible. *If you have to pay cash the please be aware that our staff will have to wash hands before and after putting on gloves so please be patient.*
- 6) We are not supplying multi use condiments during this time, please use the bin provided and do not leave the litter on our premises or drop it on the ground.

Thank you for your understanding and support.

# Non-Food Borne Virus Risk Assessment (e.g.CV19)

Hazard	Controls	Monitoring Procedures	Corrective Actions
General transfer	<ul style="list-style-type: none"> <li>Avoidance of touching the face, mouth and nose or direct skin contact with others.</li> <li>Frequent, thorough handwashing especially if contact with face, hands, nose or person to person skin contact.</li> </ul>	<ul style="list-style-type: none"> <li>Constant supervision by Responsible person.</li> <li>Staff training in risk awareness, contamination transfer, avoidance and corrective actions.</li> </ul>	Retrain as necessary.
Transfer by money	<ul style="list-style-type: none"> <li>If possible use contactless payment system. If not available use a dedicated member of staff to handle cash.</li> <li>Use gloves with thorough hand washing before putting on and after removal.</li> </ul>		
Transfer by infected staff	<ul style="list-style-type: none"> <li>System to report suspected infection without attending workplace e.g. by phone/ email etc.</li> <li>Clear guidelines for staff exclusion based on current Government advice.</li> <li>Immediate exclusion if any member of staff shows signs of infection.</li> <li>Temporary closure of business to allow decontamination in accordance with current Public Health guidelines.</li> <li>Consider the risk of contamination of other members of staff and take appropriate action in accordance with Government guidelines.</li> </ul>		
Transfer by customer	<ul style="list-style-type: none"> <li>Skin to skin contact avoided</li> <li>Social distancing i.e. separation distance in accordance with Government advice.</li> </ul>		
Transfer by touch point	<ul style="list-style-type: none"> <li>Increased sanitising regime for all touch points i.e. light switches, door handles etc.</li> </ul>		
Transfer by surfaces	<ul style="list-style-type: none"> <li>Direct hand contact with food servery areas avoided.</li> <li>Frequent sanitising of customer touch points e.g. sauces and condiments, cutlery containers, tables, chairs etc.</li> </ul>		
Transfer by equipment	<ul style="list-style-type: none"> <li>Increased sanitising regime to include any touch points e.g. knife handles, can openers, chopping boards, fryer baskets, bain marie lids etc.</li> <li>Use of disposable cloths/wipes at all times.</li> </ul>		
Travel	<ul style="list-style-type: none"> <li>If there are 2 members of staff or more, they will need to travel separately, unless they are members of the same household, to maintain the required social distancing.</li> </ul>		

# COV19 – Deep Cleaning

## Public Health England Guidance

### Personal protective equipment (PPE)

The minimum PPE to be worn for cleaning an area where a person with possible or confirmed coronavirus may have visited (COVID-19) is disposable gloves and an apron. Hands should be washed with soap and water for 20 seconds after all PPE has been removed.

If a risk assessment of the setting indicates that a higher level of virus may be present (for example, where unwell individuals have slept such as a hotel room or boarding school dormitory) or there is visible contamination with body fluids, then the need for additional PPE to protect the cleaner's eyes, mouth and nose might be necessary.

### Cleaning and disinfection

Public areas where a symptomatic individual has passed through and spent minimal time, such as corridors, but which are not visibly contaminated with body fluids can be cleaned thoroughly as normal.

All surfaces that the symptomatic person has come into contact with must be cleaned and disinfected, including:

- objects which are visibly contaminated with body fluids.
- all potentially contaminated high-contact areas such as bathrooms, door handles, telephones, grab-rails in corridors and stairwells.

Use disposable cloths or paper roll and disposable mop heads to clean all hard surfaces, floors, chairs, door handles and sanitary fittings, following one of the options below:

- use either a combined detergent disinfectant solution at a dilution of 1,000 parts per million available chlorine

or

- a household detergent followed by disinfection (1000 ppm av.cl.). Follow manufacturer's instructions for dilution, application and contact times for all detergents and disinfectants

or

- if an alternative disinfectant is used within the organisation, this should be checked and ensure that it is effective against enveloped viruses

Avoid creating splashes and spray when cleaning.

Any cloths and mop heads used must be disposed of and should be put into waste bags as outlined below.

