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**NCASS**  
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# COVID-19 Controls

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# Coronavirus & Covid-19

## My Covid-19 Controls

### Special Measures Procedures

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

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

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 – the potential consequences are too great to take this risk.

### 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.

**The end of this document contains practical resources for you to use.**

## Appendix 2

### 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 (see [handwashing poster in the Practical Resources section](#)).

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 60oC 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. (see [Deep Cleaning Public Health England Guidance in the Practical Resources section](#)).

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. 2 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 to thoroughly wash their hands between transactions

##### Collection

Where possible we give customers an allotted collection time have a queuing system and ask customers to maintain a separation distance of 2 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. (see [Safe Deliveries in the Practical Resources section](#))

We ask our customers to maintain a separation distance of 2 metres from delivery staff.

#### Assessing risk

These controls are set out in our Risk Assessment (see the [Practical Resources section](#)). 

# Covid-19 Virus Risk Assessment

Hazard	Controls	Monitoring	Corrective Action
<p>Viral transfer from staff</p>	<p><b>Good personal hygiene</b></p> <ul style="list-style-type: none"> <li>Staff instructed in the need to avoid touching the face, mouth, eyes and nose and to avoid direct skin contact with others during work.</li> <li>Staff trained to frequently and thoroughly wash their hands</li> </ul> <p><b>Social distancing</b></p> <ul style="list-style-type: none"> <li>Working practices rearranged to allow staff separation of 2 metres e.g. fixed workstations, access to common equipment separated by time and sanitising of common touch areas between usage.</li> <li>Staff trained in new procedures</li> <li>Staff advised about need to travel to work and for work in separate vehicles</li> </ul> <p><b>NOTE:</b> 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>
<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"> <li>Thorough cleaning and disinfection/sanitising of premises</li> <li>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.</li> <li>Keyboards such as for card readers wiped down after each use</li> </ul> <p><b>NOTE:</b> Sanitiser cloths capable of killing viruses should be used, to avoid damage from quantities of liquid</p>		



# Covid-19 Virus Risk Assessment

Hazard	Controls	Monitoring	Corrective Action
<p>Presence of staff with Covid-19 symptoms</p>	<ul style="list-style-type: none"> <li>• System in place to report suspected infection without attending workplace e.g. by phone/ email etc.</li> <li>• 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</li> <li>• Staff reporting symptoms of illness required to self-isolate for 7 days or for 14 days where a member of their household has symptoms , even if the staff member appears well</li> <li>• System in place to immediately exclude (send home) any member of staff showing signs of COVID-19 infection at work</li> <li>• 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)</li> <li>• Consideration of the risk of contamination of other members of staff</li> <li>• Consultation with Local Authority or NCASS to determine appropriate action in line with Government guidelines</li> </ul>	<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>
<p>Contamination by money</p>	<ul style="list-style-type: none"> <li>• Use of contactless payment systems wherever possible. In cases where cash handling is necessary staff trained to thoroughly wash hands between transactions. 2 metre separation distance maintained throughout</li> </ul>		
<p>Viral transfer from customer to customer or customer to staff</p>	<p><b>Order collection</b> Social distancing</p> <ul style="list-style-type: none"> <li>• Food pre-ordered to allow collection times to be spread out, limiting customer presence at any one time</li> <li>• Queuing system. Controls to separate customers by 2 metres</li> <li>• Call forward for collection to allow staff to step back as customer approaches to pay/ collect food</li> </ul> <p><b>Delivery</b> Social distancing</p> <ul style="list-style-type: none"> <li>• System to maintain separation distance e.g. food placed on doorstep, delivery driver steps back, alerting customer to arrival of food, whilst maintaining a 2 metre separation distance</li> </ul>		

# 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 .....

Appendix 2

# Practical Resources



# Handwashing techniques

## Do

- ✓ wash your hands with soap and water often – do this for at least 20 seconds
- ✓ always wash your hands when you get home or into work
- ✓ use hand sanitiser gel if soap and water are not available
- ✓ cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- ✓ put used tissues in the bin immediately and wash your hands afterwards
- ✓ try to avoid close contact with people who are unwell

## Don't

- ✗ do not touch your eyes, nose or mouth if your hands are not clean

### Handwashing technique with soap and water

**1** Wet hands with water;

**2** Apply enough soap to cover all hand surfaces;

**3** Rub hands palm to palm;

**4** Right palm over left dorsum with interlaced fingers and vice versa;

**5** Palm to palm with fingers interlaced;

**6** Backs of fingers to opposing palms with fingers interlocked;

**7** Rotational rubbing of left thumb clasped in right palm and vice versa;

**8** Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;

**9** Rinse hands with water;

**10** Dry hands thoroughly with a single use towel;

**11** Use towel to turn off faucet;

**12** Your hands are now safe.

### Alcohol handrub hand hygiene technique (containing at least 60% alcohol) for visibly clean hands

**1** Apply a small amount of the product (about 3ml) into a cupped hand;

**2** Apply enough to cover all hand surfaces;

**3** Rub hands palm to palm;

**4** Rub back of each hand with the palm of the other hand with fingers interlaced;

**5** Rub palm to palm with fingers interlaced;

**6** Rub backs of fingers to opposing palms with fingers interlaced;

**7** Rub each thumb clasped in opposite hand using rotational movement;

**8** Rub tips of fingers in opposite palm in a circular motion;

**9** When dry, your hands are now safe.

# Customer Notice

We are working to keep people safe during this challenging time whilst still providing amazing food. To help us to do so we have put some Special Measures in place.

