

**Hazard :** The transmission of Covid – 19

**Who is at risk:** All pub staff, Bar, Food service, Kitchen staff, Cleaners / housekeepers, senior managers, Directors, Customers using the facilities

**If in doubt contact your line manager, or Covid – 19 manager, or a company director.**

### Washing your hands

While coronavirus is not likely to survive for long periods of time on outdoor surfaces in sunlight, it can live for more than 24 hours in an indoor environment. Washing your hands with soap and water for at least **20 seconds**, or using hand sanitizer, regularly throughout the day will reduce the risk of infection.

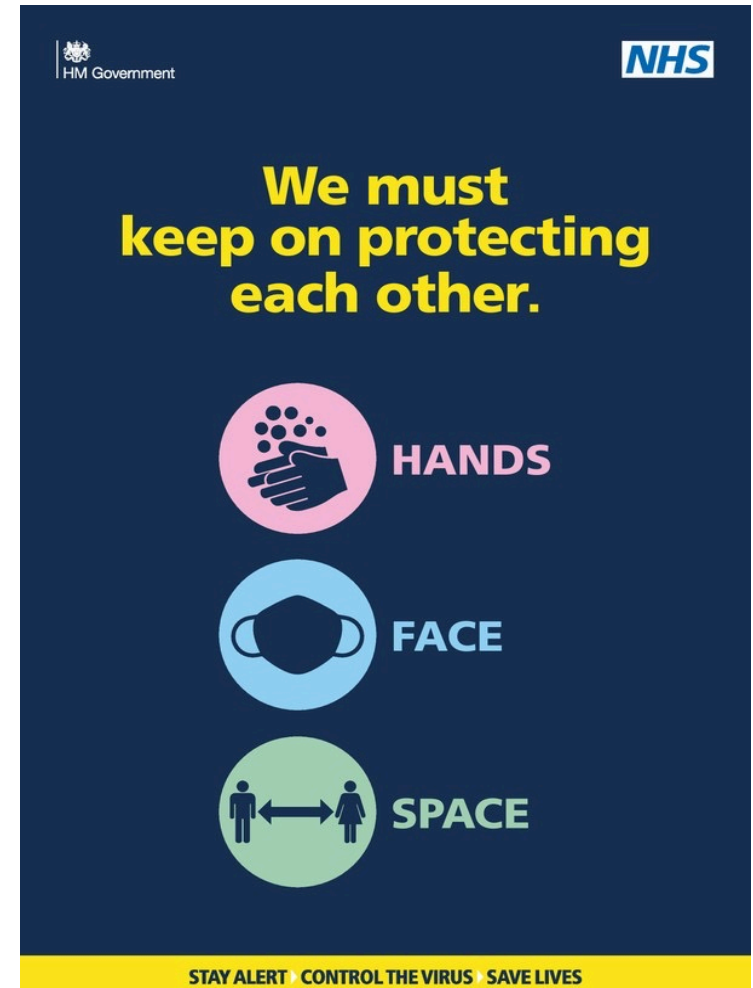
### Covering your face

Coronavirus is carried in the air by tiny respiratory droplets that carry the virus. Larger droplets can land on other people or on surfaces they touch while smaller droplets, called aerosols, can stay in the air indoors for at least 5 minutes, and often much longer if there is no ventilation. Face coverings reduce the dispersion of these droplets, meaning if you're carrying the virus you're less likely to spread it when you exhale.

### Making space

Transmission of the virus is most likely to happen within 2 metres, with risk increasing exponentially at shorter distances. While keeping this exact distance isn't always possible, remaining mindful of surroundings and continuing to make space has a powerful impact when it comes to containing the spread.

**NHS Test and Trace is in use at each check-in area.**



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**Who is at risk:**  
**Staff feeling unwell with possible Covid – 19 symptoms.**

**Controls required:** Staff must stay away from the work place, and inform their line manager as soon as possible. They must stay at home and self isolate with anyone they live with and get a test. This also applies to anyone in the household support bubble. If the test is positive follow the NHS Instructions and inform your line manager.

**Additional controls:** All staff must make themselves aware of the latest Government guidance regarding self isolation and reporting symptoms to gain a test.

**Monitor:**  
Line manager.  
Senior manager  
Director

**Customers Checking in.**  
Details must be recorded for each individual customer.

Must be asked to use the NHS test and trace QR system. If this is not possible then the venue must manually take / record the following details:

- Name
- Telephone number
- Date and time
- Staff must politely challenge customers to make sure they are complying with the test and trace requirements.

