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JAPANESE RAMEN • MONOHON

**Monohon Ramen Ltd Covid 19 Reopening Risk Assessment.**

**Assessment carried out by: Ian Wheatley**

**Assessment #1 carried out: June 2020**

**Assessment #2 carried out: August 2020**

**Assessment #3 carried out: September 2020**

*<https://www.gov.uk/government/news/coronavirus-covid-19-what-has-changed-22-september>*

**1st post lockdown/pre-open discussion with staff: 3/7/20**

**2nd post lockdown/pre-open discussion with staff: 8/7/20**

**Ongoing staff consultation: Every Friday at team meetings.**

The assessment follows guidance from the following Government document on reopening during the covid pandemic:

<https://assets.publishing.service.gov.uk/media/5eb96e8e86650c278b077616/Keeping-workers-and-customers-safe-during-covid-19-restaurants-pubs-bars-takeaways-230620.pdf>

The format of this risk assessment follows the template laid out by the Health & Safety Executive here:

<https://www.hse.gov.uk/simple-health-safety/risk/risk-assessment-template-and-examples.htm>

I have adapted it for clearer use at Monohon Ramen. The assessment asks and answers the following questions with regard to covid 19.

The steps involved in the risk assessment are as follows:

**What are the hazards?**

**Who might be harmed and how?**

**What were you already doing to control the risks?**

**What further action do you need to take to control the risks?**

**Who needs to carry out the action?**

**When is the action needed by?**

**Completed?**

We expect this document to be continuously updated as we adjust to the new world.

This document will be made available on the Monohon Website for customers, staff and all other potential visitors to access.

**What are the hazards?**

Infection and spreading of the novel coronavirus covid 19.

**Who might be harmed and how?**

Any visitors to Monohon Ramen including: staff, customers, delivery drivers, maintenance workers etc.

**What were you already doing to control the risks?**

When it was understood covid 19 had reached the Pandemic stage in Europe in Feb/March 20200 (pre-lockdown) we significantly increased the frequency of disinfection.

All food preparation surfaces and food utensils were already disinfected after each service (i.e. twice daily).

All non-food prep surfaces but nevertheless high-touch points such as door handles, light switches, machine switches and knobs, and handrails were disinfected on a weekly basis. From March onward, we were disinfecting all these 'non-food prep' high touch points twice daily.

We removed water bottles and condiments from tables and instead instructed staff to provide these to customers upon request, cleaning after each use.

As a restaurant, hand washing requirements were already stringent. Staff were required to wash their hands immediately upon entering the building and then change clothes into a uniform before start work. Laundry of uniforms was carried out nightly.

We added extra requirements to wash hands after certain interactions (e.g. when handling money). In addition, protective disposable gloves were already available.

Cloth hand towels were removed from staff toilets and replaced with disposable paper towels.

All microfibre cloths used for cleaning tables and wiping up spills were already being boiled with detergent after each service.

**What further action do you need to take to control the risks?**

In summary, we will attempt to reduce the opportunities for the virus to enter the premises and do everything possible to control the spread of the virus were it to enter the premises unintentionally. Since the premises have been closed for over 3 months and the virus cannot live outside the human body much beyond 3 days, we work on the basis that the premises are free from the virus when we re enter.

**Stopping the virus entering the premises:**

- I have bought large quantities of hand sanitiser. A hand sanitising 'station' will be set up by the customer entrance so that all customers can clean their hand upon entry.
- Take away order customers will no longer enter the restaurant. Orders will be entered via an app and collected from outside the restaurant.
- Staff will continue to be required to wash hands immediately upon entry to the premises. More signage about good handwashing to be put up.
- I have bought a forehead laser thermometer so we can take the temperature of each staff member upon arrival. These results will be logged.
- Attempts will be made to reduce the number of deliveries per week; to reduce the number of interactions with delivery drivers.

