



GOLD RESTAURANT

INTERNAL STAFF TRAINING

COVID-19

(SARS-CoV-2)

UNDERSTANDING RISKS



COMPILED BY: L BRITS – SAFETY OFFICER

GOLD Restaurant | 15 Bennett Street, Green Point, Cape Town | +27 21 421 4653 | info@goldrestaurant.co.za

Date: 20 July 2020 Rev005

MODULE 2

Table of Contents

INTRODUCTION	1
WHAT IS RISK?	1
DEFINITION	1
WHY IS IT IMPORTANT?	1
KNOWING THE RISKS	2
ACTIVITY (WHEN)	2
AFFECTED (WHO)	2
HAZARD (WHY)	2
RISK RATING	3
HOW DO WE LOWER THE RISK?	3
CONTROL MEASURES (WHAT).....	3
VERIFICATION (HOW).....	4
STAFF PERSONAL PROTECTIVE EQUIPMENT REQUIREMENTS	4
HIGH RISK ACTIVITIES AT GOLD	5
THE IMPORTANT WHATS, WHYS AND HOWS	6

INTRODUCTION

In our previous training we learned the basic hygiene rules to follow to prepare you for returning to work, but before you can you need to understand what the risks are and what we are doing to make GOLD safe for everyone.

WHAT IS RISK?

Definition

You often hear our president and government talk about South Africa's risk-adjusted strategy. But very few people know what risk means. Risk is the possibility of something bad happening. For us to understand risk we need to look at why things go wrong and what we can do to stop it.

Why is it important?

If we know what the possibility is of something bad happening and how bad it will be we can protect ourselves and others from it. We can then choose what we do with it.

If you see a shark in the sea you can decide to not go into the sea, to go on a boat in any case or even go swimming with the shark (More on this later). If you understand the risks you can understand what to do to prevent something bad happening. This training module will help you make good decisions to protect yourself.



revision	DOCUMENT	PREPARED BY	DATE	PAGE
005	GOLD Restaurant Internal Training – Module 2	L. Brits	2020.07.20	Page 1 OF 6

KNOWING THE RISKS

At GOLD we look at all the things that we do and rate their risk of harming staff (hazard identification) from low to high risk. We then use this information to decide what we can do to reduce the risk to an acceptable level. We call this a Risk Assessment. Click below link for our latest Risk Assessment.

https://www.goldrestaurant.co.za/training/COVID19_RA_1000_Restaurant.pdf

To understand this process, let's break down each column of a Risk Assessment and give examples.

Activity (When)

When can staff get infected by the virus? What action will staff be doing for instance:

- Travelling to work on public transport
- Setting up the tables
- Socialising at work

Affected (Who)

We look at who will be affected by that activity. For example: Socialising at work. All staff at work talk to each other when we are getting dressed, waiting for transport or while we are working. So the people affected by the above activity are:

- All staff

Hazard (Why)

When we look at the activities, we also look at why we can get infected when we do a certain task at work. These are because there are certain hazards that we are exposed to while we do it.

A hazard is something that can cause you harm if you are exposed (not protected from) it.

Hazards can be anything that can make you sick or injured or make you suffer a loss. So it is important that we look at all the hazards from a specific activity.

Let's look at socialising at work. What dangers are there? We can infect each other by forgetting the golden rules to prevent spreading the virus. We can spread the virus by hugging, shaking hands, standing too close to each other and not wearing our masks and by doing that spreading infected droplets. So the hazard is not caring and remembering to keep a distance from other staff members and guests.



