

**IMPACT
FOOD
GROUP**



SAFE OPERATING PROCEDURE



INTRODUCTION



In response to the COVID-19 outbreak and the increase in our business moving back towards a more normal model, this document provides guidance on key food and health & safety requirements for the provision of food services in order to protect our employees as far as is reasonably practicable from Covid 19 infection.

The situation with COVID-19 is changing day by day with some particularly stringent measures being implemented. Please find below an overview of the illness and the practical steps we need to take to reduce the risks of the spread of COVID-19 between catering staff and others. This information is based on official, published advice and will be updated as required.





COVID-19 IS A TYPE OF VIRUS

As a group, coronaviruses are common across the world. COVID-19 is a new strain of coronavirus first identified in Wuhan City, China. Public Health England currently consider the risk to the UK population to be 'high'. Most cases are mild, but as we all now know severe cases and deaths have been reported globally. The symptoms will be more serious for those with pre-existing respiratory conditions and the elderly.

The incubation period of COVID-19 is between 2 to 14 days. This means that if a person remains well 14 days after contact with someone with confirmed coronavirus, they have not been infected.

SYMPTOMS

The following symptoms may develop in the 14 days after exposure to someone who has COVID-19 infection:

- ▶ A new continuous cough (this means coughing repeatedly)
- ▶ Difficulty in breathing
- ▶ Fever/high temperature/
- ▶ Generally, these infections can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease.





HAZARDS

Spread of infection with Covid19 between staff, customers and others during delivery, preparation and service of food via personal contact, aerosols eg: steam, cleaning chemicals released under pressure, whipped creams from pressurised containers, equipment, packaging and food.

There are 2 main routes by which people can spread COVID-19:

- ▶ Infection can be spread to people who are nearby (within 2 metres) or possibly could be inhaled into the lungs.
- ▶ It is also possible that someone may become infected by touching a surface, object or the hand of an infected person that has been contaminated with respiratory secretions and then touching their own mouth, nose, or eyes (such as touching a door knob or shaking hands then touching their own face).



CONTROLS

Since the virus is easily spread there is a need to introduce enhanced controls above our usual high standards and all staff must adhere to the guidance set out below:

- ▶ Retrain all staff, irrelevant of their role, in good personal hygiene techniques.
- ▶ Staff must observe strict personal hygiene practice:
- ▶ Wash hands on arrival at the workplace and use sanitiser as provided.
- ▶ Wash hands more than usual and at least every 20 minutes during your time at work for 20 seconds using soap and hot water and particularly after coughing, sneezing and blowing your nose or after being in public areas where others do so.
- ▶ Dry hands with disposable paper towels at all times.
- ▶ Use hand sanitiser (preferably 62% alcohol and with anti viral agents).
- ▶ Staff should be advised to always wash their hands after returning from public places eg: toilets, smoking areas etc: without exception.
- ▶ Ensure work surfaces and equipment are cleaned and disinfected 30 minutes using the 2 stage cleaning process throughout the day and thoroughly.
- ▶ Ensure waste is removed on a regular basis.
- ▶ Staff should not share personal items such as soap, towels etc..
- ▶ Where any wash hand basins are available ensure liquid antibacterial soap and disposable towels are consistently available.
- ▶ Turn off taps using blue roll where they are hand operated and not contactless.
- ▶ Provide conveniently-located dispensers of alcohol-based hand rub sanitisers e.g. at reception areas.
- ▶ Provide lidded bins for used tissues and paper towel disposal.
- ▶ Place signage in various easy to see locations to remind all staff (and customers) to wash or sanitise their hands upon arrival and on a regular basis.
- ▶ Provide disposable aprons and gloves for use by staff when cleaning. Ensure that they can be suitably disposed of after use.
- ▶ Ensure all food handlers wash their hands regularly with hot water and soap for at least 20 seconds between packaging each customers meal if it is to be taken off site.
- ▶ Any team member who displays symptoms of the virus, must inform their Line Manager **immediately** and follow the relevant government guidance on self-isolation and reporting, which may involve NHS internet and phone services.
- ▶ The IFG unit manager (person responsible for operating the unit at the time) re-serves the right to question an employee that they feel may be showing symptoms and ask them to seek immediate advice from NHS 111 to ensure they are able to continue working.
- ▶ The 48 hour exclusion rule still applies for non-coronavirus sickness and diarrhoea symptoms.
- ▶ Keep up to date with government guidance on the type of service you are allowed to do. Be aware that this guidance may change daily.
- ▶ Display COVID – 19 signage on the door or somewhere visible to customers advising of additional safety measure being taken at this time.
- ▶ Limit the number of customers inside at any given time. Customers should remain at a safe distance from staff and each other – at least 2 metres apart.
- ▶ Create a designated area for pick up. You must ensure that persons are kept 2 metres apart.
- ▶ Regularly clean and sanitise all hand contact surfaces e.g. counters, tills, credit card machines, door and equipment handles, light switches etc: throughout the day.
- ▶ Wear any protective clothing provided eg: aprons, gloves, headwear etc: and change regularly.

CONTROLS DURING TRANSPORT

- ▶ Staff to ensure they are fit for work on arrival at main preparation kitchen.
- ▶ Staff to follow social distancing and personal hygiene practices within the main preparation kitchen including the washing of hands and wearing of PPE provided.
- ▶ Equipment to be used for transport to be cleaned and sanitised eg; insulated boxes, trolleys etc.
- ▶ Vehicles to be used for transport of foods to be kept clean and sanitised.
- ▶ One person only in each transport vehicle unless social distancing measures can be observed.
- ▶ If one person transport or social distancing within the vehicle cannot be maintained provision of face coverings must be considered.
- ▶ On arrival at service area social distancing and personal hygiene measures to be observed.
- ▶ Staff to ensure that there are adequate facilities and equipment available at service area for hand washing, cleaning and sanitation.
- ▶ Equipment used for service to be cleaned and disinfected prior to returning to the main preparation kitchen.

TRAINING

Retrain all staff, irrelevant of their role, in regards to the above controls and procedures plus good personal hygiene techniques.

Record such training with staff to sign records as necessary and retain on file.



MONITORING & REVIEW

Since the situation regarding Covid19 and the guidance surrounding it is **subject to constant change** this document will be reviewed and amended according to any updated advice as received.

Site Specific Controls in Place:	Controls put in place as per Impact Food Group Covid19 Risk Assessment and as outlined in the Controls section of this document.		
Further Actions Required:	Review in line with risk assessment processes eg; if Government advice changes, an incident occurs or in six months.		
Assessor Signature:	Paul Miller Safety Consultant	Completed Date:	14th May 2020
Manager Signature: (if different to Assessor)			
Review Date Due:	14th November 2020		
Reviewer Signature:		Completed Date:	
Review Date Due:			