- A hygienic food drop off point external to the building has already been installed so ambient food items can be delivered without interaction with our staff. “No contact delivery”.
- For chilled or frozen food delivery, this drop off cannot be used as we need to record the temperature of the items (to ensure they can be accepted) and carry them to the fridge/freezer immediately.
- Extra aprons have been purchased so deliveries can be brought inside the building without the boxes etc touching our uniforms. Disposable protective gloves should be used as well.
- Where possible, ambient food items inside cardboard boxes will be stacked and left for 24 hours before opening. According to studies in the *New England Journal of Medicine* and *The Lancet*, the virus does not live beyond 24 hours on cardboard.
  - Ambient (i.e. stable at room temperature) items delivered in cardboard boxes account for over 50% of our deliveries.
  - Another 25% is made up of frozen items delivered in cardboard boxes. These can be put into the freezer with the date attached and not touched for 24 hours.
- Where possible, maintenance contractors will only visit the premises outside of trading hours to minimise exposure. As always, they will be asked to wash and sanitise hands immediately upon entering the building.
- Monohon Ramen Ltd has signed up for the ‘Cycle to Work’ scheme. This allows employees to purchase a new bike with a significant discount (upto 40%). This is to encourage employees to cycle to work rather than take public transport.
  - Following this now 4 out of the 8 staff members are cycling to work.
- Shift times have been altered where possible to avoid staff travelling on public transport at peak times.
- Shift times have been altered to avoid incoming and outgoing shift workers congregating.

<b>Who needs to carry out the action?</b>	Manager and supervisors.
<b>When is the action needed by?</b>	Pre open and ongoing.
<b>Completed?</b>	Completed where indicated above, otherwise ongoing.

Despite these measures, the virus could still enter the premises. Customers or staff could be infected and spread the virus by coughing, sneezing, shouting (any activity causing a large amount of water droplets to be expelled from their mouth) in the restaurant. It could be on their clothes, their credit cards, phones etc.

#### Preventing spread of the virus inside the premises.

- Ensure all customer tables *and chairs* are disinfected after each use.
- Staff shifts have been staggered. The previous time of 3.30pm saw all evening shift staff arrive at the same time morning shift staff were leaving. Shift times will change to end at 3.15pm and start at 3.45pm to avoid congregation of staff.
- As always, staff shift pattern records are maintained. This will aid in track and trace.
- Staff will be issued with 3-ply face masks.
  - It is not government advice that people working in non-healthcare settings be issued with PPE (Personal Protective Equipment).
    - **AS OF SEPTEMBER 24TH, STAFF MUST NOW WEAR MASKS**
  - Face masks do not count as ‘PPE’ but advice claims there can be some marginal benefit to wearing them. Many other countries, especially such as Taiwan, Japan and South Korea, have a cultural tendency to wear them and have claimed them at least partially effective in protecting against covid 19.
- Staff will, as always, have access to protective rubber gloves.
- Perspex screens will be put in place on the counter between the main food preparation area and the main customer seating area.

- Music will, as before, be played at a low level to avoid the need for raised voices.
- Air conditioning: If not used, the working and eating area quickly heats up to 30 degrees and over. Air conditioning is necessary, but we can make sure the fan speed is at the lowest setting.
- Restaurant capacity has been reduced from a max of 39 down to a max of 21.
  - The main front counter usually sat 8 people maximum. This has been reduced to a maximum of 6, made up of 3 groups of 2, with 1m spacing between the groups. This spacing will be marked on the floor with tape.
  - The end of the counter by the front door had space for 4 and has now been reduced to space for 2. A hand-sanitising station has been placed in the new empty space.
  - Table 16 has been closed.
  - The rear dining room has been altered.
    - Tables 19 and 22 have been be closed.
    - Table 20 and 21 will accept a max of 6 at any one time.
    - If table 20/21 is either empty or seating a max of 4, either 22/23 or 18/19 could be converted to a table of 4.
  - All tables of 2 will no longer accept a 3rd person on the edge.
- Every attempt to maintain a sufficient distance between customers and staff will be made.
  - The restaurant is too small to allow 2 metres distancing. We are aiming for 1 metre distancing.
  - A number of special mitigating measures have been undertaken to ensure safety at 1m.
- All customers in a group should leave the restaurant and the table should be disinfected before new customers enter.
- Payment of bills, which used to happen at the counter, now happen at the table.
  - This required us to invest in new, more expensive/powerful broadband/wi-fi as previously the signal wouldn't reach all round the restaurant.
- Supervisor meetings where possible are held outside; not in the office.

