



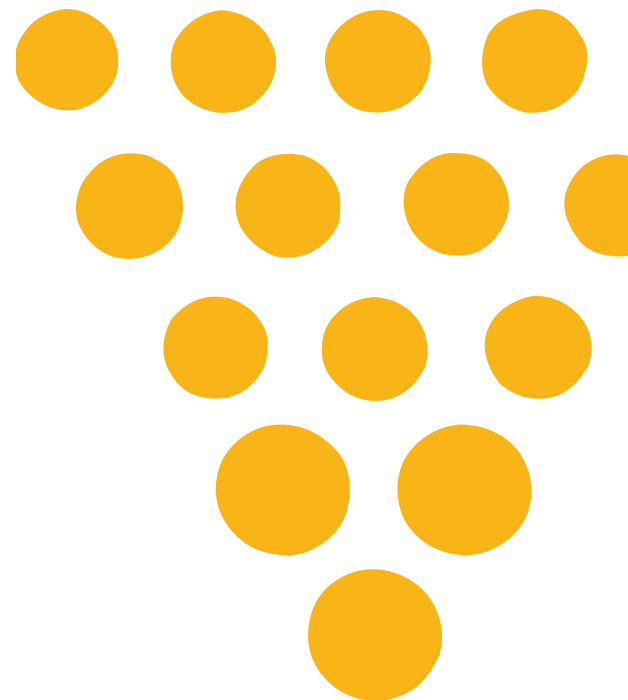
Bounce back to business

Re-opening checklist

Helping you re-open to the new future

Date 21 September 2020

N&PP CF&S V4



Updates

This is a constantly evolving document any updates or revisions will be listed here to enable users to keep up to date.

Date	Page(s)	Details of change / addition
02/07/2020	all	Updated in-line with new guidance
06/08/2020	H&S	Amend question on social distancing to include 1m+
21/09/2020	All	Rule of 6 and Track & Trace Legislation added

Introduction

This checklist is designed to help businesses get back on their feet after a period of closure and help you complete your Covid 19 risk assessment. You must use this checklist in addition to reading our guidance document “Bounce back to business” <https://www.businessregulatorysupport.co.uk/media/43384137/re-opening-guide-after-lockdown.pdf>

Making sure you bring your business back into operation ensuring the safety of your staff, customers and visitors.

This checklist is relevant to all businesses although not all parts of the checklist may be applicable to everyone. It is impossible to cover every scenario and all businesses are individual. You may notice some repetition, but the checklist is designed to be comprehensive and place an emphasis on important bits. If you have any specific questions, please do get in touch via businessadvice@cornwall.gov.uk

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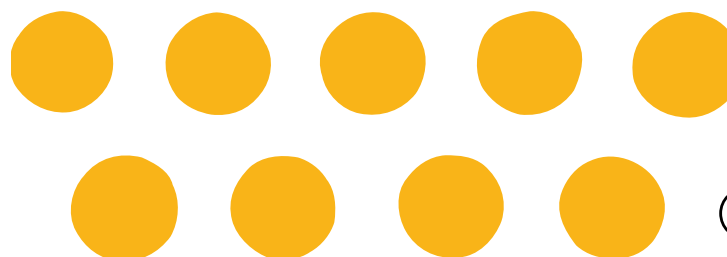
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Bounce back to business - Re-opening checklist

Helping you re-open to the new future

EXAMPLE

Health and Safety	Yes	No	To do
Have you reviewed your current health and safety arrangements to ensure any changes in your business arrangements are reflected?		✓	Review risk assessments to include social distancing measures and new working practices
Have you reviewed your arrangements for legionella and taken appropriate measure to flush and clean the system minimising risk?	✓		
Are your gas appliances and pipework adequately maintained and inspected within the last year?		✓	Test was due in April, re booked for Monday, will not open before checks completed and satisfactory



