As an employer, we have a legal responsibility to protect workers and others from risk to their health and safety. This means we need to think about the risks they face and do everything reasonably practicable to minimise them, recognising you cannot completely eliminate the risk of COVID-19.

To be most effective, full involvement of workers creates a culture where relationships between employers and workers are based on collaboration, trust and joint problem solving. As is normal practice, workers should be involved in assessing workplace risks and the development and review of workplace health and safety policies in partnership with the employer.

If you need to raise a concern: please initially talk to Gary

HSE COVID-19 enquiries
Telephone: 0300 790 6787 (Monday to Friday, 8:30am to 8pm)
Online: working safely enquiry form

This documents assess each area of our business with a view to reduce risk to the lowest reasonably practicable level by taking preventative measures, in order of priority.   You also have a responsibility to to follow these guidelines.

COVID-19 Risk Assessment

1.1 Managing risk

Guidelines	Policy / Implementation	Actions Required
Increasing the frequency of hand washing and surface cleaning	Staff are encouraged to regularly wash their hands and use hand sanitiser.	
Keeping the activity time involved as short as possible	N/A	
Using screens or barriers to separate people from each other	Barrier screens installed at the till points. Where closer face to face contact is inevitable.	
Using back-to-back or side-to-side working (rather than face-to-face) whenever possible	The nature of the business makes this happen naturally. Additional care needs to be taken when unpacking stock and working in the kitchen on the central island.	
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)		Full implementation of teams - specifically in the Deli.

1.2 Sharing your risk assessment

Guidelines	Policy / Implementation	Actions Required
You should share the results of your risk assessment with your employees. If possible, you should consider publishing it on your website (and we would expect all businesses with over 50 employees to do so).	THIS Document is Published on the notice board and a viewable version emailed to all staff.	
Below you will find a notice you should display in your workplace to show you have followed this guidance. Staying COVID-19 Secure in 2020	Displayed on the staff notice board.	

2.1 Protecting people who are at higher risk

Guidelines	Policy / Implementation	Actions Required
Clinically extremely vulnerable individuals have been strongly advised not to work outside the home. Clinically vulnerable individuals, who are at higher risk of severe illness (for example, people with some pre-existing conditions), have been asked to take extra care in observing social distancing and should be helped to work from home, either in their current role or in an alternative role. If clinically vulnerable (but not extremely clinically vulnerable) individuals cannot work from home, they should be offered the option of the safest available on site roles, enabling them to stay 2m away from others. If they have to spend time within 2m of others, you should carefully assess whether this involves an acceptable level of risk. As for any workplace risk you must take into account specific duties to those with protected characteristics, including, for example, expectant mothers who are, as always, entitled to suspension on full pay if suitable roles cannot be found. Particular attention should also be paid to people who live with clinically extremely vulnerable individuals.	Steps have been taken to ensure all staff members working understand the risks involved. After such conversations a number of staff have chosen not to work until social distancing has been relaxed. Staff have been offered more back room / less customer facing roles where appropriate.	
Provide support for workers around mental health and wellbeing. This could include advice or telephone support.	● We have spoken to all members of staff about wellbeing and stresses of the role during the pandemic. ● We have encouraged staff to take holiday/time off. ● We have reduced the working week, by closing an hour early and also closed an extra day - Sunday - which was typically less popular in the shop and more frequented by cyclists & walkers.	

2.2 People who need to self-isolate

Guidelines	Policy / Implementation	Actions Required
To make sure individuals who are advised to stay at home under existing government guidance do not physically come to work. This includes individuals who have symptoms of COVID-19 as well as those who live in a household with someone who has symptoms. Enabling workers to work from home while self-isolating if appropriate. See current guidance for employees and employers relating to statutory sick pay due to COVID-19. See current guidance for people who have symptoms and those who live with others who have symptoms.	Staff have been informed both verbally and by email to follow the Government Guideline on isolating and testing. Policy is evolving week by week and hence not published here. Working at home is not appropriate.	

