

COVID-19 / Customers and visitors

Rosso Restaurant & Bar

📅 **Adopted on 02/10/2020** by Victor Gonzalez

Covid-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal. Spread of COVID-19 from person to person, both from colleagues and other visitors to the office. COVID-19 is transmitted from small droplets that are created when infected persons sneeze or cough. These can be directly transmitted to another person or a surface and then transferred if a person touch their eyes, mouth or nose.

PEOPLE EXPOSED

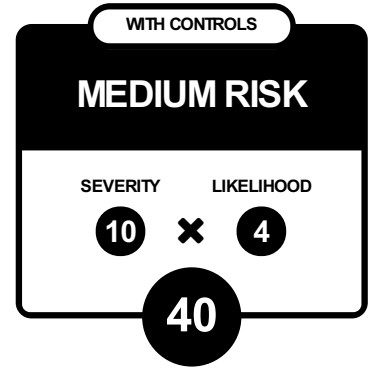
- 👤 Colleagues
- 👤 Contractors
- 👤 Visitors / Guests
- 👤 Members of the Public

HAZARDS

- ⚠️ **Indirect transmission**
Contaminated surfaces / equipment – hands and hand contact surfaces, food and food contact surfaces, clothing and table linen, waste
- ⚠️ **Direct transmission**
Other people with virus in close proximity – person to person (hand to hand, hand to mouth, hand to body), airborne (coughing, sneezing)
- ⚠️ **Splashes**
Splashes of body fluids containing virus into mucous membranes (eyes, nose, mouth)
- ⚠️ **Access**
Access for virus via broken skin / open wounds / cuts
- ⚠️ **Introduction**
Introduction through contaminated hands / fingers via mucous membranes (eyes, nose, mouth)
- ⚠️ **Inhalation**
Inhalation of droplets / aerosols (coughs, sneezes etc.)

CONTROL MEASURES

- **Test and Trace.**
 - All reservations must include the name of the customers and a contact number. If there is more than one person, then you can record the name of the 'lead member' and the number of people in the group. The booking details also must include the date of the visit, number of the table, arrival and approximated departure time. It is advisable where possible to keep records of the name of the staff member(s) who served the group. (This will help reduce the number of customers or staff needing to be contacted by NHS Test and Trace.)
 - All the records will be kept in Rosso's system according to the GDPR regulations and will be available to the NHS Test and Trace if requested, for a minimum of 21 days.
- **Hand hygiene**
Hand hygiene Facilities to be provided to ensure that good hand hygiene can be achieved. All wash hand basins to be supplied with liquid soap and an effective means of drying hands. Paper towels are preferred to electric hand dryers. If providing paper towels, ensure that bins are provided for their safe disposal. The wash hand basins can be supplemented with alcoholic hand gel. Hand gel to be provided at the entrance of the restaurant and at suitable locations throughout.
- **Rosso staff**
 - Rosso staff has been provided with specific training in Covid-19 prevention.
 - In addition to the customers and visitors details, Rosso will keep records of each employee, including their names and contact numbers, the dates and times staff are at work and the section where they were allocated.
 - Temperature checks using non-contact thermometers will be carried out before the start of each shift. A daily record of this will be kept by the manager on duty. Any team members who record a temperature above 37.5 degrees will be asked to return home and follow self-isolation government guidelines. (*see the tested positive policy)



○ **PPE**

• Following the new regulations members of the public must wear a face covering in premises providing hospitality, except when seated at a table to eat or drink. Customers must wear face covering when entering and leaving the premises, or when using the toilets.

○ **Table service**

• Rosso operates a table service only policy. Food and drink must be ordered and served at the table using the disposable menus. Customers are not permitted to stand or be served at the bar. • Rosso is committed to manage food and drink safely. When delivering food or drinks avoid contact between staff and guests. • Customers can only visit in groups of up to six people from the same household. Groups are not allowed to mix, swap tables, or interact with other customers from a different household.

○ **Enhanced cleaning**

• All surfaces in the restaurant must be cleaned frequently, paying particular attention to frequently touched areas and surfaces, such as taps, grab-rails and door handles. Daily records of this must be kept. • Toilets maintenance will be increased to every 30 minutes with a record kept on site. Disposable paper towels will replace the traditional hand towels to avoid the use of hand dryers. Sanitiser stations will be located at all entrances, exits and restroom entries. • Tables will be deep cleaned after each sitting and all the tablecloths replaced with clean sets. Always remember to use the provided PPE and disinfectants during this process. Tablecloths and dirty linen in general, must not be shaken to avoid dispersal of particles. Laundry bins must remain covered and will be cleaned out with disinfectant after each collection.

○ **One way system**

• Entrance, stairways and corridors will operate directional flow rules to prevent unnecessary contact points. These will be marked with signage on the floor and walls.