Working Safely – Coronavirus

Risk Assessment and the fundamental principles	Yes	No	To Do
Have you completed a Coronavirus Risk Assessment? www.hse.gov.uk/coronavirus/working-safely/index.htm			
Has your risk assessment identified procedures which are necessary to protect employees, volunteers, contractors, visitors and members of the public from the risk associated with Coronavirus?			
Have you documented your risk assessment? You are strongly advised to and anyone with 5 or more employees must do so by law?			
Have you consulted staff on Coronavirus and risk assessments relating to it?			
Have you created any additional hazards through your revised procedures i.e. lone working, stress, loneliness etc?			
Have you read, understood and implemented the 'sector-specific' guidance relevant to the premises/business activity? (It is available on Gov.uk) www.hse.gov.uk/coronavirus/working-safely/index.htm			
Have you set a date to regularly review your risk assessment and new procedures to ensure effectiveness and practicality?			
Have you considered any additional hazards/risks in a multi-occupancy building i.e. office blocks, shopping centres/arcades etc?			
Have you considered the cumulative impact of businesses opening and trading around you? (Consult with neighbouring businesses where necessary)			
Have you given specific consideration (and made reasonable adjustments) to those staff who are disabled, under 18, pregnant, and/or those who are shielding? and made reasonable adaptations?			
Have you taken care to avoid discrimination as a result of age, sex, disability, race and ethnicity?			

Have you done all you can to achieve and support home working where possible?			
Have you done all you can to maintain 2m social distancing, where possible?			
Where people cannot be 2m apart have you considered whether an activity needs to continue for the business to operate AND/OR have you put in place measures to mitigate the risk (1m+)?			
Have you developed extensive and appropriate cleaning, handwashing and hygiene procedures throughout the business?			
Do your staff know and understand the symptoms of Covid-19?			
Do employees and customers understand the requirements to stay at home if they or anyone in their family are exhibiting symptoms?			
Have you advised customers that they will be refused service if they do not obey the rules?			
Have you thought about how you would deal with a situation whereby an employee, customer or visitor etc became ill while at the business premises?			
Have you trained your staff in all of the above?			
Is signage and procedures in place to ensure customers wear face coverings inside and in enclosed spaces. Check the guidance to ensure when they are needed.			
You may wish to add checks of your own here			

Staff and Customers	Yes	No	To Do
Have you considered staff and customer/staff interactions in your risk assessment?			
Have you identified any vulnerable staff and adapted their work accordingly? Home working? Away from other staff/customers etc?			
Have you got a system of recording staff shift patterns to assist with 'Test and Trace'? This information should be retained for 21 days?			
Have you got a system in place for recording customers names and contact details to assist with 'Test and Trace'? This information must be secure/Data Protection Act compliant and retained for a minimum of 21 days. A non-electronic version will be required for people who do not have smartphones.			
Have you downloaded and are you displaying the NHS track QR code?			
Have you considered the "rule of six" and how you are going to manage this?			
<p>Have you ensured 2m social distancing between staff members and also staff and customers?</p> <p>Examples:</p> <ul style="list-style-type: none"> • Putting up signs to remind staff of social distancing guidance • Avoiding shared workstations • Using floor tape or paint to mark areas to help people keep to a 2m distance • Arranging one-way traffic through the workplace if possible • Switching to seeing visitors by appointment where possible 			
<p>Where you cannot keep staff/customers 2m apart have you considered:</p> <ul style="list-style-type: none"> • Whether the activity needs to continue for the business to operate • Keeping the activity time involved as short as possible 			