**The main symptoms of coronavirus (COVID-19) are:**

**A high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature).**

**A new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual).**

**A loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal.**

**If you have any of these symptoms, get a test to check if you have coronavirus and stay at home until you get your result.**

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**Who is at risk:**  
**Staff returning to work after illness or self isolation**

**Controls required:** All staff must complete an online NHS isolation note.  
All staff will have a return to work conversation with their line manager and will complete the company return to work documentation.

**Washing Hands:**  
Returning staff must be aware of the need to regularly wash their hands for a minimum of 20 seconds.

**Using hand sanitiser products:**  
A supply of 70% alcohol hand sanitiser is available within every department for use by Staff and customers.

**Use of PPE equipment:**  
Face masks, visors, safety glasses, disposable gloves, disposable aprons. Are available within every department.

**Entry to areas within the business or vehicles is restricted to minimise contact between staff:** Staff to follow signage or verbal instructions issued by line managers.

**Additional controls:**

**Catch it - Bin it - Kill it method must be followed to reduce the impact of coughs and sneezes.**

**All used PPE to be disposed of with care. Double bagged and securely tied.**

**Maintain distance between co-workers. Follow the Government guide lines.**

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**Who is at risk:**  
**Customers using the pub facilities.**

**Controls required:**  
**Under announcements on 22<sup>nd</sup> February hospitality can only open in outdoor settings from 12<sup>th</sup> April.**

**Indoor settings may open from 17<sup>th</sup> May. Two households can mix indoors with the rule of six applied.**

Customer numbers will be restricted and must use the hand sanitiser provided before entering.

NHS Test and trace QR posters are in use on site plus a manual log of all customers is maintained by the managers, data is retained on site for a period of 21 days.

Only customers seated at a table will be served.

Masks must be worn when entering and leaving the building or its grounds, and when moving around the premises. Bar service is not allowed.

**Hand sanitiser is available for use throughout the site.**

**Additional controls:** Perspex screens have been installed to provide separation between customers within areas of the bar / restaurant.

Staff must wash their hands regularly throughout service for a period of 20 seconds or more.

Staff must wear face coverings at all times whilst serving to customers, and must try to maintain the social distancing space as stipulated in the government guidelines.

Staff must wear appropriate protective items when dealing with the cleaning of spillages, bodily fluids and when clearing tables of food debris, plates and cutlery.

Disposable PPE items available to staff include: Gloves, face masks, Visors, safety glasses, aprons, over shoes. All PPE should be disposed of safely by double bagging it in plastic bags and tying it securely before disposing of it in the general waste bins.

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**Who is at risk:**

**Bar and service staff and Kitchen staff.**

**Controls required:**

Strict allocation of work stations and kitchen pathways must be implemented to minimise cross over of staff at peak times.

**Additional controls:**

Use of plastic screens to separate the kitchen staff from service staff

**Monitor:**

Line manager.  
Senior manager  
Director

Staff must wash their hands regularly throughout service for a period of 20 seconds or more.

**Delivery drivers, maintenance and contractors.**

Must report to the site management and comply with the Covid - 19 rules in place within the site. NHS Test and Trace QR should be used by all visitors entering the site.

Staff must wear face coverings at all times during service, and must try to maintain the social distancing space as stipulated in the government guidelines.

Product delivery procedures as dictated by the site management, must be followed to limit risk of contamination through packaging. Outer packaging must be removed and disposed of immediately. Staff must thoroughly wash their hands after handling all incoming deliveries before moving the products to their final storage area.

Staff must wear appropriate protective items when dealing with the cleaning of spillages and whist cleaning and washing plates cutlery etc.

**Hand washing facilities and sanitiser is available throughout the site**

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**Who is at risk:**

**3<sup>rd</sup> party cleaning contractor.**

**Controls required:**

All accommodations are de cluttered, reducing high risk touching points.

All areas are sanitised prior to opening. Thorough cleaning procedures and social distancing must be maintained throughout the cleaning process.

3<sup>rd</sup> party Covid-19 risk assessment.

Staff must wear appropriate protective items when cleaning and when dealing with potential bodily fluids. Particular care should be taken when handling soiled bedding and towels.

Disposable PPE items available to staff include: Gloves, face masks, Visors, safety glasses, aprons, over shoes. All PPE should be disposed of safely by double bagging it in plastic bags and tying it securely before disposing of it in the general waste bins.

**Additional controls:**

Customers are advised about the enhanced procedures and possible delays to service and accommodation check-in procedures.

All frequently touched items and surfaces will be cleaned regularly throughout the day. Customer tables must be thoroughly cleaned after each customer change over.

