

COVID-19

Checklist for Restaurants, Pubs, Bars & Takeaways

Prior to re-opening, you must **conduct a risk assessment** specific to your business, this document is an aid to support your businesses to complete a risk assessment and put sufficient measures in place, but you must also consider other hazards in your businesses which may not covered on this checklist.

Do all of the following things wherever possible	Done	Not Applicable	Give further details of how you do this What else needs to be done?
Examples:			
<i>Work out how your seated area can be used within the social distancing guidelines and how this limits the seating available</i>	✓		<i>Only 4 seats at a table of this size</i>
<i>Decide which member(s) of staff are going to control the door and how they will do this</i>	✓		<i>Designated person on the door – either Sam or Vicky.</i>
Control the entry and exit of customers into your premises			
Considered the maximum number of customers that can reasonably follow social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) at the venue. Taking into account total indoor and outdoor space, specific venue characteristics such as furniture as well as likely pinch points and busy areas. <i>Note: Inside groups of no more than two households (including support bubble). Outside: 6 people max from multiple households.</i>			
Consider the provision of a cleaning station. Put up a sign at the station to tell people when and how to use the cleaning station (e.g. sanitised hands before entering) Ensure your hand sanitiser is minimum alcohol content of 70+%			
If using outside areas, consider where customers will go if it starts raining			
Decide which member(s) of staff are going to control the door and how they will do this. Do you need a security guard?			
Leave the doors open whenever you can to reduce contact and to allow fresh air in and ensure adequate ventilation inside enclosed spaces generally			

Do all of the following things wherever possible	Done	Not Applic- able	Give further details of how you do this What else needs to be done?
Remove or re-arrange any seating you have outside your premises. Make as much space as possible for outside queueing, social distancing and using the entrance/exit			
Set up a system for queuing outside your premises. Decide where the queue starts, which way people must queue to avoid other queues and obstructions. Consider pinch points where customers could congregate.			
Make the entrance as wide and clear as possible so people can get in and out safely and easily			
Decide how you are going to take customer details and how you ensure this information is kept secure. (Details to be taken: name, contact number/email, date and time - which must be kept for 21 days) you should make it clear that their personal data may also be used for contact tracing purposes. Tell them why you need it and what you'll do with it. You could do this by displaying a notice in your premises, including it on your website or even just telling people. Further info: https://ico.org.uk/global/data-protection-and-coronavirus-information-hub/contact-tracing-protecting-customer-and-visitor-details/			
Dealing with customers on your premises			
Reconfigure indoor and outdoor seating and tables to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) between customers of different households or support bubbles. For example, increasing the distance between tables.			
If you don't currently have tables and chairs outside your premises, you may consider applying for a licence to do so; you will need to speak to the Licensing team at your local council			
Menus – consider disposable menus, or providing menus that can be cleaned between uses, or placing a menu board where it can be seen without being handled or encouraging customers walking up to it.			
Ensure customer understand how they can place their orders; will the order be taken at the table or will one member of the group be asked to a designated ordering point. Maintain a 1 metre plus* distance between the customer and staff member where possible *(current recommended government guidance 30.06.20)			

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Indoor table service must be used where possible, alongside further measures such as assigning a single staff member per table. Outdoor table service should also be encouraged, although customers are permitted to stand outside if distanced appropriately. Where bar or counter service is unavoidable, preventing customers from remaining at the bar or counter after ordering.			
If you have a designated ordering point have you made provisions for a socially distanced queue, considered how customers will take food or drinks back to their table? If they are provided with trays how these will be retrieved and returned.			
Use 'stand here' or 'feet' signs on the floor if you want people to stand or wait in particular locations to keep them 2 meters apart where possible from each other and the staff serving them: <ul style="list-style-type: none"> • When queueing / waiting to be served • When paying • When ordering at counters • Where queuing for the WC's <p>Ensure fire escape routes are kept clear</p>			
Discourage customers from walking around your premises, but where necessary make as much room as possible to allowing movement within social distancing parameters. If possible, set up a one-way system around the premises. Mark out the floor with arrows to show people which way to walk.			
If you have an outside area – consider how these customers will access WC's and ordering points			
Consider installing 'cough and sneeze shields' to protect staff at order and payment points			
Ask customers to use contactless payment instead of using cash. Provide refunds via card where possible.			
Every time you take cash payments, you must wash your hands afterwards or use a sanitising hand gel. After cashing up wash your hands.			
If you have vending or games machines, consider social distancing around these machines and how you will ensure only one person uses it at a time. The buttons and hand contact surfaces will need to be cleaned frequently – see the cleaning section at the end for more information.			