<ul style="list-style-type: none"> • Using screens or barriers to separate people from each other • Using back-to-back or side-to-side working whenever possible • Staggering arrival and departure times • Reducing the number of people each person has contact with by using 'fixed teams or partnering' 			
Have you mapped staff and your customers route through the premises and identified any pinch points/cross-over areas? Have these been addressed?			
Have you removed any un-necessary hand contact surfaces/equipment that staff and customers may have access to?			
Have you staggered break times to avoid congregation in staff rooms/canteens etc?			
Have staff been instructed to use their mobile phones to contact colleagues rather than face-to-face communication?			
Have you got the minimum amount of staff on site to operate safely?			
If employees are delivering or visiting other premises has this been risk assessed and controls put in place? Have they got hand sanitiser/cleaning products in vans and cars?			
Have you thought about the risks associated with staff travelling in the same vehicle?			
Do multiple staff use the same vehicle? Can this be avoided? (If not enhanced cleaning will be necessary).			
Have face-to-face meetings been replaced with 'virtual' alternatives including Skype, Zoom, Teams etc?			
Have you helped staff to avoid public transport i.e. by providing additional parking, secure bike storage etc?			
Do staff feel comfortable in reporting problems and making suggestions?			
Can services/products/food and drink be pre-ordered to save time on site and interaction with staff?			

Have you advised your customers in advance on what will be expected of them when visiting the business e.g. through social media, websites, booking confirmation emails, text messages etc?			
Have you ascertained what is a safe number of customers inside and outside the premises and put in place a procedure to ensure it is not exceeded?			
How will you make sure that any groups comprise only of 2 households (or support bubbles) and/or no more than 6 people from any number of different households (outside only)?			
Is it appropriate to implement an 'appointment only' system?			
Have you thought about customers visiting with their children? Is this necessary? Does those pose additional hazards? Can you prevent/restrict it?			
Do certain parts of the premises need to remain closed to customers i.e. toilets, fitting rooms, etc.			
Are there likely to be queues outside the premises or waiting for service? Have you planned how you are managing these?			
Have you got a procedure for managing queues at the toilets, bar, counter etc?			
Have you developed a policy for trying on/sampling of goods?			
Have you developed a policy for customer returns?			
How would you deal with a customer who started to display Covid-19 symptoms whilst on your premises?			
Have you taken into consideration customers with disabilities? (You must not cause discrimination)			
Have you provided signage to encourage the use of the stairs and ensure only one person/household in the lift at any one time?			
Have you got procedures in place for customers not complying with the rules?			

You may wish to add checks of your own here			

Deliveries/Visitors/Contractors	Yes	No	To Do
Have you considered these in your Coronavirus Risk Assessment?			
Have you considered the process of receiving and making deliveries safely?			
Do you need to clean items arriving and being dispatched from the premises?			
Can you avoid delivery drivers getting out of their vehicles?			
Can you minimise visitors by using alternative means of communication such as online meetings?			
Have you a process in place for minimising paperwork and face-to-face contact?			
Will maintenance be completed at night when there are less people in the premises?			
You may wish to add checks of your own here			

Cleaning and Disinfection	Yes	No	To do
Have you produced a 'Cleaning Schedule' which outlines the revised and enhanced cleaning regimes? (What, where, when, how, frequency, who)			
Have you trained staff in the new cleaning procedures?			
Have you thought about how you would clean an area which has been frequented by a case/suspected case of Coronavirus? PPE?			
Have you mapped the staff route through the premises and identified objects/surfaces that will require enhanced cleaning?			
Have you identified all hand contact surfaces which require regular cleaning disinfection?			
Have you identified all items/equipment which need cleaning between use by different members of staff and/or customers i.e. desks, tables and chairs, telephones, computer equipment, trolleys/baskets, padlocks/control panels, laminated menus, condiments, hospitality trays etc			
Have you identified your high-risk/high priority areas which require enhanced and increased cleaning (Toilets, kitchens/dining rooms, high 'traffic' areas etc.)			
Do you have stocks of and use a neutral detergent suitable to be used in a hot soapy solution for pre-cleaning of all areas?			
Do you have stocks of and use a disinfectant / sanitizer to BS:EN 1276 or BS:EN 13697 which is suitable to be used in food preparation rooms to disinfect food contact surfaces, following a preclean with hot soapy water. Either ready to use or in concentrate form?			
If in concentrate, do you have a procedure to ensure it is used at the correct dilution?			
Are staff aware of the correct contact time for the disinfectant / sanitizer to work?			
Do you have stocks of and use hand sanitiser/gel to BS:EN14476 for staff, customers and visitor to use and in stock?			