2.3 Equality in the workplace

Guidelines	Policy / Implementation	Actions Required
Involving and communicating appropriately with workers whose protected characteristics might either expose them to a different degree of risk, or might make any steps you are thinking about inappropriate or challenging for them.	We communicate to all staff equally.	
Considering whether you need to put in place any particular measures or adjustments to take account of your duties under the equalities legislation.	We treat all staff equally.	
Making reasonable adjustments to avoid disabled workers being put at a disadvantage, and assessing the health and safety risks for new or expectant mothers.	We don't have any staff members who are classed as disabled.	
Making sure that the steps you take do not have an unjustifiable negative impact on some groups compared to others, for example, those with caring responsibilities or those with religious commitments.	We have discussed the caring needs of all staff and have tailored solutions individually. This includes being furloughed, working part time and changing shift patterns.	

3.1 Coming to work and leaving work

Guidelines	Policy / Implementation	Actions Required
Staggering arrival and departure times at work to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics.	N/A : The number of staff involves . Rota defines the area where people will work - so	
Providing additional parking or facilities such as bike-racks to help people walk, run or cycle to work where possible.	No additional facilities required.	
Limiting passengers in corporate vehicles, for example, work minibuses. This could include leaving seats empty.	N/A	
Reducing congestion, for example, by having more entry points to the workplace in larger stores.	N/A	
Using markings and introducing one-way flow at entry and exit points.	N/A	
Providing handwashing facilities (or hand sanitiser where not possible) at entry and exit points.	Sinks available already. Extra sanitisers provided at all key areas - including the tills where no sink is available.	
Providing alternatives to touch-based security devices such as keypads.	N/A.	
Defining process alternatives for entry/exit points where appropriate, for example, deactivating pass readers at turnstiles in favour of showing a pass to security personnel at a distance.	N/A	

3.2 Moving around buildings and stores

Guidelines	Policy / Implementation	Actions Required
Reducing movement by discouraging non-essential trips within buildings and sites, for example restricting access to some areas, encouraging use of radios or telephones, where permitted. These items require cleaning between users if multi-use.	N/A	
Introducing more one-way flow through buildings. Providing floor markings and signage should remind both workers and customers to follow to social distancing wherever possible.	- We encourage one way flow in the shop - SHop is closed to customers when unpacking deliveries - Cafe has a one way flow. Enter via main entrance and stairs. Exit via Fire Escape.	
Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.	N/A	
Making sure that people with disabilities are able to access lifts.	N/A	
Regulating use of high traffic areas including corridors, lifts, turnstiles and walkways to maintain social distancing.	N/A	

3.3 Workplaces and workstations

Guidelines	Policy / Implementation	Actions Required
For people who work in one place, workstations should allow them to maintain social distancing wherever possible.	Staff are assigned specific roles: Deli, Kitchen Click and Collect.	
Workstations should be assigned to an individual as much as possible. If they need to be shared, they should be shared by the smallest possible number of people.	Extra computers have been purchased to minimise sharing.	
If it is not possible to keep workstations 2m apart then businesses should consider whether that activity needs to continue for the business to operate, and if so take all mitigating actions possible to reduce the risk of transmission.		
Reviewing layouts to allow workers to work further apart from each other.	The number of staff is limited per area: Kitchen :3 (incl washing up) Deli Counter : 3 Tills : 2 Butchery Counter : 2	
Using floor tape or paint to mark areas to help people keep to a 2m distance.	Equipment has been located at safe distances: Deli and Butchery Scales	
Avoiding people working face-to-face. For example, by working side-by-side or facing away from each other.	There should be no face to face working. Risk points : Kitchen central island & Unpacking a delivery	
Using screens to create a physical barrier between people.	Screens provide at the tills where closer face to face contact is. Deli counters 1.2m depth create a natural barrier.	
Using a consistent pairing system if people have to work in close proximity. For example, maintenance activities that cannot be redesigned.	Staff assigned to duties in teams. Click and Collect, Kitchen, Deli, Web & Admin.	
Minimising contacts around transactions, for example, considering using contactless payments.	● Contactless Limit increased to £45. ● Click & Collect provides a Zero contact mechanism for shopping.	

	● Cafe is card only	
Rethinking demonstrations and promotions to minimise direct contact and to maintain social distancing.	We have stopped providing customers tastings of cheese & meats	

3.4 Meetings

Guidelines	Policy / Implementation	Actions Required
Using remote working tools to avoid in person meetings.	Suppliers encourage to hold meetings by telephone or zoom..	
Only absolutely necessary participants should attend meetings and should maintain 2m separation throughout.	Policy	
Avoiding transmission during meetings, for example avoiding sharing pens and other objects.	Suppliers asked to not bring demonstration stock.	
Providing hand sanitiser in meeting rooms	Provided	
Holding meetings outdoors or in well-ventilated rooms whenever possible.	Mezzanine (old coffeeshop used)	
For areas where regular meetings take place, use floor signage to help people maintain social distancing.	Not required.	

