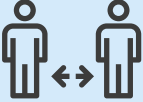
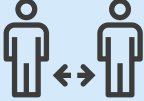














Supplementation of Risk Assessment in Accordance with the SARS-CoV2 Occupational Health and Safety Standards Sector: Hospitality




Assessment of working conditions in accordance
with § 5 ArbSchG (Labor Protection Act)



Risk	Infection with the SARS-CoV-2 (corona virus) through infected <ul style="list-style-type: none"> • colleagues • external persons (suppliers, employees of third-party companies) • customers / guests 	
Measures	SARS-CoV-2 occupational safety standards general	Instructions for the hospitality industry
	<p>Operational processes must be organized in such a way that a distance of at least 1.50 m is maintained between persons. This applies to all operational areas including traffic routes, sanitary facilities and break rooms.</p>	<ul style="list-style-type: none"> • Workflow processes in all operational areas, e.g. kitchen, counter, service, reception and at the interfaces (passing each other, taking dirty dishes to the kitchen sink...) are to be reviewed accordingly. • Appropriate positioning in the kitchen or working arrangements in other areas. Assign only that number of people to the work areas at one time that will allow the distancing directives to be effectively complied with (if necessary, adapt the restaurant menu to the reduced kitchen capacity). • Make sure that walking and traffic routes are sufficiently wide. Remove any obstructions (e.g. due to objects placed there). • Limit the number of people using the lifts so that the required distances between them can be maintained. • Timely separation in sanitary and break areas through suitable (staggered) organization of work and break times.
		<ul style="list-style-type: none"> • Maintain a distance between guests and employees by providing a sufficiently wide counter. Apply markings on the floor to maintain the distance e.g. at order and sales counters, reception areas. • When serving and clearing up in the restaurant, aids such as trays or serving trolleys should be used to maintain the required distance from the guests.
		<ul style="list-style-type: none"> • When food is delivered using delivery services, it must be ensured that there is only one person in each vehicle (no delivery with co-driver). The sharing of a vehicle by several persons in succession should also be avoided as far as possible. • Delivery processes must be adapted so that employees can maintain the required distance from the customer (e.g. by placing the goods in a transport box and retrieval by the customer instead of delivery by hand. Payment as contact-free as possible or use a designated box for money/ change).

Risk	Infection with the SARS-CoV-2 (corona virus) through infected <ul style="list-style-type: none"> • colleagues • external persons (suppliers, employees of third-party companies) • customers / guests 	
Measures	SARS-CoV-2 occupational safety standards general	Instructions for the hospitality industry
	<p>If the distance of 1.50 m cannot be maintained, a physical separation between the respective workstations must be provided to prevent the transmission of infection (e.g. sufficiently high barriers of transparent material such as Plexiglas or a similar materials).</p>	<ul style="list-style-type: none"> • Installation of sufficiently dimensioned partitions at order and sales counters, checkout stations, reception desks. The partition must be sufficiently stable and so wide and high that the airflow from the person standing in front of it does not reach the employee.
	<p>If it is not possible to maintain a sufficient distance or separation in certain work activities for operational reasons, employees must be provided with a sufficient number of mouth and nose covers. Employees are to be instructed on the correct use, maximum wearing time and care of the mouth-nose coverings.</p>	<ul style="list-style-type: none"> • This may apply to activities that can only be carried out by two employees together. Consequently, both persons must wear a mouth-nose covering. • Instructions on the care of masks made of cloth (so-called “community masks”) may be found on the website of the Bundesinstitut für Arzneimittel und Medizinprodukte: https://www.bfarm.de/SharedDocs/Risikoinformationen/Medizinprodukte/DE/schutzmasken.html
	<p>Employees are to be instructed on general hygiene measures, in particular on correct hand washing techniques, including skin care, hand disinfection if necessary and sneezing and coughing etiquette. Appropriate facilities (washbasins, skin-friendly cleaning agents, disposable towels, skin care products, disinfectants if necessary) must be provided in sufficient quantity.</p>	<ul style="list-style-type: none"> • A high level of hygiene has always been a matter of course in the hospitality industry. Nevertheless, the importance of hygiene measures and their consistent implementation in interrupting chains of infection should be clearly emphasized. As a rule, frequent and intensive hand washing involves wet work; occupational health precautions must be made available to the affected employees. • Employees must be instructed to wash or disinfect their hands after clearing up glasses, crockery and cutlery. • When food is delivered using delivery services, the vehicles are to be provided with equipment for hand hygiene and disinfection, as well as with paper towels and garbage bags. • The possibility of using sanitary facilities during the process of delivery should be assessed; the employees must be informed accordingly.