Have you introduced additional hand sanitising stations throughout the premises for staff and customers? (including at entrances/exits, dining rooms, kitchens, staff rooms, changing rooms, external and mobile locations)			
Do you have stocks of and use liquid hand soap at all hand wash stations throughout your business and in stock?			
Do you have stocks of and use disposable paper towels for hand drying at all wash hand basins and in stock?			
Are there hand free operated bins for waste towels at all wash hand stations?			
Do you have a supply of bin liners for these bins?			
Have you assigned staff to safely regularly check and empty these bins?			
Have you removed hard to clean and/or un-necessary items from the rooms?			
Do you have and use colour coded disposable single use cloths for cleaning?			
Have you avoided shared work stations or at least put in place additional cleaning of shared facilities/equipment etc?			
You may wish to add checks of your own here			

Kitchens/Canteens	Yes	No	To do
Run the hot and cold water at all taps in the kitchen. Are they running with clear water and have hot water at the hot taps?			
Do plug holes and drains run freely?			
Before preparing food have you thoroughly cleaned the kitchen and all food rooms and disinfected the food preparation areas including food preparation sinks?			
Before using any equipment or utensils which were left out during the lockdown ensure they are thoroughly cleaned and disinfected?			
Do you intend to thoroughly clean the kitchen regularly throughout the day?			
Have staff been instructed to bring their own cutlery/crockery/glassware to avoid sharing these items?			
Is ventilation adequate? Can it be increased?			
You may wish to add checks of your own here			
Refrigerators, cold rooms and freezers have not been forgotten they are included in the food safety section			

Dishwashers	Yes	No	To do
Thoroughly clean the dishwasher, pipes and jets, water tanks etc. as per manufacturer's instructions and run it through on a hot wash. Has the dishwasher been thoroughly cleaned and is it working correctly with rinse water at least 80°C?			
Has the dish wash area been thoroughly cleaned including any pipework?			
You may wish to add checks of your own here			

Food counters / serveries / retail settings	Yes	No	To do
Run the hot and cold water at all taps in food counter service area. Are they running with clear water and is there hot water at the hot tap?			
Do plug holes and drains run freely?			
Have food preparation areas been thoroughly cleaned and disinfected including food preparation sinks?			
Has any equipment and utensils left out during the lockdown been thoroughly cleaned and disinfected?			
Have you cleaned all other fixtures and fitting at accessible height?			
Have you removed any unwrapped food products from sale, e.g. loose sweets, which can't be washed or peeled before being eaten?			
Have you discouraged customers from touching items before they buy?			
Do you intend to thoroughly clean the food counters / serveries regularly throughout the day?			
Have hand sanitising stations been positioned to encourage staff/customers to wash their hands before touching items?			
Is all food covered/protected against contamination from customers coughing/sneezing/spitting?			
Have 'self-serve' type arrangements been removed i.e. salad bars/carvery counters/cutlery stations/condiment tables etc?			
You may wish to add checks of your own here			

Dining rooms / canteens	Yes	No	To do
Have you thoroughly cleaned and disinfected tables, chairs, sideboards and any other furniture?			
Have you thoroughly cleaned and disinfected any equipment and utensils that were left out during the lockdown?			
Do you intend to thoroughly clean the dining room regularly throughout the day?			
Have hand sanitising stations been positioned to encourage staff/customers to wash their hands before touching items?			
Is all food covered/protected against contamination from customers coughing/sneezing/spitting?			
Have 'self-serve' type arrangements been removed i.e. salad bars/carvery counters/cutlery stations/condiment tables etc?			
You may wish to add checks of your own here			