3.5 Common areas

Guidelines	Policy / Implementation	Actions Required
Staggering break times to reduce pressure on the staff break rooms or places to eat.	Breaks are staggered.	
Using safe outside areas for breaks.	Extra seating has been provided away from customers and placed over 2m apart.	
Creating additional space by using other parts of the working area or building that have been freed up by remote working.	Click and Collect area of Mezzanine can also be used for staff breaks.	
Installing screens to protect workers in receptions or similar areas	N/A	
Providing packaged meals or similar to avoid fully opening staff canteens.	Lunches are provided and premade by kitchen staff.	
Reconfiguring seating and tables to optimise spacing and reduce face-to-face interactions.	Maximum of 2 staff on break at any one time. Staff told to sit at separate tables.	
Encouraging workers to remain on-site and, when not possible, maintaining social distancing while off-site.	All staff stay onsite for the full working day.	
Considering use of social distance marking for other common areas such as toilets, showers, lockers and changing rooms and in any other areas where queues typically form.	N/A	

3.6 Accidents, security and other incidents

Guidelines	Policy / Implementation	Actions Required
In an emergency, for example, an accident, provision of first aid, fire or break-in, people do not have to stay 2m apart if it would be unsafe.

Reviewing your incident and emergency procedures to ensure they reflect the social distancing principles as far as possible. | Both parties should wear masks if possible. Masks have been added to all first aid kits.

People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands. | |

4.1 Contact with Customers

Guidelines	Policy / Implementation	Actions Required
Defining the number of customers that can reasonably follow 2m social distancing within the store and any outdoor selling areas. Take into account total floorspace as well as likely pinch points and busy areas.	8 People in the store at any one time. Policed by a member of staff on the door at busy times.

Customers wait outside for cafe.   Taken to a table by a member of staff.   Full table service reduces customer movement.

Use of fire escape stairs for customers leaving the cafe eliminates face to face passing on the stairs. | |
| Limiting the number of customers in the store, overall and in any particular congestion areas, for example doorways between outside and inside spaces. | As above.   Customers asked not to congregate & picnic.   Doorways kept open so handles don't need to be touched. Customers wait outside for both shop and cafe if busy. | |
| Encouraging customers to use hand sanitiser or handwashing facilities as they enter the premises to reduce the risk of transmission by touching products while browsing. | Hand Sanitiser available on entry door to shop. Hand Sanitiser a key areas in cafe (10 stations added). | |

Encouraging customers to avoid handling products whilst browsing, if at all possible.	Written policy on entry to the shop.	
Suspending or reducing customer services that cannot be undertaken without contravening social distancing guidelines. This may include re-thinking how assistance is provided, for example, using fixed pairs of colleagues to lift heavy objects rather than a single colleague lifting with a customer.	Outside cafe seating still suspended. Although a small number of tables could be provided - we are concerned about being overwhelmed with cyclists and walkers and creating "undistanced" area - this will be reviewed in September.	
Encouraging customers to shop alone where possible, unless they need specific assistance.	Written policy on entry to the shop and staff member on the door will encourage the policy.	"
Reminding customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.	Policy.	
Looking at how people walk through the shop and how you could adjust this to reduce congestion and contact between customers, for example, queue management or one-way flow, where possible.	Queue management for the tills down the central aisle. Limit of 8 naturally creates small queues - normally 2 people at the butchery, deli - in the fruit and vegetable area.	
Ensuring any changes to entries, exit and queue management take into account reasonable adjustments for those who need them, including disabled shoppers.	A staff member on the door will offer assistance. No changes to policy.	
Working within your local area to provide additional parking or facilities such as bike racks, where possible, to help customers avoid using public transport.	No change.	
Using outside premises for queuing where available and safe, for example some car parks.	Outside seating removed to create safe space for queuing. Separate queuing for fishmonger.	
Managing outside queues to ensure they do not cause a risk to individuals or other businesses, for example by introducing queuing systems, using barriers and having staff direct customers.	See above.	
Working with your local authority or landlord to take into account the impact of your processes, including queues, on public spaces such as high streets and public car parks.	Planning application submitted for a Tea Garden to creat a Socially Distanced outside seating area.	

