

Checklist: Reopening Post COVID-19

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COVID-19 - Checklist 3: Steps leading up to reopening

		YES/ NO
Cleaning		
1	<p>Deep clean of non-food and hand contact surfaces completed.</p> <p>Actions/Comments:</p>	
2	<p>Food and hand contact surfaces have been cleaned using a chemical effective against COVID-19.</p> <p>Food and hand-contact surfaces such as kitchen worktops, taps, chopping boards, door handles, toilet doors, toilet flush handles, telephones, light switches, keyboards, tills, etc. cleaned using a chemical confirmed to be effective against COVID-19.</p> <p>Disinfectants and sanitisers should continue to comply with BS EN1276. Check with your chemical supplier if necessary. There will be a lot of demand for these products prior to reopening, therefore we advise you to liaise with your supplier now.</p> <p>Actions/Comments:</p>	
3	<p>Cleaning schedules updated to include additional hand contact surfaces to be sanitised.</p> <p>You should update cleaning schedules to reflect increased cleaning for high touch areas including door handles, front of house counters, toilets and back of house areas.</p> <p>Actions/Comments:</p>	

		YES/ NO
4	<p>Details of any professional cleaning services engaged to assist with deep cleaning (where applicable).</p> <p>You could consider a professional deep clean and should have a deep clean response plan available if an employee tests positive for COVID-19. Contact Food Alert for details of our recommended providers.</p> <p>Actions/Comments:</p>	
Pest Control		
1	<p>Are there signs of pest activity on your premises? – E.g. droppings, gnaw marks/new holes, dead pests, bad smells.</p> <p>Remove any potential for pest harbourage. Check bait boxes are in place – the correct way up, and in the location agreed with the pest control technician. Reinstate pest control visits, if necessary.</p> <p>Actions/Comments:</p>	
2	<p>Where evidence of pests has been noted, have you taken measures to address any issues and removed any risks of contamination? If there are any serious pest issues you must contact your pest controller and take advice on eradication as quickly as possible.</p> <p>Ensure locations of any evidence (droppings, gnaw marks etc) are recorded and then removed and the entire area cleaned and where necessary, sanitised, and left clean. Continue to monitor those areas after reopening.</p> <p>Food Alert's pest control partners, Pest Pulse, offer a disinfection/pest riddance service. Contact them at info@pestpulse.com and mention Food Alert.</p> <p>Actions/Comments:</p>	

		YES/ NO
3	<p>Baitboxes remain in-situ.</p> <p>Actions/Comments:</p>	
Electricity		
1	<p>Have you checked your electrical panel and does it appear in good order (i.e. there's no evidence of blown fuses etc.)?</p> <p>Check the electrical panel and we recommend any previously isolated fuses are switched on one by one to reintroduce the power slowly into the system and avoid power surges which can blow a circuit. Take advice from your approved electrical contractor.</p> <p>Actions/Comments:</p>	
2	<p>Check your installation inspection certificate remains valid.</p> <p>Arrange an inspection of the installation with an NICEIC electrical contractor if necessary. Consider 'commissioning service' from Citation Fire and Electrical. Contact Food Alert.</p> <p>Actions/Comments:</p>	
3	<p>Carry out visual inspection of electrical appliances.</p> <p>Actions/Comments:</p>	

Water

<p>1</p>	<p>Confirm water systems have been routinely flushed during any prolonged period of closure.</p> <p>Where water services have not been routinely flushed through, you will need to follow the guidance in the Guide (see page 10) for measures to take regarding hot and cold water systems. Where you are not confident about how your water system works, then you should appoint a contractor with expertise in Legionella to help you with this.</p> <p>Note: Food Alert are able to help with taking and testing water samples - contact for quote.</p> <p>Actions/Comments:</p>	
<p>2</p>	<p>Provide details of any additional guidance and support sought to manage water safety prior to reopening.</p> <p>Actions/Comments:</p>	