Bars and cellars	Yes	No	To do
Do plug holes and drains run freely?			
Have the bar and shelves and bottles been thoroughly cleaned including any sinks?			
Have any equipment, utensils, spirit measures and glasses that were left out during the lockdown been thoroughly cleaned and disinfect? Use the clean glass washer where possible?			
Has the cellar structure and fittings been thoroughly cleaned including any sinks?			
Has any equipment, utensils, etc. in the cellar that were left out during the lockdown been thoroughly cleaned and disinfect?			
Do you intend to thoroughly clean the bar regularly throughout the day?			
Have you got music volume set so as to avoid the need for customers to raise their voice or shout?			
Have you postponed any live entertainment?			
Do plug holes and drains run freely?			
You may wish to add checks of your own here			

Ice Machines, containers, utensils	Yes	No	To do
Have you emptied, thoroughly cleaned and disinfected the ice machine/s as per manufacturer's instructions?			
Is the ice machine working correctly and able to produce enough ice for the bars and kitchen if required for cooling foods?			
Have you emptied, cleaned and disinfected all ice holding containers and any utensils used with them?			
You may wish to add checks of your own here			

Glasswashers	Yes	No	To do
Thoroughly clean the glasswasher/s, pipes and jets, water tanks etc. as per manufacturer's instructions and run it through on a hot wash. Has the glasswasher been thoroughly cleaned and is it working correctly?			
Has the glass wash area been thoroughly cleaned including pipework?			
You may wish to add checks of your own here			

WC facilities	Yes	No	To do
Run the hot and cold water at all taps in bathroom, welfare, public WC facilities. Are they running with clear water and is there hot water at the hot taps?			
Do plug holes and drains run freely?			
Have you cleaned and flushed the toilets, and treated with an appropriate disinfectant?			
Have you thoroughly cleaned the sinks and all other furniture and fittings before letting the room?			
Do you only offer single use toiletries in bathrooms, and are they replaced or disinfected daily if not used?			
Have you got a system in place for controlling queuing at toilet facilities?			
Have you got a hand sanitising station on the entrance to shared facilities?			
Have you got a system in place for controlling numbers in communal/shared facilities? Are the numbers appropriate?			
Do you have a cleaning schedule to ensure each bathroom, welfare and public WC facilities are cleaned more regularly throughout the day?			
You may wish to add checks of your own here			

Bedrooms	Yes	No	To do
Have you thoroughly cleaned and disinfected bed frames, bedside tables, dressing tables, wardrobes, doors and handles, tv tables etc. and all other furniture in each room?			
Have you removed any tea/coffee making equipment, cups, mugs, spoons etc? If not, will they be cleaned/disposed of/replenished between guests? Crockery and cutlery to be put through the dishwasher			
Have you removed hard to clean and/or un-necessary items from the rooms?			
Do you intend to thoroughly clean each used room every day and more thoroughly between guests?			
You may wish to add checks of your own here			
En-suite bathrooms	Yes	No	To do
Run the hot and cold water at all taps in en-suite. Are they running with clear water and is there hot water at the hot taps?			
Do plug holes and drains run freely?			
Have you cleaned and flushed the toilet, and treated with an appropriate disinfectant?			
Have you thoroughly cleaned the bath, sinks and all other furniture and fittings before letting the room?			
Do you only offer single use toiletries in each en-suite and are they replaced or disinfected daily if not used?			
Do you intend to thoroughly clean each en-suite every day and more thoroughly between guests?			
You may wish to add checks of your own here			

Communal rooms	Yes	No	To do
Have you set maximum occupancy numbers? Are they appropriate?			
Have you thoroughly cleaned and disinfected tables, chairs, sideboards and any other furniture?			
Have you thoroughly cleaned and disinfected any equipment and utensils that were left out during the lockdown?			
Do you intend to thoroughly clean the communal rooms regularly throughout the day?			
Have you removed hard to clean and/or un-necessary items from the rooms i.e. soft furnishings etc?			
You may wish to add checks of your own here			

