



TM
NCASS
NATIONWIDE
CATERERS
ASSOCIATION

Compliance Statement

The Nationwide Caterers Association

e. info@ncass.org.uk t. 0300 124 6866

Coronavirus & Covid-19

My Covid-19 Controls

Special Measures Procedures (Version 2)

This document is an updated version of the NCASS COVID-19 Compliance pack and describes general practices and procedures to reduce the risks of your staff and customers catching Covid-19 whilst working in or using your food business.

This document has been produced by NCASS and is in line with Government requirements (NCASS will provide updates to keep it current).

You need to check that you are able to carry out the recommended practices detailed in this document. If they do not suit your particular operation (premises and way of working) you must contact your Account manager for advice on alternative arrangements.

Unless these or similar measures are in place the risk of Covid-19 infection will not be controlled and trading is likely to be prohibited.

N.B: This document is in addition to other policies and procedures contained within the NCASS Due Diligence system.

How to use this guidance

This document should be easily accessible to you and your team as well as EHOs or Relevant Authorities who should want to check that you have put special measures in place to ensure that you are trading safely.

Please read each statement and fill in the tick box after each one to confirm that you are operating within these parameters.

N.B: If you are not able to trade following this advice or any equivalent, please do not trade.

Your working practices

General Statement:

My food business implements measures to reduce the risk of staff and customers becoming infected with the Covid-19 virus.

These control measures are based on a Covid-19 risk assessment, produced by our Trade Association NCASS and are in-line with Government requirements. They are updated when requirements and advice from statutory bodies or NCASS change.

We have checked the measures outlines in this document to make sure they fully apply to our business and where they do not, we have made appropriate updates within this document.

We also display a short version of these controls, our "Customer notice", in a prominent place so that our customers can see what we are doing and what we would like them to do to help us control Covid-19 infection risks.



Hygiene & my food premises:

Our staff have been trained to pay extra attention to keeping our premises clean and hygienic. In addition to cleaning and sanitising food contact areas, equipment and utensils, we pay special attention to areas likely to be touched by staff and customers e.g. collection points.

These hand contact areas are frequently sanitised and We have updated our cleaning schedules to make sure that we use the right chemicals properly to kill both bacteria and viruses.

Personal Hygiene:

In order to reduce the risk of Covid-19 infection and to maintain good standards of food hygiene, our staff, including those doing deliveries, have been trained to wash their hands regularly and thoroughly, in line with Government guidance.

A Notice that reminds staff about how to wash their hands thoroughly is posted near hand wash basins and in staff toilet areas.

Our staff avoid touching the face, mouth, eyes and nose to reduce the risk of infection transfer. If they accidentally touch any of these areas, they will immediately wash their hands thoroughly.

We make sure that our staff have clean uniforms. Reusable uniforms will be washed at a minimum of 60°C unless this is not suitable for the material. In such cases we will use a suitable laundry sanitiser in the process.

Illness reporting and controls:

Our staff have been made aware of the symptoms of Covid-19 infection and the need to report details to their employer if they or a member of their household have symptoms.

If they have a new continuous cough or a high temperature or these symptoms are present in a member of their household, they will not be allowed to come to work.

We have a system in place to allow staff members to report symptoms of illness, or illness in their household, without attending work.

If any staff show such symptoms at work, they will immediately be sent home and the premises will be temporarily closed for thorough cleaning, in line with Public Health guidance.

In addition, we will seek advice from our Local Authority or NCASS on the need to quarantine any other staff members who may have been in close contact with an infected staff member at work.

Staff with symptoms of Covid-19 infection will not be allowed back to work for a minimum of 7 days and where there is a member of their household showing symptoms they will not be allowed back to work for a minimum of 14 days.



Social Distancing:

Our Staff

Unless our staff are members of the same household, we will have rearranged our ways of working to keep them physically separated i.e. 1+ metres apart. This applies to work on our premises and to travel to and from work i.e. we require staff not to share a private vehicle, unless they are members of the same household.

Our Customers

Ordering

Wherever possible we ask our customers to pre-order their food. This allows us to arrange a collection time, manage the number of people on site and maintain social distancing.

Payments

In order to limit the risk of Covid-19 infection we ask our customers to pay for their food by contactless means e.g. by card or other digital payment system. Where keypads are used for payment, they will be thoroughly sanitised between customers.

If cash handling is necessary, our staff have been trained in the safest way of doing so.