GOLD RESTAURANT COVID 19 RISK MANAGEMENT		REVISION 001																															
<table border="1"> <tr> <th colspan="2">Likelihood</th> <th colspan="4">Consequence</th> </tr> <tr> <th>Very Likely</th> <th>Likely</th> <th>Possible</th> <th>Unlikely</th> <th>Very Unlikely</th> <th>Critical</th> </tr> <tr> <td>5</td> <td>4</td> <td>3</td> <td>2</td> <td>1</td> <td>0</td> </tr> </table>		Likelihood		Consequence				Very Likely	Likely	Possible	Unlikely	Very Unlikely	Critical	5	4	3	2	1	0	<table border="1"> <tr> <th>Consequence</th> <th>Description of Consequence</th> </tr> <tr> <td>1. Insignificant</td> <td>No treatment or medical intervention required</td> </tr> <tr> <td>2. Minor</td> <td>Isolation limited exposure</td> </tr> <tr> <td>3. Moderate</td> <td>Possible exposure and self isolation of isolated cases</td> </tr> <tr> <td>4. Major</td> <td>Multiple staff exposed in COVID 19 and quarantined</td> </tr> <tr> <td>5. Critical</td> <td>Multiple staff exposed including those with responsibilities</td> </tr> </table>		Consequence	Description of Consequence	1. Insignificant	No treatment or medical intervention required	2. Minor	Isolation limited exposure	3. Moderate	Possible exposure and self isolation of isolated cases	4. Major	Multiple staff exposed in COVID 19 and quarantined	5. Critical	Multiple staff exposed including those with responsibilities
Likelihood		Consequence																															
Very Likely	Likely	Possible	Unlikely	Very Unlikely	Critical																												
5	4	3	2	1	0																												
Consequence	Description of Consequence																																
1. Insignificant	No treatment or medical intervention required																																
2. Minor	Isolation limited exposure																																
3. Moderate	Possible exposure and self isolation of isolated cases																																
4. Major	Multiple staff exposed in COVID 19 and quarantined																																
5. Critical	Multiple staff exposed including those with responsibilities																																
<table border="1"> <tr> <th>Likelihood</th> <th>Description of Likelihood</th> </tr> <tr> <td>1. Very Unlikely</td> <td>Will only occur in exceptional circumstances</td> </tr> <tr> <td>2. Unlikely</td> <td>Exposure to COVID 19 not likely</td> </tr> <tr> <td>3. Possible</td> <td>Possible to be exposed to COVID 19</td> </tr> <tr> <td>4. Likely</td> <td>Exposure to COVID 19 likely</td> </tr> <tr> <td>5. Very Likely</td> <td>High possibility of exposure to COVID 19</td> </tr> </table>		Likelihood	Description of Likelihood	1. Very Unlikely	Will only occur in exceptional circumstances	2. Unlikely	Exposure to COVID 19 not likely	3. Possible	Possible to be exposed to COVID 19	4. Likely	Exposure to COVID 19 likely	5. Very Likely	High possibility of exposure to COVID 19																				
Likelihood	Description of Likelihood																																
1. Very Unlikely	Will only occur in exceptional circumstances																																
2. Unlikely	Exposure to COVID 19 not likely																																
3. Possible	Possible to be exposed to COVID 19																																
4. Likely	Exposure to COVID 19 likely																																
5. Very Likely	High possibility of exposure to COVID 19																																
<table border="1"> <tr> <th>Low Exposure Risk</th> <th>Medium Exposure Risk</th> <th>High Exposure Risk</th> <th>Very High Exposure Risk</th> </tr> </table>		Low Exposure Risk	Medium Exposure Risk	High Exposure Risk	Very High Exposure Risk																												
Low Exposure Risk	Medium Exposure Risk	High Exposure Risk	Very High Exposure Risk																														
<table border="1"> <tr> <th>Activity or process</th> <th>Affected</th> <th>Hazard</th> <th>Risk Rating</th> <th>Control Measures</th> <th>Verification</th> </tr> <tr> <td>Travelling to and from work with public transport</td> <td>All staff</td> <td>Exposure due to close contact in general public within 2m for 15 min or more</td> <td>Medium</td> <td> <ul style="list-style-type: none"> All staff to wear masks when leaving place of residence Staff to adhere to safety protocols and frequent hand sanitizing Staff to use personal vehicles for travelling where possible Staff with underlying health conditions to remain at home where possible Staff transport to be provided where possible </td> <td> <ul style="list-style-type: none"> Face masks Hand sanitizer </td> </tr> <tr> <td>Reporting for duty</td> <td>All Staff</td> <td>Exposure due to biometric systems Reporting for duty while ill</td> <td>High</td> <td> <ul style="list-style-type: none"> Temperature monitoring of all staff when entering restaurant All staff to wash hands with antibacterial soap followed by sanitizer before entering change rooms or using stairs All staff to be screened for symptoms Biometric system to be disabled and working hours recorded on the Daily Symptom Register Staff not to be allowed to enter if they are wearing their face mask </td> <td> <ul style="list-style-type: none"> Daily symptom register Face masks Sanitizer Thermometer </td> </tr> </table>		Activity or process	Affected	Hazard	Risk Rating	Control Measures	Verification	Travelling to and from work with public transport	All staff	Exposure due to close contact in general public within 2m for 15 min or more	Medium	<ul style="list-style-type: none"> All staff to wear masks when leaving place of residence Staff to adhere to safety protocols and frequent hand sanitizing Staff to use personal vehicles for travelling where possible Staff with underlying health conditions to remain at home where possible Staff transport to be provided where possible 	<ul style="list-style-type: none"> Face masks Hand sanitizer 	Reporting for duty	All Staff	Exposure due to biometric systems Reporting for duty while ill	High	<ul style="list-style-type: none"> Temperature monitoring of all staff when entering restaurant All staff to wash hands with antibacterial soap followed by sanitizer before entering change rooms or using stairs All staff to be screened for symptoms Biometric system to be disabled and working hours recorded on the Daily Symptom Register Staff not to be allowed to enter if they are wearing their face mask 	<ul style="list-style-type: none"> Daily symptom register Face masks Sanitizer Thermometer 														
Activity or process	Affected	Hazard	Risk Rating	Control Measures	Verification																												
Travelling to and from work with public transport	All staff	Exposure due to close contact in general public within 2m for 15 min or more	Medium	<ul style="list-style-type: none"> All staff to wear masks when leaving place of residence Staff to adhere to safety protocols and frequent hand sanitizing Staff to use personal vehicles for travelling where possible Staff with underlying health conditions to remain at home where possible Staff transport to be provided where possible 	<ul style="list-style-type: none"> Face masks Hand sanitizer 																												
Reporting for duty	All Staff	Exposure due to biometric systems Reporting for duty while ill	High	<ul style="list-style-type: none"> Temperature monitoring of all staff when entering restaurant All staff to wash hands with antibacterial soap followed by sanitizer before entering change rooms or using stairs All staff to be screened for symptoms Biometric system to be disabled and working hours recorded on the Daily Symptom Register Staff not to be allowed to enter if they are wearing their face mask 	<ul style="list-style-type: none"> Daily symptom register Face masks Sanitizer Thermometer 																												
DOCUMENT NO: COVID 19 RA 1000		HYGIENE - SA/CCP COVID 19 Risk Assessment		DATE: 2020/07/20 PAGE: 1 OF 6																													