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Shopping centres should take responsibility for regulating the number of customers in the centre and the queuing process in communal areas on behalf of their retail.	N/A	
Having clearly designated positions from which colleagues can provide advice or assistance to customers whilst maintaining social distance.	Normal positions, behind counters and tills, plus additional staff member on the front door.	
Working with neighbouring businesses and local authorities to consider how to spread the number of people arriving throughout the day for example by staggering opening hours; this will help reduce demand on public transport at key times and avoid overcrowding.	N/A	
Avoid sharing vehicles except within a family, for example on test drives. If it is not possible, keep the number of people in the vehicle to a minimum and as distanced within the vehicle space as possible, and use other safety measures such as ensuring good ventilation.		
Continuing to keep customer restaurants and cafes closed until further notice, apart from when offering hot or cold food to be consumed off the premises.	Cafe allowed to reopen in accordance with current guidance.	

4.2 Providing and explaining available guidance

Guidelines	Policy / Implementation	Actions Required
Providing clear guidance on social distancing and hygiene to people on arrival, for example, signage and visual aids.	Policy printed on posters outside the shop. Several Coffeeshop closed signs. Safe Shopping Policy summarised on social media and available on the website.	
Informing customers that they should be prepared to remove face coverings safely if asked to do so by police officers and staff for the purposes of identification.	N/A	

Providing written or spoken communication of the latest guidelines to both workers and customers inside and outside the store. Consider the particular needs of those with protected characteristics, such as those who are visually impaired.	We are registered with .gov.uk website for daily email updates. Policy changed and updated as necessary.	
Creating social distancing champions to demonstrate social distancing guidelines to customers, if helpful.	Staff trained to challenge if necessary. Customers asked to not revisit if consistently infringe guidelines.	
Ensuring latest guidelines are visible in selling and non-selling areas.	Risk assessment [this document available in the staffroom. Safe Shopping policy visible outside and inside the shop.	

5.1 Before reopening

Guidelines	Policy / Implementation	Actions Required
An assessment for all sites, or parts of sites, that have been closed, before restarting work cleaning procedures and providing hand sanitiser, before restarting work Steps that will usually be needed: Checking whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels. Most air conditioning systems do not need adjustment, however where systems serve multiple buildings, or you are unsure, advice should be sought from your heating ventilation and air conditioning (HVAC) engineers or advisers.	N/A	

5.2 Keeping the workplace clean

Guidelines	Policy / Implementation	Actions Required
Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.	As a 5 star rated food environment our schedules and procedures are extensive. These have been extended to include regular	

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	cleaning of customer touch points.	
Frequent cleaning objects and surfaces that are touched regularly, including self-checkouts, trolleys, coffee machines, betting machines or staff handheld devices, and making sure there are adequate disposal arrangements for cleaning products.	See above. More items are also put through the commercial dishwasher. Additional bins added to ensure safe disposal of cleaning cloths.	
Clearing workspaces and removing waste and belongings from the work area at he end of a shift.	Daily and Intra Daily.	
If you are cleaning after a known or suspected case of COVID-19 then refer to the specific guidance.	Policy will be adhered to in an eventuality.	

5.3 Hygiene: handwashing, sanitation facilities and toilets

Guidelines	Policy / Implementation	Actions Required
Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.	As a 5 star rated food environment our training schedules and procedures are extensive. These have been extended to include regular cleaning of customer touch points.	
Providing regular reminders and signage to maintain hygiene standards.	See above.	
Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.	Toilet that could be accessed by public without permission has been locked and only opened on customer request. Restricted entry upstairs to cafe & toilet.	
Providing hand sanitiser in multiple locations in addition to washrooms.	Policy implemented. Serval sanitizer stations around entrance to toilets. Around 12 in the shop and cafe for public use. Serval additional ones for staff.	
Enhancing cleaning for busy areas.	Policy implemented.	

Providing more waste facilities and more frequent rubbish collection.	Policy implemented.	
Providing hand drying facilities – either paper towels or electrical driers.	Policy implemented.	