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How will you ensure the table, chairs and any hand contact surfaces are cleaned between uses by customers? – see cleaning section at the end for more details on cleaning			
Live entertainment, music and karaoke is not permitted due to the risk of aerosol transmission, if you are providing background music or screening sports you should consider: <ul style="list-style-type: none"> • The volume is low so that customers and staff do not have to raise their voice to communicate. (check the seats closest to the speakers) • Know how you will deal with customers that cheer, singalong or chant • How you will prevent customers from standing or gathering around screens 			
Consider how you can minimise what the customers are handling. Consider: <ul style="list-style-type: none"> • Only placing cutlery on the table with food and not leaving it on the table or customers collecting from a tray • Consider the use of sachets to reduce the need for condiments containers being shared 			
Use of toilets			
You should have clear use and cleaning procedures for your toilets. How many people can use the toilet at a time and how will customers be told of the usage policy?			
How have you made provisions for people to queue or know the toilet is free			
How frequently will you clean the toilet and hand contact surfaces, do you need to have a cleaning schedule to keep track and show you are cleaning frequently. Toilets cleaned regularly with appropriate disinfectants i.e household bleach 1:50			
How can you encourage customers to wash their hands to reduce the risk of transmission			
Minimise hand contact surfaces by keeping doors open where possible and maximise ventilation by keeping windows open.			
Handwashing			
Staff must wash their hands regularly throughout the day with soap and hot water for at least 20 seconds and dry with a disposable paper towel. Ensure you have a wash hand basin with hot & cold water, soap and disposable paper towels			

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Decide when staff are going to wash their hands e.g: <ul style="list-style-type: none"> • before opening up • after handling money, • before & after taking receipt of deliveries, • before & after serving food and drinks • after clearing tables and collecting glasses • before and after breaks, • every 30 minutes, • after they have served a certain amount of customers if they are on the till • at every point you would expect from a food hygiene view 			
How will you tell staff to wash their hands e.g. training, reminders, posters, timers on watches etc.			
Cleaning			
Identify and regularly clean all the things that customers are touching such as debit card PIN pads, door handles, fridge and freezer handles, sauce and sugar containers, customer toilets etc. High use areas and items need to be cleaned more frequently Use a cleaning schedule to help you – template below			
Identify and regularly clean all the things that the staff regularly touch such as the till, staff amenity/changing room touch points, staff toilets, items provided for staff to use such as kettles and microwaves High use areas and items need to be cleaned more frequently Use the cleaning schedule to help you			
Make sure your premises are tidy and easy to clean e.g. keep counter tops or bars clear, floors clear of additional furniture and accessories			
Ensure you have the correct cleaning products and instruct staff/customers on how to use them. *please see links below to the Food Standards Agency re-opening and cleaning guides			
At the start of every shift ensure that staff are fit and well for work. Check that your staff are not in any vulnerable categories e.g. elderly, no underlying health conditions etc.			
Change work schedules and procedures to reduce the number of staff in the premises and to ensure			