Pools/Hot Tubs/Spas	Yes	No	To do
Have you checked that these can legally open?			
Have you included these in your risk assessment?			
Have you identified appropriate occupancy numbers?			
Have you identified appropriate cleaning regimes?			
Have you considered the changing rooms? Appropriate numbers? Enhanced cleaning?			
Have you considered plant rooms? Safe working methods and enhanced cleaning?			
You may wish to add checks of your own here			

Indoor/Outdoor Play Areas, Games Room	Yes	No	To do
Have you checked that these can legally open?			
Have you included these in your risk assessment?			
Have you identified appropriate occupancy numbers?			
Have you identified appropriate cleaning regimes?			
You may wish to add checks of your own here			

Communal/Shared Facilities	Yes	No	To do
Have you included these in your risk assessment?			
Have you identified appropriate occupancy numbers?			
Have you identified appropriate cleaning regimes?			
Is it appropriate to close/limit their use?			
You may wish to add checks of your own here			

Licensing and planning considerations	Yes	No	To do
Do you need permission for extra furniture outside the premises?			
Have you checked to see if off sales can temporarily be made with out a change to my licence?			
Have you got music volume set so as to avoid the need for customers to raise their voice or shout?			
If we show sports broadcast, can this be achieved without customers getting excited and shouting or raising their voices. Keep the volume low as above?			
Have you set up litter picking rounds to keep the local area clean and tidy, to control the extra waste customers may generate?			
Do you have a procedure to police the outside seating areas?			
You may wish to add checks of your own here			

Food safety			
Premises	Yes	No	To do
When you first walked into the kitchen or factory production areas, did you smell something strange?			
Have you identified what was causing the smell and have taken appropriate action to deal with it?			
Have you checked all rooms for food left in dispensers, condiments etc and disposed of it? Wash and disinfect any re-useable containers.			
Have you checked all rooms for open/unprotected food contact packaging and disposed of it?			
You may wish to add checks of your own here			

Dry Store	Yes	No	To do
Have you checked that food in the dry store is within date?			
Have you disposed of any damaged, opened packs or unlabelled food?			
Have you arranged the food in the dry store in date order, with the oldest at the front?			
Have you done a stock take of the remaining foods?			
You may wish to add checks of your own here			
Remember only purchase foods you need, you are probably running a reduced menu/offering.			

Refrigerators and cold rooms	Yes	No	To do
Have you disposed of any foods left in fridges during the lockdown?			
Have you thoroughly cleaned and disinfected all refrigerators and cold rooms and left them dry?			
After cleaning turn on refrigerators and cold rooms for 24 hours before accepting chilled deliveries.			
Are your refrigerators and cold rooms able to keep food at or below 8°C?			
Are the seals and shelves in refrigerators and cold rooms intact and safe to use?			
Are the motor compressors to fridges clean and fluff/dirt free?			
Have you check the contents of your fridges and cold room/s and disposed of out of date, damaged or unlabelled foods?			
Have you done a stock take of the remaining foods?			
You may wish to add checks of your own here			
Remember only purchase foods you need, you are probably running a reduced menu/offering.			

Freezers	Yes	No	To do
Have you checked the contents of your freezers and disposed of out of date, freezer burned or damaged, unlabelled foods?			
Have you ensured freezers are not badly iced up or have defrosted during the lockdown?			
If you have defrosted freezers, turn them on for 24 hours before accepting frozen deliveries.			
Are your freezers able to keep foods at -18°C?			
Are the seals and shelves to the freezers intact and safe to use?			
Are the motor compressors to the freezers clean and fluff/dirt free?			
Is the food in the freezer sorted in date order?			
Have you done a stock take of the remaining foods?			
You may wish to add checks of your own here			
Remember only purchase foods you need, you are probably running a reduced menu/offering.			