5.4 Customer fitting rooms

Guidelines	Policy / Implementation	Actions Required
Fitting rooms should be closed wherever possible given the challenges in operating them safely.	N/A	
Where fitting rooms are essential, for example to support key workers buying critical protective clothing, they should be cleaned very frequently, typically between each use.	N/A	
Creating procedures to manage clothes that have been tried on, for example delaying their return to the shop floor (see section 5.5 below).	N/A	
Limiting contact between customers and colleagues during fitting, for example by suspending fitting assistance.	N/A	

5.5 Handling goods, merchandise and other materials

Guidelines	Policy / Implementation	Actions Required
Encouraging increased handwashing and introducing more handwashing facilities for workers and customers or providing hand sanitiser where this is not practical.	Hand santisiers are in areas where there are no sinks; looy, tills, entrance door, workstations.	
Limiting customer handling of merchandise, for example, through different display methods, new signage or rotation of high-touch stock.	Published policy is for customers not to pick up unless buying. All produced is signed. Mush behind deli counters so cannot be touched. Customers are reminded of the policy if they are seen touching products.	
Putting in place picking-up and dropping-off collection points where possible, rather than passing goods hand-to-hand.	We have a non contact Click & Collect service. With instore shopping it would be impossible to implement. Staff sinitise hand after each customers.	

Staggering collection times for customers collecting items, with a queuing system in place to ensure a safe distance of 2m.	Click and Collect has timed slots.	
Setting up 'no contact' return procedures where customers take return goods to a designated area.	We generally don't have returns. When we do the product is discarded.	
Encouraging contactless refunds, where possible.	Policy.	
Storing items that have been returned, donated, brought in for repair or extensively handled, for example tried on shoes or clothes, in a container or separate room for 72 hours, or cleaning such items with usual cleaning products, before displaying them on the shop floor. Materials used for cleaning can be disposed of normally.	N/A	
Providing guidance to how workers can safely assist customers with handling large item purchases.	We have trollies that are used to move large items without multiple people being needed.	
Considering placing protective coverings on large items that may require customer testing or use, for example, furniture, beds or seats. Ensuring frequent cleaning of these coverings between uses, using usual cleaning products.	N/A	
Cleaning touchpoints after each customer use or handover. For some examples, such as rental equipment, and test drive and rental vehicles, interior and exterior touchpoints should be considered.	Customer baskets are cleaned regularly	

6.1 Face coverings

Guidelines	Policy / Implementation	Actions Required
There are some circumstances when wearing a face covering may be marginally beneficial as a precautionary measure. The evidence suggests that wearing a face covering does not protect you, but it may protect others if you are infected but have not developed symptoms. A face covering can be very simple and may be worn in enclosed spaces where social distancing isn't possible. It just needs to cover your mouth and nose. It is not the same as a face mask, such as the surgical masks or respirators used by health and care workers. Similarly, face coverings are not the same as the PPE used to manage risks like dust and spray in an industrial context. Supplies of PPE, including face masks, must continue to be reserved for those who need them to protect against risks in their workplace, such as health and care workers, and those in industrial settings like those exposed to dust hazards. It is important to know that the evidence of the benefit of using a face covering to protect others is weak and the effect is likely to be small, therefore face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing. These other measures remain the best ways of managing risk in the workplace and government would therefore not expect to see employers relying on face coverings as risk management for the purpose of their health and safety assessments. Wearing a face covering is optional and is not required by law, including in the workplace. If you choose to wear one, it is important to use face coverings properly and wash your hands before putting them on and taking them off.	Reusable face masks have been provided to all members of staff. Use is Compulsory. Face Visors also prived. Using face coverings safely: ● wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it ● when wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands ● change your face covering if it becomes damp or if you've touched it ● continue to wash your hands regularly ● change and wash your face covering daily ● if the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste ● practise social distancing wherever possible	
PPE protects the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment, such as face masks.	N/A	

7. Workforce management

7.1 Shift patterns and working groups

Guidelines	Policy / Implementation	Actions Required
As far as possible, where workers are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people.	Teams have been established for Click & Collect, Deli, Butchery and Kitchen. Sub teams for the Deli as also being investigated.	
Identifying areas where people have to directly pass things to each other and find ways to remove direct contact such as by using drop-off points or transfer zones.		