#### Mitigating measures for safety at 1m distancing.

- A new ordering service allows customers to scan a QR code at the table. This will show them our menu on their phone, from which they can order and pay.
- Customers may still wish to talk with staff or order via staff.
- Menus will be laminated and cleaned after each use.
- Where payment is not via the app, it should be done at the table instead of customers approaching the till area to pay.
- Take away orders will be possible over a new 'click + collect' app function.
  - Takeaway customers will wait outside (whatever the weather) and we will take their order out to them.
- With delivery service, delivery drivers must wait *outside* to pick up food.

**Who needs to carry out the action?**

Manager and supervisors.

**When is the action needed by?**

Pre open and ongoing.

**Completed?**

Completed where indicated above, otherwise ongoing.

**Other considerations:**

#### Customer queuing outside the building

Tape will be laid on the pavement at 2m intervals.

#### Track and trace

Government guidance suggests that all visitors to the premises log their name and contact details for 21 days. This will be facilitated via the app GOODEATS. This service generates a QR code, which we can print and display round the restaurant. Customers scan the QR code and are able to enter their contact details. These details are not used for marketing purposes. They are only handed to the NHS in the event of an outbreak. The details are destroyed after 21 days. From the beginning of September 2020, we have made this registration compulsory for all customers (or for one of a group).

***SEPTEMBER 24TH 2020: I HAVE BEEN ADVISED THAT USING THE NHS TEST AND TRACE IS NOW COMPULSORY AND THAT THE EXISTING SYSTEM I HAVE IS NOT SUFFICIENT. I HAVE ENQUIRED TO THE COUNCIL ENVIRONMENTAL HEALTH TEAM ABOUT WHETHER I REALLY NEED TO INVEST MORE MONEY INTO DUPLICATING A SYSTEM THAT ALREADY WORKS.***

If a member of staff develops symptoms.

The symptoms of covid 19 are a new and persistent cough, a high temperature and a loss of taste and smell. If a member of staff develops these symptoms, they will be advised to self-isolate and take a coronavirus test immediately. If the results of the test are positive, that member of staff will need to self-isolate. Any other member of staff who has worked with them will take a test and isolate until we can be sure they are not 'positive'. It may be necessary at this stage, if we don't have enough staff, to close the restaurant to eat-in diners. If we have enough staff at that time, we might operate on a 'click and collect' takeaway basis only.

Transmission of coronavirus by food.

It is not believed that food is a common method of coronavirus transmission.

<https://www.gov.uk/government/publications/guidance-for-consumers-on-coronavirus-covid-19-and-food/guidance-for-consumers-on-coronavirus-covid-19-and-food>

Cooking thoroughly will kill coronavirus. The following list provided by the Food Standards Agency explains what constitutes 'cooking thoroughly':

60°C for 45 minutes

65°C for 10 minutes

70°C for 2 minutes

75°C for 30 seconds

80°C for 6 seconds

Source on cooking guidelines:

<https://www.food.gov.uk/safety-hygiene/cooking-your-food#:~:text=70%C2%B0C%20for%202,%C2%B0C%20for%206%20seconds>

Re-opening the restaurant: Legionnaire's Diseases Risk

The owner has visited the premises regularly during lockdown to flush water systems to avoid water stagnation and the potential build up of legionella bacteria. 10 days prior to re-open, hot water tanks were re-engaged, raising water temperature in pipes to over 60 degrees celsius. This hot water was drawn through all pipes and taps for several minutes.

Guidance regarding risk of legionella bacteria was taken from this document:

<https://www.cieh.org/media/4208/legionella-guidance-covid-19.pdf>