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<p>that staff keep 1m plus apart from each other and customers:</p> <ul style="list-style-type: none"> • Can any staff work at home • Can staff go home for lunch • Can you close the premises to take in deliveries • Can maintenance and deep cleaning be undertaken when the premises is closed. • How will staff keep 2 meters apart from delivery drivers • Can staff work away from each other in different areas of the premises • Can staff have different tasks that keep them apart • Can tasks be separated by time (e.g. food prep before lunch time opening with prep staff going home once the premises opens.) • Using screens or barriers to separate workers from each other and workers from customers at points of service. • Using back-to-back or side-to-side working (rather than face-to-face) whenever possible. • Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others). 			
How can you protect your staff when they are collecting dishes and glasses during service and maintain a 1m plus distance?			
Organise staff breaks so that social distancing can be maintained in your staff amenity/changing rooms. Consider timings of breaks, using different areas, can staff go home for breaks.			
Limit the use of shared equipment e.g. microwaves, kettles, mugs, plates and cutlery etc. Ask staff to bring and use their own items			
Making deliveries to customers			
Take orders over the phone or online rather than in person			
Ask customers to pay by card at the point of ordering			
If you are taking a mobile card payment machine out with you to make the delivery it must be cleaned between customers			

<p>If paying by cash ask the customer to have the correct amount of cash ready in an envelope/bag. If they need change then establish what this is and send it with the food delivery in an envelope / bag</p>			
<p>For your deliveries use either a bag that can be cleaned or disposed of. Clean re-usable delivery bags after each use</p>			
<p>If possible, have a designated delivery driver</p>			
<p>Design a system for handing the items/food over to the delivery driver that minimises contact between shop staff and the driver e.g.</p> <ul style="list-style-type: none"> • driver to call when they arrive to collect • leave the delivery outside the shop or in a designated 'low risk' area of the premises • driver drops the empty bag off outside or into a 'low risk' area of your shop 			
<p>Agree a designated delivery point with the customer that involves as little contact between the driver and customer as possible e.g.</p> <ul style="list-style-type: none"> • Delivery driver to phone just before arrival • Leave payment on the doorstep • Leave item/food on the doorstep • Maintain a distance of 2 meters from the customer 			
<p>Delivery drivers must regularly wash their hands with soap and water for at least 20 seconds. Decide where they will do this in your premises and how regularly.</p>			
<p>Provide drivers with wipes and sanitiser to keep in their vehicle which they must use regularly.</p>			
<p>Make sure the delivery vehicles are regularly cleaned with the correct cleaning products.</p>			

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Additional things that my business does			

Further useful guidance:

- <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery>
- <https://www.food.gov.uk/sites/default/files/media/document/reopening-checklist-for-food-businesses-during-covid-19-form.pdf>
- <https://www.visitbritain.org/business-advice/were-good-go-industry-standard> **'We're Good to Go'** industry standard
- <https://www.ukhospitality.org.uk/page/UKHospitalityGuidanceforHospitality>
- <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>
- www.food.gov.uk/business-guidance/cleaning-effectively-in-your-business

Food Health & Safety Team
Resident Services
London Borough of Hillingdon,
Civic Centre, High Street, Uxbridge, UB8 1UW
Tel:01895 250190

Email: businesssocialdistancing@hillingsdon.gov.uk

<https://www.hillingdon.gov.uk/article/4992/Help-for-businesses-to-reopen-safely>

CLEANING SCHEDULE

Week Commencing _____

	TASK	PRODUCT	FREQUENCY (at least)	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Initial
1	Screens on self-service checkouts.										
2	Debit card PIN pads.										
3	Keypads on tills.										
4	Tables and chairs										
5	Refrigerator/freezer handles on shop floor.										
6	Refrigerator/freezer handles in back of house.										
7	Door handles/light switches.										
8	Handles on cupboards behind counters.										
9	Toilets and changing room, taps, light switch, door handle, etc.										
10	Staff facilities, e.g. microwave handles, kettle, doors of fridge/cabinets, etc.										
11	Tables and work tops										
12	Computer keyboards										
13	Freezers & fridges										
14	On site ATMs										
15	Front door handle										
16	Bar or service counter										
17	Mobile phones										

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