7.2 Work-related travel

Guidelines	Policy / Implementation	Actions Required
Minimising non-essential travel – consider remote options first.	N/A	
Minimising the number of people outside of your household travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoiding sitting face-to-face.	N/A	
Cleaning shared vehicles between shifts or on handover.	N/A	
Where workers are required to stay away from their home, centrally logging the stay and making sure any overnight accommodation meets social distancing guidelines.	N/A	

7.2.2 Deliveries to other sites

Guidelines	Policy / Implementation	Actions Required
Maintaining consistent pairing where two-person deliveries are required.	N/A	
Minimising contact during payments and exchange of documentation, for example by using electronic payment methods and electronically signed and exchanged documents.	N/A	
Putting in place procedures to minimise person-to-person contact during deliveries to other sites.	N/A	

7.3 Communications and training

Guidelines	Policy / Implementation	Actions Required
Providing clear, consistent and regular communication to improve understanding and consistency of ways of working.	Policy.	
Engaging with worker and worker representatives through existing communication routes and worker representatives to explain and agree any changes in working arrangements.	Policy.	
Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.	Policy.	

7.3.2 Ongoing communications and signage

Guidelines	Policy / Implementation	Actions Required
Ongoing engagement with workers (including through trade unions or employee representative groups) to monitor and understand any unforeseen impacts of changes to working environments.	Policy.	
Awareness and focus on the importance of mental health at times of uncertainty. The government has published guidance on the mental health and wellbeing aspects of coronavirus (COVID-19).	Staff wellbeing is a primary concern, as a small team we are generally made aware if someone needs help.	
Using simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language and those with protected characteristics such as visual impairments	As well as full policy documents being available printed and online. "Headlines documents are available and displayed in multiple areas. {As at the end of this document]	
Using visual communications, for example whiteboards or signage, to explain changes to production schedules, breakdowns or materials shortages to reduce the need for face-to-face communications.	N/A	
Communicating approaches and operational procedures to suppliers, customers or trade bodies to help their adoption and to share experience.	We are members of the Federation of Small Businesses (FSB) and Guild of Fine Food (GFF) who provide regular updates on how regulation and market changes impact our sector.	

8. Inbound and outbound goods

Guidelines	Policy / Implementation	Actions Required
Revising pick-up and drop-off collection points, procedures, signage and markings.	Most deliveries are made to the lobby. The shop is closed temporarily whilst processing a delivery.	
Minimising unnecessary contact at gatehouse security, yard and warehouse. For example, non-contact deliveries where the nature of the product allows for use of electronic pre-booking.	N/A	
Considering methods to reduce frequency of deliveries, for example, by ordering larger quantities less often.	We have increased the quantity of goods ordered for Ambient. The majority of the produce we buy is fresh, there is very limited scope for improvement.	
Where possible and safe, having single workers load or unload vehicles.	Policy.	
Where possible, using the same pairs of people for loads where more than one is needed.	Policy.	
Enabling drivers to access welfare facilities when required, consistent with other guidance.	Policy.	
Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-aways.	N/A	

Safe Staff Numbers

3 : Deli Counter
2 : Tills
2 : Butchery
3 : Kitchen
2 : Lobby

Do not enter an area with the maximum number of Staff

Accident

Both parties to wear a mask if possible, wash hands/sanitize before afterwards treatment

Staff Breaks

Socially distance
Sit at separate tables

Deliveries

Maximum of 3 people
Side by Side Working

No face to face Working

Caution during:
Unpacking a delivery
Kitchen Work

When to wash your hands

- Unpacking F&V
- Signing for a delivery
- Unpacking a delivery
- Move from till to counter
- Move from counter to till (use sanitiser)
- Before & After making a drink
- Before & After a break
- Accidentally touching your hair, eyes, mask or mouth
- Blowing your nose, coughing or sneezing

Note : This is not a an exhaustive list
Use common sense

Staff Training Record

Name	Signature	Date	Name	Signature	Date
Sarah			Elizabeth		
Gary	Trainer		Freddy		
Paul			Marissa		
Mandy			IsabelJ		
Fraser			Maisie		
joe			Alice		
Hannah			Sophie		
Nina			Georgia		
Henry			Lucy		
Isabel			Becca		
Rosie					

Revision History

Version 1.0	Gary Mercer	May 29th 2020	First Issue
Version 1.1	Gary Mercer	July 20th 2020	Mask Guidance update
Version 1.3	GaryMercer	August 10th 2020	Cafe Reopening Changes