Food safety management	Yes	No	To do
Do your procedures cover all new practices/products, services, e.g. deliveries, bulk cook?			
Have you reviewed all your procedures, to ensure they are relevant and documented any changes in your Food Safety Management system?			
Are staff aware of any changes?			
Have you reviewed your checklists to ensure they reflect current working practices?			
Have you updated your opening and closing checks?			
Have you printed and put in place all required checklists?			
Have you reviewed your cleaning schedule and are staff aware?			
Do you need to order PPE for cleaning staff?			
You may wish to add checks of your own here			

Allergens	Yes	No	To do
Have you checked new products for allergens?			
Have you checked new menus for risk of allergens?			
Have you updated allergen information in the kitchen, front of house?			
Are staff aware of any changes?			
Have you removed all out of date allergen information?			
You may wish to add checks of your own here			

Training	Yes	No	To do
Have you given staff refresher training before they return to work?			
Have you trained new staff before they start work?			
Have you trained your staff on your social distancing procedures?			
Have you reminded staff about the risks of Coronavirus?			
You may wish to add checks of your own here			

Structure and maintenance	Yes	No	To Do
Have you check for signs of pests? If you found any, how did they get in?			
Turn on the water supply and look for leaks. Is the water supply sound?			
Is there any rain water ingress or damage?			
Turn on mains gas, is there a smell of gas?			
Turn on LGP gas, is there a smell of gas?			
Is there any structural damage to the property?			
Is any pest proofing compromised?			
Have you repaired damaged pest proofing?			
Have you repaired any damaged structure?			
Have you checked the food rooms for structural damage? Make a list and prioritise repairs.			
Now do the same for the rest of the building you are responsible for, prioritise food room work first			
If you haven't already run the hot and cold water at all taps. Are they running clear water with hot water at the hot taps?			
Are plug holes and drains run freely?			
If you have standing cold water tanks, ensure they are fully emptied during the above process			
Have you flushed the toilets and treated with appropriate disinfectant? Do not mix chemicals			
Have you read and acted on the Legionella section?			
If you operate as an approved premise have you read and acted on the Listeria section?			
You may wish to add checks of your own here			

Notes

Health and Safety	Yes	No	To Do
Have you reviewed your current health and safety arrangements to ensure any changes in your business arrangements are reflected?			
Have you reviewed your arrangements for legionella and taken appropriate measure to flush and clean the system minimising risk?			
Are your gas appliances and pipework adequately maintained and inspected within the last year?			
Has your electrical installation been properly maintained and inspected within an appropriate time scale?			
Have any lifting equipment or lifts had their appropriate inspections? Were they due during lockdown and do they need doing before they are used again?			
Have you checked your work equipment is functioning correctly and any safety features operating correctly?			
Have you assessed your first aid arrangement and made sure you have adequate cover?			
Are you clear on your accident reporting responsibilities?			
Are you using any new chemicals in the business? Have you undertaken COSHH assessments?			
For staff working at home have they sufficient training and information to work safely?			
You may wish to add checks of your own here			

Fire Safety	Yes	No	To Do
Have you reviewed your fire risk assessment to reflect any changes in operation? Special consideration should be given to people working alone.			
Have you undertaken appropriate fire alarm testing?			
If fitted, have you checked Carbon Monoxide detectors?			
Are your fire extinguishers serviced, in position and fit for use?			
Have you checked your emergency lighting?			
Do all your staff clearly understand the fire evacuation procedure? Have you got sufficient staff for designated roles?			
Have you checked your fire escape routes? Do all the doors open and are the exit routes free of obstructions?			
Consider internal and external housekeeping. Is this adequately managed to reduce the risk of arson?			
You may wish to add checks of your own here			

This guide has been produced by Cornwall Council in good faith to assist businesses and to promote good practice. This Guide has been produced as guidance only which is only deemed to be correct at the time of writing. Cornwall Council accepts no liability for losses or damage incurred as a result of any reliance placed on the information included in this Guide. Please therefore ensure you take your own professional advice as to the legal requirements that apply to your specific business, which includes advice relating to health and safety, food safety, food standard and fire safety.

Prepared by:

Commercial Food and Safety

Neighbourhoods and Public Protection

21 September 2020

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