- 1. We have increased our cleaning and disinfection routines. We frequently sanitise customer touch areas such as Collection points**
- 2. Our staff pay particular attention to thorough hand washing and avoid touching their face, nose or mouth**
- 3. We have strict procedures in place to prevent staff with any signs of Covid-19 infection from working**

**Please help us to keep you safe by:**

- 4. Pre-ordering your food by phone or online**
- 5. Paying for your order through contactless systems e.g. by card or secure digital systems such as PayPal or Apple pay. Where this is not possible, we have implemented measures for the safe handling of cash**
- 6. Respecting our queuing system for collection, designed to keep customers 2 metres apart**
- 7. Maintaining a separation distance of 2 metres from our staff by only moving up to the Collection point when called forward**

Thank you for your help to keep us all safe

# Covid-19 – Deep Cleaning

## Public Health England Guidance

### Personal Protective Equipment (PPE)

The minimum PPE to be worn for cleaning an area where a person with possible or confirmed coronavirus may have visited (COVID-19) is disposable gloves and an apron. Hands should be washed with soap and water for 20 seconds after all PPE has been removed.

If a risk assessment of the setting indicates that a higher level of virus may be present (for example, where unwell individuals have slept such as a hotel room or boarding school dormitory) or there is visible contamination with body fluids, then the need for additional PPE to protect the cleaner's eyes, mouth and nose might be necessary.

### Cleaning and disinfection

Public areas where a symptomatic individual has passed through and spent minimal time, such as corridors, but which are not visibly contaminated with body fluids can be cleaned thoroughly as normal.

All surfaces that the symptomatic person has come into contact with must be cleaned and disinfected, including:

- Objects which are visibly contaminated with body fluids.
- All potentially contaminated high- contact areas such as bathrooms, door handles, telephones, grab-rails in corridors and stairwells.

Use disposable cloths or paper roll and disposable mop heads to clean all hard surfaces, floors, chairs, door handles and sanitary fittings, following one of the options below:

- use either a combined detergent disinfectant solution at a dilution of 1,000 parts per million available chlorine

or

- a household detergent followed by disinfection (1000 ppm av.cl.). Follow manufacturer's instructions for dilution, application and contact times for all detergents and disinfectants

or

- if an alternative disinfectant is used within the organisation, this should be checked and ensure that it is effective against enveloped viruses

Avoid creating splashes and spray when cleaning.

Any cloths and mop heads used must be disposed of and should be put into waste bags as outlined below.

When items cannot be cleaned using detergents or laundered, for example, upholstered furniture and mattresses, steam cleaning should be used.

Any items that are heavily contaminated with body fluids and cannot be cleaned by washing should be disposed of. ↻

## Appendix 2

### Laundry

Wash items in accordance with the manufacturer's instructions. Use the warmest water setting and dry items completely. Dirty laundry that has been in contact with an unwell person can be washed with other people's items.

Do not shake dirty laundry, this minimises the possibility of dispersing the virus through the air.

Clean and disinfect anything used for transporting laundry with your usual products, in line with the cleaning guidance above.

### Waste

Waste from possible cases and cleaning of areas where possible cases have been (including disposable cloths and tissues):

Should be put in a plastic rubbish bag and tied when full.

The plastic bag should then be placed in a second bin bag and tied.

It should be put in a suitable and secure place and marked for storage until the individual's test results are known.

Waste should be stored safely and kept away from children. You should not put your waste in communal waste areas until negative test results are known or the waste has been stored for at least 72 hours.

- if the individual tests negative, this can be put in with the normal waste.
- if the individual tests positive, then store it for at least 72 hours and put in with the normal waste.

If storage for at least 72 hours is not appropriate, arrange for collection as a Category B infectious waste either by your local waste collection authority

if they currently collect your waste, or otherwise by a specialist clinical waste contractor. They will supply you with orange clinical waste bags for you to place your bags into so the waste can be sent for appropriate treatment.

# Safe Deliveries

## Limiting Covid-19 transmission risk

### Delivery

#### Social distancing

- Social distancing is necessary between delivery drivers and food production staff as well as between drivers and those taking in the delivery.
- As a starting point food production staff should pack completed dishes in suitable containers, then place them in a plastic bag. Bags should be placed in clean, insulated delivery containers, at the required temperature.

**N.B:** The exact temperature will be identified in the Businesses' Food safety Risk assessment (within the DD Food safety Management system)

- The insulated containers should then be placed in a suitable pick up area so that delivery drivers can collect them whilst maintaining a distance of 2 metres from others.
- On arrival at the delivery address the driver should remove the order, in its plastic bag, from the insulated box and take it to a pre-agreed delivery point e.g. a front doorstep.
- Once placed at the delivery point the driver should step back and alert the customer of its arrival e.g. by phone call, text, WhatsApp etc.
- Payment should not be taken at the door and where possible should be taken electronically at the order stage. Suitable PPE, hand washing facilities and training should be implemented in the case of cash handling to avoid all possible contamination by money.

### Personal hygiene of delivery drivers

- Drivers must be trained in good handwashing. When arriving to pick up a delivery they should thoroughly wash their hands and dry them. The Business may choose to require drivers to wear gloves as customers may appreciate this.
- If gloves are worn drivers must be trained in putting them on, after hand washing, and taking them off, after the final delivery, so that they avoid transferring any potential contamination to themselves.
- Even if gloves are worn social distancing must still be maintained and drivers must still avoid touching their face.
- On return to base hands must be washed after glove removal if they have been worn.
- If gloves are not worn the business should provide drivers with an alcohol hand sanitiser (with an alcohol content of at least 60+% ) and train them in how and when to sanitise their hands e.g. immediately before a delivery and straight after a delivery.