Collection

Where possible we give customers an allotted collection time have a queuing system and ask customers to maintain a separation distance of 1+ metres from each other. We have arrangements in place to assist customers to do this.

We ask all our customers to avoid direct contact with our staff. Food and drink orders will be put in bags when ready and placed at a Collection point, which will be frequently cleaned and sanitised. Customers will be called up to collect their food when it is ready.

Delivery

Our delivery drivers have been trained to maintain high standards of hygiene e.g. thorough handwashing before and after delivery and to maintain physical separation from others during delivery (social distancing). They wear appropriate PPE when conducting their work: gloves if they have to pass food to customers.

Our drivers will ideally place an order outside a customer's door, alert the customer and step back to maintain physical separation.

We ask our customers to maintain a separation distance of 1+ metres from delivery staff.

Assessing risk

These controls are set out in our Risk Assessment



Covid-19 Compliance Statement

By signing this document, I confirm that I have made sure that my business operates in accordance with these special measures and the special measures Risk Assessment matrix deemed correct at the date this document was signed.

I have:

- Read and understood the Covid-19 - Special Measures Procedures Version 2 released by NCASS on 07/05/2020
- Carried out a risk assessment based on the NCASS generic Covid-19 virus risk assessment matrix. In doing so I have made sure that the required controls are suitable for my business/ businesses. Where controls are not suitable, I have consulted NCASS and/or my Local Authority in order to identify appropriate alternatives.
- Fully implemented the control measures and trained staff have been trained in their use.
- Posted a summary of the controls in place to reduce the risk of Covid-19 infection (the NCASS Customer Notice) in a prominent place so that customers are aware of what we are doing to keep them safe and how they can help us to do so.

I will make sure that:

- There will always be a Responsible person in the premises during working hours to ensure that the necessary Covid-19 control measures, as well as food safety controls, are implemented.
- Staff are regularly reminded of the controls and the importance of following them.
- All new staff are trained in the controls before starting work.
- Any changes to the controls, identified by NCASS or my Local Authority are implemented.
- All staff are trained to level 2 Food Hygiene and in the measures outlined in this document.
- All persons working on the unit will receive additional training in the safe washing of hands and additional sanitising measures.
- A copy of the revised NCASS Covid-19 customer statement has been placed in a prominent position for all customers to see.
- A Hand Wash and/or Hand Sanitising poster is clearly visible and is close by to the wash hand basin

Signed

Position

Date



NCASS
NATIONWIDE
CATERERS
ASSOCIATION



NCASS COVID-19 Safety Training

COMPLETED BY

Monem Mansour

DATE TAKEN: 21/Apr/2021

This is to certify that I have completed the NCASS COVID-19 online safety training course and that I understand the measures and changes that I should implement to keep my customers and staff safe.

Alan Fox

A Fox (Director)
On behalf of the association



Covid-19 Virus Risk Assessment



This Risk Assessment is an overview of Covid-19 specific hazards (risks) and shows the way in which they can be controlled, monitored and corrected.

This is a dynamic document which means that the contents must be reviewed regularly, and additional information be must edited and / or added by you to reflect the way that you are operating your business.

Parts of this Risk Assessment are editable. This is because advice and regulations from Government around these elements (e.g.: 2 metre rule) may change over time.

Look out for the editable areas - they will be the blue boxes. There is additional space within each hazard for you to fill in additional controls specific to your business. You will see that there is also a blank table for you to use if you need to add additional hazards to the Risk Assessment that are specific to your business.

We have also added an 'Evidence' column to this Risk Assessment, this is because you will most likely be asked to show what your Covid-19 hazards are, how you are controlling them and the evidence of this. For example, with the hazard; 'Contamination of premises or equipment', one of the controls is 'Thorough cleaning and disinfection/sanitising of premises', your evidence here could be your cleaning record.

Terminology:

Hazard - this is anything that could be deemed a risk to you, your staff and the public.

Controls – this is what you are doing to control this hazard, i.e.: to make sure you are reducing the risk of a specific hazard as much as possible.

Evidence – this is the records you keep, e.g.: cleaning logs, staff sickness, COSHH, training records to show that you are controlling potential hazards.

Corrective Action – these are the steps you take to make sure hazards are kept under control e.g.: a member of your staff may need to be re-trained in order to work in line with reducing the risk of a specific hazard.