When items cannot be cleaned using detergents or laundered, for example, upholstered furniture and mattresses, steam cleaning should be used.

Any items that are heavily contaminated with body fluids and cannot be cleaned by washing should be disposed of.

## **Laundry**

Wash items in accordance with the manufacturer's instructions. Use the warmest water setting and dry items completely. Dirty laundry that has been in contact with an unwell person can be washed with other people's items.

Do not shake dirty laundry, this minimises the possibility of dispersing the virus through the air.

Clean and disinfect anything used for transporting laundry with your usual products, in line with the cleaning guidance above.

## **Waste**

Waste from possible cases and cleaning of areas where possible cases have been (including disposable cloths and tissues):

Should be put in a plastic rubbish bag and tied when full.

The plastic bag should then be placed in a second bin bag and tied.

It should be put in a suitable and secure place and marked for storage until the individual's test results are known.

Waste should be stored safely and kept away from children. You should not put your waste in communal waste areas until negative test results are known or the waste has been stored for at least 72 hours.

- if the individual tests negative, this can be put in with the normal waste.
- if the individual tests positive, then

store it for at least 72 hours and put in with the normal waste.

If storage for at least 72 hours is not appropriate, arrange for collection as a Category B infectious waste either by your local waste collection authority if they currently collect your waste, or otherwise by a specialist clinical waste contractor. They will supply you with orange clinical waste bags for you to place your bags into so the waste can be sent for appropriate treatment.

# COVID 19 Compliance Statement

**By signing this document, I confirm that I have carried out and will comply with the following:**

I have read and understood the Corona Virus and Covid-19 - Special Measures Policy – released by NCASS on 19/3/2020 and will comply with the procedures outlined within.

I have carried out a risk assessment specific to the Covid-19 situation as I understand it to be at the date of signing this document. All measures identified in the risk assessment have been and will continue to be implemented.

*If conditions change the risk assessment will be reviewed.*

## **Infection, Isolation & Deep Cleaning**

All persons working on or in the unit will be, to the best of their knowledge, free from any infection or disease.

All staff will be reminded of possible symptoms of Covid-19 and instructed to inform their manager at once of such symptoms.

All staff will be reminded of the required isolation periods, as advised by the UK Government, if they, or a close contact becomes ill.

If anyone shows symptoms of any

infectious disease, they and others that they have been in contact with will be removed immediately and go into isolation, and the unit will be deep cleaned in accordance with Public Health Guidelines, before it can be used further.

If a new crew cannot be assigned, then the unit and its equipment will not be used until staff isolation periods have been completed.

## **Responsible Person**

All units will have a responsible person present at all times to ensure that the procedures outlined in the Corona Virus and Covid-19 - Special Measures Policy – released by NCASS on 19/3/2020 and any subsequent legal requirements are complied with.

## **Social Distancing**

Persons operating the unit will be allocated workstations to enable them to comply with safe operating distances.

A person will be allocated to manage any external queuing to ensure social distancing measures are complied with.

Customers must remain behind a safe distance marker and only move to collect food when called forward, at which time the food handler will step back to maintain social distance.

## **Training**

All staff on the unit are trained to level 2 Food Hygiene and in the measures outlined in the Corona Virus and Covid-19 - Special Measures Policy – released by NCASS on 19/3/2020 and identified in the Covid-19 Risk assessment.

All persons working on the unit will receive additional training in the safe washing of hands and additional sanitising measures.

## **Personal Protective Equipment**

All staff will be provided with appropriate PPE and as a minimum this will include disposable gloves and aprons.

Ensure staff are provided with clean uniforms and all laundry is washed above 60 degrees Centigrade or higher.

## **Payments**

All payments will be made electronically via a contactless system or over the phone.

## **Notices**

A copy of the revised NCASS Covid-19 (1/4/2020) customer statement has been placed in a prominent position for all customers to see.

A Hand Wash and/or Hand Sanitising poster has been fixed close by to the wash hand basin.

## **Packaging**

Food containers should be placed in carrier bags to minimise touch points.

## **Deliveries**

Ensure vehicles are insured for business use.

Instruct drivers to maintain social distancing when delivering. Sanitise hands before collection and after making a delivery.

## **Allergens**

All orders if taken by phone must be asked if anyone suffers from any allergies or intolerances.

SIGNED:

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DATE:

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