Risk	Infection with the SARS-CoV-2 (corona virus) through infected <ul style="list-style-type: none"> • colleagues • external persons (suppliers, employees of third-party companies) • customers / guests 	
Measures	SARS-CoV-2 occupational safety standards general	Instructions for the hospitality industry
	<p>Direct hand contact between individuals (shaking hands, handing over objects) should be avoided.</p>	<ul style="list-style-type: none"> • When checking out, guests should be asked to pay as contact-free as possible. Where this is not possible, a transfer of money/receipts via a shelf, tray or the like should be provided for.
	<p>It must be ensured that work rooms, washrooms and break rooms are regularly cleaned and ventilated. Ventilation systems and room air conditioning systems (AHU) must be operated properly and filters must be cleaned or replaced regularly.</p>	<ul style="list-style-type: none"> • Drawing up a cleaning and ventilation plan is recommended. Where natural ventilation is available, the necessary air exchange is to be achieved by opening the windows at sufficiently frequent intervals. • With exhaust air systems, e.g. in kitchens, regular cleaning of the aerosol separators (whirl type filters) must be ensured to maintain the efficiency of the extraction system. • With AHUs, maintenance and cleaning must be carried out by a certified contractor and the recommended intervals must be strictly adhered to.
	<p>Where personal protective equipment (PPE) must be worn (e.g. protective gloves, face protection), it must be provided for each individual employee (personalized). The cleaning of PPE and hygienic storage must be provided for.</p>	<ul style="list-style-type: none"> • This applies to e.g. chemical resistant gloves and protective goggles for handling cleaning and disinfecting agents, as well as to protective clothing used during cleaning work or when working with liquid jets (high-pressure cleaners). If PPE is not available in sufficient quantities, the number of persons assigned to such tasks must be limited.
	<p>As far as possible, tools, working materials and equipment shall be provided in such a way that their use is personalized. If several persons must successively use a tool or work material/equipment, the surfaces that are touched (handles etc.) must be cleaned before use. Under certain circumstances, disposable gloves may also be used for a limited period of time, as long as the work can still be carried out safely (there must be no risk of them becoming trapped or entangled).</p>	<ul style="list-style-type: none"> • The use of knife sets, cutting boards and the like in kitchens is generally personalized. Appliances not used on a personal basis can include food processors, hand mixers or blenders, as well as payment systems (card readers). • By appropriately organizing work processes, the operation of certain machines/appliances (coffee machine, dispensing system) can be assigned to a single individual. • When disposable gloves are used, they must be removed in such a way that no contamination of the hands occurs. The hands must then be washed and/or disinfected; see the relevant instructions provided by the Robert Koch Institute: https://www.rki.de/DE/Content/InfAZ/N/Neuartiges_Coronavirus/PSA_Fachpersonal/Handschuhe_ausziehen

Risk	Infection with the SARS-CoV-2 (corona virus) through infected <ul style="list-style-type: none"> • colleagues • external persons (suppliers, employees of third-party companies) • customers / guests 	
Measures	SARS-CoV-2 occupational safety standards general	Instructions for the hospitality industry
	<p>It must be ensured that work clothing is regularly cleaned and stored hygienically, separate from everyday clothing.</p>	<ul style="list-style-type: none"> • It is advisable to use a laundry service and to have suitable double lockers (black and white separation) available in sufficient numbers..
	<p>Any access by persons from outside the company must be limited to the necessary minimum. These individuals must be briefed on the infection preventing measures to be observed. Entry and exit must be documented.</p>	<ul style="list-style-type: none"> • This applies, for example, to the entry of individuals who clean the beverage dispenser or carry out other cleaning services, deliver beverages and goods or perform repairs, maintenance and inspections. For traceability purposes, the name, employer company name, date and time of entry and exit from the premises and all contact persons in the establishment should be recorded. For instruction purposes, this operational guide can be used for risk assessment. The instruction must be documented.
	<p>Employees must be instructed not to come to work if they feel ill and that a medical examination is then required before they can resume work. They must also be informed that if any symptoms of illness develop during working hours, they must stop work immediately.</p>	
	<p>A company pandemic plan is in place, which sets out measures to investigate suspected cases and to identify and inform contact persons in the event of confirmed infections.</p>	<p>See Pandemic Plan www.bgn.de/corona/</p>

Risk	Conflicts between employees or with customers when the required measures (e.g. keeping at a distance, hygiene measures) are not observed	
Measures	SARS-CoV-2 occupational safety standards general	Instructions for the hospitality industry
	<p>Employee instructions on the importance of the measures and an appeal to adhere to them in their own interests and out of collegiality.</p>	
	<p>Employee instructions on how to address customers who do not maintain the required distances or who react irritably/aggressively.</p>	<ul style="list-style-type: none"> • If the distancing rules are violated, the offending guests should be courteously but firmly advised that these rules are absolutely necessary to protect their fellow human beings.
	<p>Inform customers/guests that hygiene and distancing rules must be observed and that this may result in longer waiting times.</p>	<ul style="list-style-type: none"> • If appropriate, a notice can be posted in the reception area to draw attention to this.

Risk	Psychological stress in employees afraid of becoming infected with the corona virus at work	
Measures	SARS-CoV-2 occupational safety standards general	Instructions for the hospitality industry
	<p>Employee instructions on how infection is transmitted and on the protective measures taken by the establishment.</p>	<ul style="list-style-type: none"> Referring to the preventive measures taken by the establishment may be particularly helpful in providing objectivity (distancing rules, physical separation and organizational simplification, mouth and nose coverings where necessary and especially the implementation of personal hygiene measures are sufficient to minimize the risk of infection).
	<p>At their request, employees will be provided with counselling by the company doctor or by the occupational health care service (this can also be done by telephone). The employees are to be informed about this option.</p>	<ul style="list-style-type: none"> Provide employees with occupational health advice from the company doctor and, in the case of employees at increased risk, seek individual solutions to minimize the risk of infection.

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This operational guide supports you in implementing the SARS-CoV-2 occupational safety standards: we hereby provide you with industry-specific information on how you can ensure the safety and health of your employees during the corona pandemic.

Please use this operational guide to review your company risk assessment and supplement it with any aspects that may have not yet been covered. Establish the necessary preventive measures for your establishment and ensure their consistent implementation.