RISK RATING

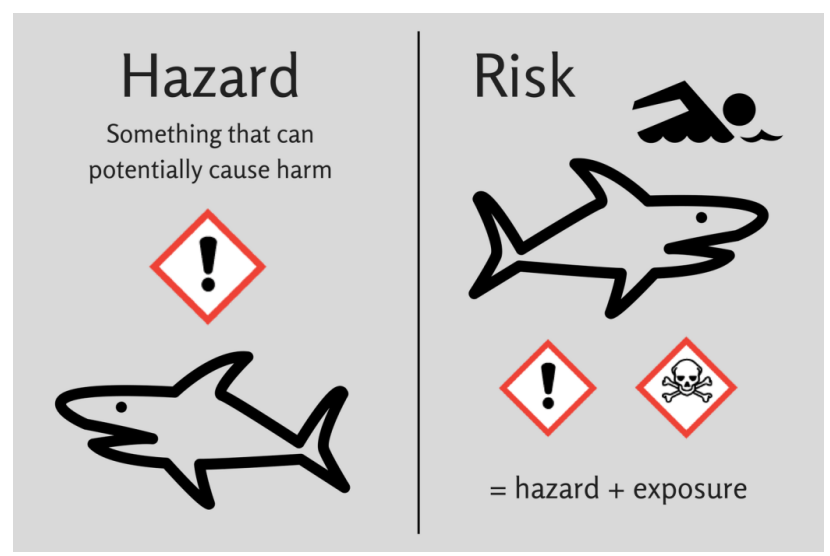
When we look at the activity, who can possibly be harmed and what can harm them we then look at how possible it is to happen (Likelihood) and how bad will it be (Consequence). Let's think of an example.

