

COVID-19 Checklist

Food Health & Safety Team
Resident Services
London Borough of Hillingdon,
Civic Centre, High Street, Uxbridge, UB8 1UW
Tel:01895 250190
Email:foodhealthandsafety@hillington.gov.uk

Business Name & Address:			Date:
Reviewing Officer:	Tel: 01895	email:	Review Date:

Please complete the table below to assist you in the development and implementation of your risk assessment.

Template risk assessments can be found at: <https://www.hillingdon.gov.uk/article/4992/Help-for-businesses-to-reopen-safely#Risk%20assessment>

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?
Before entering the shop				
Set a limit on the number of people allowed into your shop at the same time				
Decide which member(s) of staff are going to control the door and how they will do this. Do you need a security guard?				
Control the entry and exit of customers into your premises				
Leave the door open whenever you can to reduce contact and to allow fresh air in				

Remove or re-arrange any product displays you have outside your shop. Make as much space as possible for outside queueing, social distancing and using the entrance/exit.				
Set up a system for queuing outside your shop. Decide where the queue starts, which way people must queue to avoid other queues and obstructions. Make use of Hillingdon's FREE street marking service. https://www.hillingdon.gov.uk/article/4992/Help-for-businesses-to-reopen-safely#Help%20reopening				
Ask customers to use their own bags where possible				
Provide a cleaning station for baskets / trolleys / hands. <ul style="list-style-type: none"> • Ensure you have the correct cleaning products and instruct people how to use them. • 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 60+% ** please see the section at the end on cleaning for further information and our website: https://www.hillingdon.gov.uk/article/4992/Help-for-businesses-to-reopen-safely#More%20practical%20help%20for%20working%20safely				
Remove any baskets / trolleys that cannot be cleaned (e.g. in a damaged condition)				
If people have pre-ordered items or take-away food and are coming to the shop to collect – provide a				

designated time for collection or ask them to call on the phone when they have arrived.				
When people are shopping				
<p>Make as much space as possible in your shop for people to move around.</p> <ul style="list-style-type: none"> • Clear products from the floors of the aisles • Remove freestanding displays • Remove displays and items for sale around the tills 				
<p>Remove tables and chairs or stack them so that they cannot be used inside of the shop. Do you need help with a table and chairs license application for outside of your shop?</p> <p>https://www.hillingdon.gov.uk/article/4992/Help-for-businesses-to-reopen-safely#Help%20reopening</p>				
<p>Decide where you are going to display your menu. You must be able to clean your menu.</p>				
<p>If possible set up a one-way system around the shop. Mark out the floor to show people which way to walk</p>				
<p>Use tape on the floor to mark out 2 metre spacing.*</p> <p>*(current recommended government guidance 17.06.20)</p>				
<p>Use 'stand here' signs on the floor if you want people to stand or wait in particular locations (e.g. by the till, by the door, by the butcher counter)</p>				
<p>Decide if you need someone in your shop directing people to maintain social distancing</p>				
<p>Put up social distancing posters</p>				

Make sure that as many products as possible are covered to protect from sneezes and coughs (where possible)				
When people want to pay				
Maintain a 2 metre* distance between the customer and staff member where possible *(current recommended government guidance 17.06.20)				
Install 'cough and sneeze shields' to protect staff at service counters and checkouts				
Remove as many items from around the till as you can to create space and reduce the risk of items becoming contaminated				
Minimise the number of customer items that staff touch – e.g. customers weigh their own goods, ask customers to present/show items to you or the scanner for pricing				
Ask customers to use contactless payment instead of using cash				
Every time you take cash payments, you must wash your hands afterwards or use a sanitising hand gel. After cashing up wash your hands.				
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				
Review key times when staff should wash their hands e.g. before opening up, after handling money, before and after restocking shelves, before and after breaks.				
How will you tell staff to wash their hands? E.g. training, reminders, posters.				
Cleaning				
Identify and regularly clean (at least every 2 hours) 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. Use a cleaning schedule to help you. See end.				
Make sure your premises is tidy and easy to clean e.g. keep counter tops clear, floors clear of stock, unused shelving removed.				
Looking after your staff				
At the start of every shift ensure that staff are fit and well for work. Check that your staff should be at work e.g. not over 70, no underlying health conditions etc.				
Review work schedules to reduce number of workers on site, or in any particular area of the business at any one time. <ul style="list-style-type: none"> • Can staff work at home • Can staff go home for lunch 				
Ensure that staff keep 2 meters* apart from other staff and customers when working, where possible. <ul style="list-style-type: none"> • Can staff work in different areas of the 				

shop? • Can you close the shop to re-stock the shelves? *(current recommended government guidance 17.06.20)				
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 and kettles.				
Making deliveries to customers				
Take orders over the phone or order online rather than in person				
Ask customers to pay by card at the ordering point				
If you are taking a mobile card payment machine out with you to make the delivery it must be cleaned between customers				
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				
For your deliveries use either a bag that can be cleaned or disposed of. Clean re-usable delivery bags after each use				
If possible have a designated delivery driver				

<p>Design a system for handing the 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 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.</p>				
<p>Additional things that my business does</p>				

How to clean and disinfect:

Cleaning:

- Using a disposable cloth, first clean surfaces with **warm soapy water** or **detergent**.
- Increase routine cleaning and disinfection of **frequently touched surfaces** which include:
 - Fridge and freezer handles
 - Debit card pin pads
 - Door handles
 - Screens on self-service checkouts
 - Light switches
 - Trolley/basket handles. etc.
- Frequently touched surfaces should be cleaned and disinfected regularly-at least every **2 hours**.
- Cleaning with soap and water reduces the number of germs, dirt and impurities on the surface. Disinfecting kills germs on surfaces.

Disinfection:

- You then need to use a **disinfectant** to clean the surface.
- **Antiviral disinfectants which have been tested to British Standard BS EN 14476:2019 should be used.**
- **Alcohol solutions with at least 70% alcohol may also be used.**
- If the above products are not available, then disinfect these surfaces with the **products you normally use** in your food business, e.g. sanitiser (evidence shows that similar viruses can be deactivated using commonly used disinfectants in the food industry)
- Diluted household bleach is also known to kill similar viruses if appropriate for the surface:
 - **Follow manufacturer's instructions** for application and use, e.g. gloves/ventilation. .
 - Guidance produced recommend a 1:50 dilution of household bleach products which usually have an initial concentration of 5% sodium hypochlorite.
- Always follow manufacturer's instructions for dilution, application and contact times for detergent and disinfectant products. Contact time is the time that the disinfectant/bleach solution must be in contact with the surface. Its important to follow instructions as wiping them off too soon might clean the surface without properly disinfecting it.

Guidance regarding how to clean effectively can be found via the links below:

- <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>
- www.rsph.org.uk/uploads/assets/uploaded/942ce2bb-cdd0-41d4-9a3cdc84adb07aa6.pdf
- www.food.gov.uk/business-guidance/cleaning-effectively-in-your-business

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	Trolley/basket handles.										
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											

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