Gas

<p>1</p>	<p>Confirm there are no concerns relating to the smell or sounds of gas leaking.</p> <p>Where gas supplies were isolated at the point when premises were closed, you should turn the gas valve slowly to reintroduce the gas in a controlled manner. When shutting down the kitchen, the gas valve for each piece of equipment (every range, fryer, oven, water heater, salamander etc.) should have been closed and will need to be reopened. The main gas service for the building or location may have been closed and in some cases, the gas utility company may have closed the service themselves. If this is the case, you will need to call and request to restore gas. This should be addressed as soon as possible, as utility companies will be extremely busy and usually service will be on a first-come-first-served basis.</p> <p>Appliances: Check they are all working and ensure preventative maintenance has been completed, where necessary by a Gas Safe approved contractor.</p> <p>If you think you have a leak or can smell gas contact the National Gas Emergencies number immediately on 0800 111 999.</p> <p>Actions/Comments:</p>	
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		YES/ NO
2	<p>Visual check of gas appliances completed.</p> <p>Actions/Comments:</p>	
Suppliers		
1	<p>Contact has been made with suppliers to confirm the supply-chain is in place.</p> <p>Suppliers will also be starting up again and a number may not open. There may be shortages in most supply areas and you will need to create back up plans to address and substitutes may be required.</p> <p>Actions/Comments:</p>	
Personal Protective Equipment		
1	<p>Supplies of disposable gloves (where required) are suitable and in good supply.</p> <p>Gloves: Food Grade Quality gloves should only be used where the risk cannot be controlled in other ways. Hand washing and sanitising are more important than wearing gloves.</p> <p>Actions/Comments:</p>	

		YES/ NO
2	<p>Face coverings: Check that supplies of face coverings / non-surgical masks (where required) are suitable and in good supply.</p> <p>Government is now advising that people should wear face coverings in enclosed spaces where social distancing is not always possible and they come into contact with others that they do not normally meet (such as on public transport). Face coverings are not intended to help the wearer but to protect others if they are not showing symptoms.</p> <p>Face coverings are not the same as face masks. It is unlikely that face coverings will be required in kitchens, however some employees may choose to wear masks for their own personal wellbeing (even if currently there is no evidence that non-surgical masks provide protection). You may also find that face coverings or masks help to provide the public with a degree of confidence in the early days of reopening.</p> <p>Actions/Comments:</p>	
3	<p>Supplies of disposable aprons (where required) are suitable and in good supply.</p> <p>Actions/Comments:</p>	
4	<p>Measures to dispose of used PPE are in place and staff have been instructed on the safe wearing, removal and disposal of PPE.</p> <p>Actions/Comments:</p>	
Employees		
1	<p>Those employees in vulnerable groups have been identified and excluded from work. Identify those at risk due to medical conditions and excluded from returning to work.</p> <p>Actions/Comments:</p>	

		YES/ NO
2	<p>Employees have been formally told that they must not attend work if they are suffering from symptoms of COVID-19.</p> <p>You should confirm in writing to staff that they must not return to work if suffering from symptoms, or if a member of their household is affected and to follow current Government guidance and the NHS website if you have symptoms.</p> <p>Actions/Comments:</p>	
3	<p>Employees have been advised on controls to take on public transport if its use cannot be avoided?</p> <p>Advise employees to avoid public transport where possible or to travel at quieter times. Capacity will be limited due to social distancing on public transport. Ask employees to travel by car, walk, or bicycle if they can. They should follow current government guidance on wearing face coverings on public transport.</p> <p>Actions/Comments:</p>	
4	<p>Employees have been informed of the business controls to be followed upon reopening?</p> <p>Remind staff of personal hygiene rules and any new measures regarding staff health checks. Inform staff they must inform their line manager if they become unwell at work. Train staff on new procedures including social distancing guidance and self-reporting illness for COVID-19 using the Return to work form.</p> <p>Actions/Comments:</p>	
5	<p>Employees have been made aware of the sickness policy.</p> <p>Ensure everyone knows what they must do to produce safe food after lockdown. Remind everyone of COVID -19 sickness policies and the usual 48-hour rule for vomiting and diarrhoea and the importance of keeping hands, food preparation surfaces, and food equipment clean, even more so at this time.</p> <p>Actions/Comments:</p>	

		YES/ NO
6	<p>Any new employees have received instructions and training before they start work. Retrain staff on personal hygiene procedures and the need for increased handwashing and cleaning.</p> <p>Retrain staff on the 'Essentials of Food Hygiene'/Induction and consider refresher training in Level 2 Food Safety.</p> <p>Note: Food Alert is able to offer online training.</p> <p>Actions/Comments:</p>	
7	<p>PPE requirements have been reviewed, assessed and made available to all employees who may require it?</p> <p>Actions/Comments:</p>	
8	<p>Measures are in place to reduce numbers of kitchen employees and to separate employees into teams/shift groups to reduce risks of infection resulting in closure?</p> <p>Employees should not work across different sites. If you are a larger team, you could consider splitting your teams in two and scheduling so that the A's and the B's do not interact in-person, in or outside of work. This limits the impact so if someone on the A's becomes ill and the rest of the A's need to self-isolate, hopefully, the B's can still keep working. If an employee becomes ill with COVID-19 you will have to follow the NHS guidance. If a team member is sick they will have to self isolate for 7 days and other team members may have to self isolate for 14 days or for 7 days after they become ill. You could also reduce kitchen staff numbers by limiting dishes available on the menu.</p> <p>Actions/Comments:</p>	
Physical and Social Distancing		
1	<p>Signage displayed to promote social distancing for customers/guests?</p> <p>Display signs in multiple locations that indicate the maximum number of customers and staff a restaurant can accommodate at any one time. Mark the direction of travel, designate entrances and exits, pick up areas and toilets.</p> <p>Actions/Comments:</p>	