Activity	Affected	Hazard	Likelihood	Consequence	Risk
Standing on the beach and there is a shark in the sea	You	A shark	Not possible for the shark to attack you on the beach	But if by some reason he can you can die	Low Risk
Being on a speed boat and there is a shark nearby	You	A shark	It is not completely impossible that the shark can attack the boat	You can get injured or die	Medium Risk
Swimming with a shark	You	A Shark	Very possible	You can die	High Risk

The hazard is the same, but the risk isn't. Why? It is the possibility of it to happen and how bad it will be if it does that changes things.

Let's go back to socialising at work. What is the possibility of it happening and how bad can it be? It is very possible that staff will socialise at work and forget to follow the golden rules and this could be very bad. All the staff can get infected and some can get very sick. So we see this as a High Risk activity.

DIFFERENCE BETWEEN A HAZARD AND RISK



Later in this module we will look at all our high risk activities and how we are controlling them so that we can all work safely.

HOW DO WE LOWER THE RISK?

Control measures (What)

Control measures are what we do to protect us from a hazard and lower how bad it will be. We cannot always stay away from the hazard, but by putting in rules and things in place to protect us we can protect ourselves from danger.

revision	DOCUMENT	PREPARED BY	DATE	PAGE
005	GOLD Restaurant Internal Training – Module 2	L. Brits	2020.07.20	Page 3 OF 6

Let's look at socialising at work again. We can only get harmed if we do not protect ourselves from it.

So how do we protect ourselves?

- We train all our staff on the importance of social distancing
- We don't share make-up, lip balm or personal hygiene products (like roll-on, brushes)
- We don't hug, shake hands or give high-fives
- We don't share drinking water, cooldrink or food
- We stay 2m apart at all times
- We are less staff on a shift
- Wearing our mask at all times
- We follow the golden rules at all times

Verification (How)

We need to make sure that we all know how to follow the controls (rules) and we do that by checking that everyone is wearing their facemasks, that everyone has been trained and by putting up posters to remind us.

Staff personal protective equipment requirements

PPE is Personal Protective Equipment that can keep us safer. Not everyone needs the same PPE except for a Facemask. Completing a risk assessment tell us who needs more protection than others and at what times.

We have identified the following personal protective clothing based our risk assessment.

Department	Face mask	Face shield	Disposable gloves	Uniform	Safety Shoes
Setup Team	Yes				Yes
Cleaners	Yes		*Yes	Yes	
Waitstaff	Yes		*Yes	Yes	
Barmen	Yes			Yes	Yes
Cashiers	Yes			Yes	
Kitchen	Yes		Yes	Yes	Yes
Entertainers	Yes	Yes		Yes	
Admin	Yes				

As the world learns more about the virus these things can change. If they do we will keep you informed and updated.



revision	DOCUMENT	PREPARED BY	DATE	PAGE
005	GOLD Restaurant Internal Training – Module 2	L. Brits	2020.07.20	Page 4 OF 6

HIGH RISK ACTIVITIES AT GOLD

Our Risk assessment of the COVID-19 disease has identified the following high risk areas (activities most likely to cause staff and guests to get infected) and we have put in controls to minimise the risk. It is important to follow all the things we have put into place to protect yourself, your family and our guests.