Name:

Business Name:

Responsible Person:

Date:

Disclaimer:

NCASS issued this editable Risk Assessment on 2/6/20 to NCASS members. It must be used in conjunction with your food safety management system and high standards of hygiene and hand washing and any additional information specific to your business must be added by you in the spaces provided.

Hazard Risk	Controls	Evidence	Monitoring	Corrective Action
<p>Viral transfer from staff</p>	<p>Good personal hygiene</p> <ul style="list-style-type: none"> • Staff instructed in the need to avoid touching the face, mouth, eyes and nose and to avoid direct skin contact with others during work. • Staff trained to frequently and thoroughly wash their hands <p>Social distancing</p> <ul style="list-style-type: none"> • Working practices rearranged to allow staff separation of metres e.g. fixed workstations, access to common equipment separated by time and sanitising of common touch areas between usage • Staff trained in new procedures • Staff advised about need to travel to work and for work in separate vehicles <p>NOTE. Social distancing requirements do not apply to members of the same household</p>		<p>Responsible person monitors procedures and practices to ensure that controls are properly implemented</p>	<p>In the case of control failures, procedures reviewed and amended as necessary</p> <p>Staff retrained as necessary</p>

Hazard Risk	Controls	Evidence	Monitoring	Corrective Action
<p>Contamination of premises or equipment</p>	<p>Cleaning schedules reviewed and updated, and staff trained in enhanced cleaning procedures to ensure:</p> <ul style="list-style-type: none"> • Thorough cleaning and disinfection/sanitising of premises • Frequent use of Viricidal chemicals to sanitise high risk areas e.g. common touch points such as light switches, door handles etc. and Customer touch areas such as Collection points. • Keyboards such as for card readers wiped down after each use NOTE. Sanitiser cloths capable of killing viruses should be used to avoid damage from quantities of liquid 		<p>Responsible person monitors procedures and practices to ensure that controls are properly implemented</p>	<p>In the case of control failures, procedures reviewed and amended as necessary</p> <p>Staff retrained as necessary</p>

Hazard Risk	Controls	Evidence	Monitoring	Corrective Action
<p>Presence of staff with Covid-19 symptoms</p>	<ul style="list-style-type: none"> • System in place to report suspected infection without attending workplace e.g. by phone/ email etc. • Staff informed about requirement to report any illness with Covid-19 like symptoms i.e. new continuous cough and/or high temperature affecting them or a member of their household • Staff reporting symptoms of illness required to self-isolate for days or for days where a member of their household has symptoms , even if the staff member appears well • System in place to immediately exclude (send home) any member of staff showing signs of COVID-19 infection at work • In the case of a member of staff showing symptoms at work the premises will be closed temporarily to allow decontamination in accordance with Public health guidelines (Details provide in the Covid-19 controls pack) • Consideration of the risk of contamination of other members of staff • Consultation with Local Authority to determine appropriate action in line with Government guidelines 		<p>Responsible person monitors procedures and practices to ensure that controls are properly implemented</p>	<p>In the case of control failures, procedures reviewed and amended as necessary</p> <p>Staff retrained as necessary</p>

Hazard Risk	Controls	Evidence	Monitoring	Corrective Action
Contamination by money	<ul style="list-style-type: none"> • Use of contactless payment systems wherever possible. • In cases where cash handling is necessary, staff trained to thoroughly wash hands between transactions. metre separation distance maintained throughout 		Responsible person monitors procedures and practices to ensure that controls are properly implemented	<p>In the case of control failures, procedures reviewed and amended as necessary</p> <p>Staff retrained as necessary</p>

Hazard Risk	Controls	Evidence	Monitoring	Corrective Action
<p>Viral transfer from customer to customer or customer to staff</p>	<p>Order collection Social distancing</p> <ul style="list-style-type: none"> • Food pre-ordered to allow collection times to be spread out, limiting customer presence at any one time • Queuing system. Controls to separate customers by metres • Call forward for collection to allow staff to step back as customer approaches to pay/collect food <p>Delivery Social distancing</p> <ul style="list-style-type: none"> • System to maintain separation distance e.g. food placed on doorstep, delivery driver steps back, alerting customer to arrival of food, whilst maintaining a metre separation distance 		<p>Responsible person monitors procedures and practices to ensure that controls are properly implemented</p>	<p>In the case of control failures, procedures reviewed and amended as necessary</p> <p>Staff retrained as necessary</p>

Hazard Risk	Controls	Evidence	Monitoring	Corrective Action