		YES/ NO
2	<p>Customer area layouts have been redesigned to facilitate social-distancing rules?</p> <ul style="list-style-type: none"> Redesign floor plans to demonstrate the required social distancing, Mark the floor where queues may occur (such as toilets, takeaway pick up areas, etc.) and/or provide directional signage to indicate flow through the restaurant as well as outside. Where furniture cannot be removed to adjust for physical distancing, mark certain tables and chairs unavailable for use. Table dividers could be investigated to make social distancing easier. Remove waiting area seating. Clearly designate takeaway/pick up locations when separate from dine-in operations. Install physical separation between customers and staff in counter service and payment settings. Where possible and weather permitting, entrances and exits should be propped open to limit need for staff and customers to open/close doors. Use technology where possible to reduce person-to-person interaction, for example, mobile ordering, menu tablets, and contactless payment options. <p>Actions/Comments:</p>	
3	<p>Customer area layouts have been reviewed to facilitate social-distancing rules?</p> <p>In the kitchen try to reduce interaction between cooking and cleaning areas perhaps by having a one-way flow through or temporary dividers.</p> <p>Actions/Comments:</p>	
Refrigerated and Frozen Storage		
1	<p>Freezers which have been operational whilst closed have been checked and out of date food has been removed?</p> <p>Where frozen foods have exceeded their 3-month shelf-life, they should be removed, logged, and safely discarded. Check that in date food is in good condition with no visible signs of partial defrost and refreezing. This will be a good point to review stock levels and determine what needs to be ordered.</p> <p>Actions/Comments:</p>	

		YES/ NO
2	<p>Where refrigeration has been turned off - it has been turned on and temperatures checked before reuse?</p> <p>Turn on refrigeration equipment and let it run for 24 hours, then check the inside temperature against the temperature taken with a calibrated probe temperature to ensure it is accurate before storing foods inside. Arrange for repairs as required.</p> <p>Actions/Comments:</p>	
3	<p>All fridges and freezers have been cleaned and sanitised?</p> <p>Actions/Comments:</p>	
Equipment - Including Ice Machines		
1	<p>All kitchen equipment and utensils have been cleaned and sanitised.</p> <p>Clean and sanitise equipment. For more complex equipment, check with the equipment suppliers on the best course of action for re-commissioning. Test equipment to ensure it is working before you need to use it for the first time.</p> <p>Actions/Comments:</p>	
2	<p>All bar equipment has been cleaned and sanitised.</p> <p>Actions/Comments:</p>	

		YES/ NO
3	<p>All machines, scoops and ice equipment have been cleaned and sanitised.</p> <ul style="list-style-type: none"> ▪ Clean and sanitise the ice machine. ▪ Make sure you clean the lid and all walls and the hard-to-reach areas where mould accumulates. ▪ Check if you require a new water filter where applicable. ▪ Restart the ice machine and discard the first full bin of ice. <p>Actions/Comments:</p>	
Special Order Items		
1	<p>All necessary COVID-19 signage and floor markers have been ordered/obtained and are in place?</p> <p>Ensure quantities of signage such as that identified in the guide accompanying this checklist and other examples on government websites are printed/ordered and displayed at conspicuous locations around the premises.</p> <p>Any floor markers to be used as a guide for social distancing measures have been measured out and set down.</p> <p>Actions/Comments:</p>	
2	<p>All necessary non-consumables have been ordered?</p> <ul style="list-style-type: none"> ▪ Make contact with your suppliers to ensure they are open/will be open? Check what supplies they have and establish if there will be any items that will not be in stock or in limited supply. ▪ Ensure supplies will arrive in plenty of time to allow for prep for re-opening. ▪ Check if you require any new equipment. ▪ Check on PPE supplies required such as gloves (suitable for food contact in the kitchen), disposable aprons, etc. ▪ Order hand sanitiser (minimum of 60% alcohol) and liquid antibacterial hand soap. ▪ Order cleaning equipment and supplies and ask for COSHH safety datasheets. ▪ Ensure allergen information is updated and available. <p>Actions/Comments:</p>	