Activity	Who is at risk	Why is it a risk	What can we do to minimise the risk
Reporting for duty	All Staff	Touching the fingerprint reader after someone who is infected touched it could cause you to get infected if you touch your face, eyes, nose, mouth straight after. Also someone who comes to work sick puts anyone at risk.	<ul style="list-style-type: none"> Temperature monitoring of all staff when entering restaurant All staff to wash hands with antibacterial soap followed by sanitizer before entering change rooms or using stairs All staff to be screened for symptoms No one will use the fingerprint reader and working hours recorded on the Daily Symptom Register. Staff will only be allowed to enter if they are wearing their face mask
Use of changing facilities	All staff	The staff room could potentially lead to infection if we do not keep at least 1,5metres from other staff members.	<ul style="list-style-type: none"> Only a certain number of staff can be in the change room at the same time. Different start and finish times of shifts to keep the staff room from being too busy and contact at all times Frequent cleaning of staff room throughout the day. Hand sanitiser and soap to be available at all times. Staff to wear masks at all times. Clothes to be placed in plastic bags and labeled
Entertainment	Entertainers Guests	Guests and staff can get infected through droplets from the entertainers while singing and dancing	<ul style="list-style-type: none"> All entertainers to wear face mask and face shields Entertainers may not physically interact with guests and must keep at a distance of 2 meters Entertainment to be done in such a way to promote physical distance between dancers Reduce number of entertainers per shift
Socialising at Work	All Staff	Staff can get infected by not caring and remembering to keep a distance from other staff members and guests.	<ul style="list-style-type: none"> Staff training on social distancing Not allowing the sharing make-up, lip balm or personal hygiene products Not allowing physical contact like hugs, hand shaking, high fives Staff to bring their own drinking water to work and label Staff to remain 2 meters apart whilst on a break Restrict number of staff per shift where possible
Placing orders	Wait Staff	Staff can get sick by touching the pilot system after an infected staff member has used it and then touching their face shortly after.	<ul style="list-style-type: none"> Wait staff to be assigned to specific pilot stations in groups. All pilot terminals to have sanitiser and disinfectant wipes at the station. Staff must sanitise and wipe the terminal before and after each use.

revision	DOCUMENT	PREPARED BY	DATE	PAGE
005	GOLD Restaurant Internal Training – Module 2	L. Brits	2020.07.20	Page 5 OF 6

Activity	Who is at risk	Why is it a risk	What can we do to minimise the risk
General contact	Staff Guests Service providers Clients	Staff and guests can infect others if they do not have good hygiene.	<ul style="list-style-type: none"> • Hands must be washed with soap and water for at least 20 seconds and sanitised with alcohol-based hand sanitizer • Avoid touching of face/eyes/nose/mouth with unwashed hands and cover cough or sneeze with a tissue -throw away immediately • Additional hand washing facilities to be spread out throughout the entire restaurant • Regular checks of soap and sanitizer levels to ensure adequate supply • Suitable and sufficient rubbish bins to be placed for hand towels, tissues etc and disposed of regularly • Restrict number of people using bathrooms
Face painting	Face painters Guest	Staff can get sick and infect many other guests because of close contact with possible infected guest	<ul style="list-style-type: none"> • Because of the high risk to both staff and guests we will not offer face painting until it is safe to do so.

THE IMPORTANT WHATS, WHYS AND HOWS

WHAT?	WHY?	HOW?
It is important that we all know what Risk and hazards we face while we are at work	If we know when and why we can get infected we can make it safer for us to work	Follow the rules that we have in place ALL the time.

YOU NOW UNDERSTAND THE RISK WHILE AT WORK (almost)

Once you understand how you can get ill and how to prevent it we all need to agree to do our best to follow all the rules all the time by signing a document call **Infectious Disease Pledge**. This is basically just saying "I promise to protect myself and others by following the rules".



VERY IMPORTANT: Any staff member that do not follow these rules will be instantly dismissed.

In the next training we will cover how to travel to work and what you need to do when you arrive at GOLD before the start of your shift.

Are you ready for your test? Scan the QR Code below or visit by clicking on the link: <https://forms.gle/psg2sS6mEdJiuLty5>



IMPORTANT: You will need to answer all the questions correctly to be **READY TO RETURN TO WORK**.

revision	DOCUMENT	PREPARED BY	DATE	PAGE
005	GOLD Restaurant Internal Training – Module 2	L. Brits	2020.07.20	Page 6 OF 6