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**Who is at risk:**

- 3<sup>rd</sup> party cleaning contractor.
- Staff clearing tables.

**Controls required:**

All tables and public areas are de cluttered reducing high risk touching points.

All tables are sanitised prior to customer arrival thorough enhanced cleaning procedures. Social distancing must be maintained throughout the cleaning process

3<sup>rd</sup> party Covid-19 risk assessment. Detailing enhanced cleaning process.

Staff must wear appropriate protective items when cleaning within the bar / restaurant environment.

Disposable PPE items available to staff include: Gloves, face masks, Visors, safety glasses, aprons, over shoes. All PPE should be disposed of safely by double bagging it in plastic bags and tying it securely before disposing of it in the general waste bins.

**NHS Test and Trace QR system is in use**

**Additional controls:**

Customers are advised about the enhanced cleaning, social distancing and service procedures as they arrive.

All public toilet areas will be thoroughly cleaned at regular intervals during opening hours

All frequently touched items and surfaces will be cleaned regularly throughout the day. Customer tables must be thoroughly cleaned after each customer change over.

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**Who is at risk:**

**Staff working and customers seated in outside areas**

**Controls required:**

**Numbers of people seated around one table will be restricted in line with government guidance.**

**Additional controls:**

Service staff must wear face masks when serving tables and maintain the correct social distance where possible.

**Monitor:**

Line manager.  
Senior manager  
Director

Only customers seated at a table will be served.

Masks must be worn when entering and leaving the building or its grounds, and when moving around the premises. Bar service is not allowed.

Regular sanitising of external tables will be carried out throughout the day.

Additional checks on customers using test and trace and recording of customer details will be made to ensure that the details from these people are properly recorded.

Enhanced monitoring of groups to ensure that social distancing guide lines are adhered to.

Hand sanitiser stations are available for use by customers and staff. Staff must wear appropriate protective items when dealing with the cleaning of spillages, bodily fluids and when clearing tables of food debris, plates and cutlery.

Disposable PPE items available to staff include: Gloves, face masks, Visors, safety glasses, aprons, over shoes. All PPE should be disposed of safely by double bagging it in plastic bags and tying it securely before disposing of it in the general waste bins.



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**Who is at risk:**

**Mental Health and individuals at higher risk**

**Controls required:**

Promote mental health and well being awareness to all staff.

[www.mind.org.uk](http://www.mind.org.uk)

Clinically extremely vulnerable individuals should not carry out work outside the home unless safe to do so.

**A demographic risk assessment** will be required for all staff who fall within the four key demographic factors. These are: **Age – Gender – Ethnicity – religion or beliefs.**

Clinically vulnerable individuals must take extra care in observing social distancing and should only work outside the home if safe to do so.

**A demographic risk assessment will be required in this case.**

Consideration must be given to individuals with protected characteristics or people living with extremely vulnerable individuals.

**Additional controls:**

Regular communication of mental health information open door policy for those who need additional support.

Extremely vulnerable individuals must not be allowed to work on site within this environment.

Vulnerable individuals should only work on site after a thorough review has taken place by the employer and employee.

Individuals with protected characteristics or those living with extremely vulnerable individuals must inform their line manager and appropriate safe guards will be taken.

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### **Other operational adjustments**

**Monitor: Line Manager, Senior manager, Director**

- The number of tables and seating positions will be reduced in order to comply with Government guidelines and social distancing requirements.
- Reduce the amount of cash payments taken / increase cashless transactions
- Implement enhanced and more regular clearing and cleaning of tables, both indoor and outdoor
- All frequently touched surfaces to be sanitised regularly throughout the day. This includes door handles, toilets, counter tops, tables, chairs, hand rails, gaming and amusement machines, Perspex screens etc. A combination of 3<sup>rd</sup> party cleaners and in house staff to carry out this work.
- Sneeze screens to be fitted to bar areas where required.
- Hand sanitiser stations are available at every entrance and exit.
- All seating to be removed from in front of bar areas.
- Customers must not be allowed to move furniture or return dirty plates or glasses to the bar.
- Menus will be delivered when the customer is seated. These will be cleaned / sanitised after every use.
- Potential pinch points, where customers might congregate within the site, to be monitored and managed.
- **Site management must understand and react to the latest government guide lines applying to the level of restriction that the site is in at any time.**
- **Site management will be responsible to ensure that both employees and customers comply with the operational adjustments detailed within this risk assessment.**
- Staff must regularly check and top up the hand sanitiser stations, both indoor and outdoor