Menu Planning

<p>1</p>	<p>Consideration has been given to simplifying menu options to reduce service journeys through customer areas and in the kitchen?</p> <ul style="list-style-type: none"> ▪ Cut the complexity of your menu to make it easier to prepare, for example, avoid complex tasting menus, which involve multiple items, many trips to the kitchen for the server and increased labour. ▪ Use your POS data to research your historic menu trends, bestselling items, and avoid dishes that are more cost and effort than they are worth. ▪ Look at combinations of ingredients that offer the most options. <p>Actions/Comments:</p>	
<p>2</p>	<p>Self-service food and beverage offers have been removed?</p> <p>Remove self-serve buffets, salad bars and beverage self-serve stations that require customers to use common utensils or dispensers until social distancing measures are relaxed.</p> <p>Actions/Comments:</p>	
<p>3</p>	<p>Measures to encourage customers/guests to pre-order meals are in place?</p> <p>Ask guests to pre-order their meals by phone or online if possible, so the kitchen will know how much to prepare and to minimise waste. Think about how much notice you will need for this and advise customers.</p> <p>Actions/Comments:</p>	

		YES/ NO
4	<p>Disposable or wipe clean menus which conform to all relevant legislation and allergen requirements are available?</p> <p>Consider all details which are required to be on a normal menu - details will still need to meet minimum legal standards. Where previously used, ensure that allergen statements are clearly printed on menus.</p> <p>Where menus are not single-use then ensure measures will be in place to effectively clean and sanitise all surfaces between each customer/guest use.</p> <p>Actions/Comments:</p>	
Stock		
1	<p>All necessary ingredients to deliver existing/new menu are available and have been ordered?</p> <p>Actions/Comments:</p>	
2	<p>All necessary packaging materials for existing/new takeaway menu are available and have been ordered?</p> <p>Check all stocks of food packaging materials are clean (e.g. takeaway containers) and order more if required.</p> <p>Actions/Comments:</p>	

Guests

<p>1</p>	<p>The customer/guest journey has been reviewed to ensure measures, notices and delivery of service will be to the highest, safest possible standard?</p> <ul style="list-style-type: none"> ▪ Sit at each table as if you were a customer and view everything through a customer's eyes. ▪ Make any changes or adjustments as needed. Decide how you will layout the business based on the current Government guidance on social distancing - see 'Ongoing controls'. ▪ Use posters, notices and online platforms (websites and social media) to give guidance to customers and information on waiting times, etc. to manage expectations. <p>Actions/Comments:</p>	
<p>2</p>	<p>Hand sanitisers have been provided for customer/guest use and are located at convenient locations throughout the premises?</p> <p>Actions/Comments:</p>	
<p>Engineering/Physical Controls</p>		
<p>1</p>	<p>Physical barriers installed to protect employees from customers/guests?</p> <p>Actions/Comments:</p>	
<p>2</p>	<p>Increased ventilation achieved in front of house areas?</p> <p>Evidence suggests the virus is less likely to be passed on in well-ventilated buildings and outdoors and therefore where possible you should increase ventilation rates in the work environment. This could be as simple as opening a window. You should use external extractor fans (where available) to keep spaces well ventilated and make sure that ventilation systems are set to maximise the airflow rate. Heating and cooling systems can be used at their normal temperature settings.</p> <p>Actions/Comments:</p>	

		YES/ NO
3	<p>Kitchen ventilation systems have been operated and checked to ensure they are working correctly?</p> <ul style="list-style-type: none"> You should check the duct cleaning certificates and if required arrange for cleaning. You should clean the ventilation filters. Fans may be congealed and not start - if they make loud noises - stop or you will burn them out. If you experience any problems, then turn off immediately and consult a ventilation engineer. <p>Actions/Comments:</p>	
4	<p>All necessary fire safety measures (e.g. alarms, suppression systems in kitchens etc.) requiring testing and servicing are up to date?</p> <p>Actions/Comments:</p>	
5	<p>Access doors are safely propped open to remove hand contact with the door handles/surfaces?</p> <p>This must only be considered as an option where the door is not a fire door or is held open by a device that will release in the event of a fire emergency. Where fire doors are to be held open, a review of the fire risk assessment is required to confirm the changes made and to add any additional controls which are required to emergency plans.</p> <p>Actions/Comments:</p>	