

Quick guide to Covid-19 Infection Control

For Pubs, Restaurants, Cafes etc.



www.nhs.uk/coronavirus
or call **119** if no internet access

More information: www.bromley.gov.uk/covid-19



Introduction



Every workplace has a legal duty to undertake a health and safety risk assessment and implement suitable control measures to prevent the spread of coronavirus (SARS CoV2), and protect customers and employees.

When undertaking a risk assessment you should refer to Central Government guidance around working safely during COVID-19. Health and safety inspectors seek to secure compliance with the law and may refer to relevant guidance. Please be advised that failure to implement suitable control measures may lead to formal action being taken against the duty holder(s).

***Note:** This guidance leaflet should be read alongside, and supplement, Central Government guidance for people who work in or run restaurants, pubs, bars, cafes or takeaways – www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery.

At the entrance



If the queue outside of your premises is not controlled, this defeats the object of having other control measures in your premises.



Encourage social distancing outside your premises with floor markings and arrows.



For busy premises or peak times, use barriers to help contain the queue, and floor markings e.g. 'standing' and 'no standing zones' to help keep groups two metres apart. If you would like to use masonry or spray paint to neatly mark the pavement, please ensure you use a template.



Making a booking



Consider implementing a 'bookings only' system. This will help you control the number of customers on your premises at any one time. This is especially important at busy times.



Encourage customers to wash or disinfect their hands when entering your premises.



Display health and safety information posters to keep customers and employees safe.

At the bar or counter

You must protect your employees by installing screens on the counter or by the till, or implementing a 'table service only' setup. You can also make staff wear face masks when they are interacting with customers, serving drinks/food, and collecting glasses.



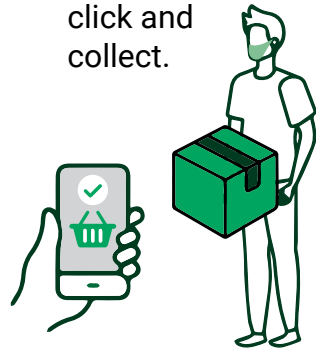
Paying



It is advised to not accept cash payments as it will transfer the virus. You can support this by implementing a card payment system. There are several affordable options on the market such as **IZettle**, **SumUp** and **Square Reader**.



Encourage your customers to order online or by phone, and use delivery services or click and collect.



Ensure you collect the first name and surname of all of your customers and a telephone contact number.

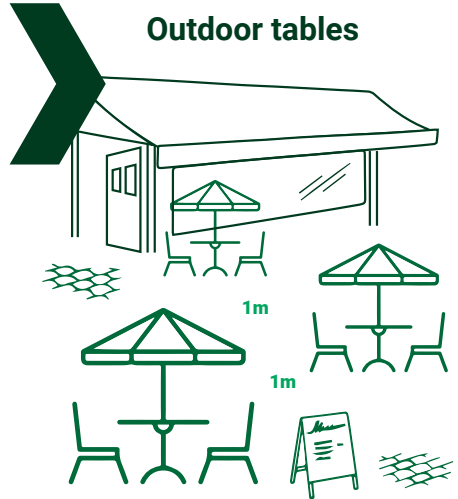
Store this information securely for a minimum of 21 days. All records must be kept securely. Paper records must be stored in a locked filing cabinet/drawer, and electronic records can either be encrypted or devices stored in a secured place. After 21 days, please ensure paperwork is shredded or burnt. All electronic records must also be shredded using the software available on a PC. If software is not available it can be ordered for download.



Seating



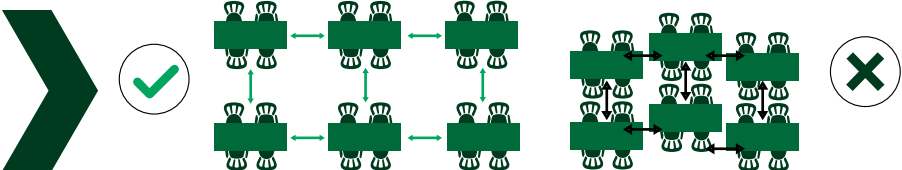
Persons from one household only (including support bubbles)



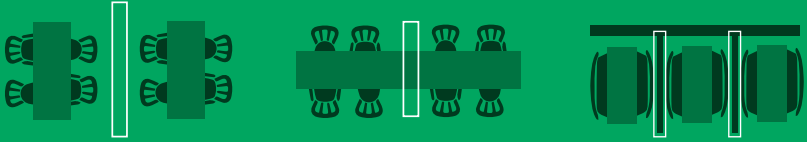
Six persons from upto six households

Customers must be kept two metres apart – all around.

Customers may come as close as one metre with mitigation (e.g. back-to-back). Customers must not sit closer than one metre unless there is a secure barrier around the person. Remember that customers must be one metre apart, not the tables. You should measure from the back of chairs when people are sat down.



Physical barriers



- 1 Screens between tables
- 2 Long benches can be separated by suitable screens
- 3 Screens on fixed bench/booth

CLOSED

For fixed seating that is too close together, you should take tables out of use. Ensure a sign to indicate this is visible on the tables.

You must clean tables and seating between each customer using soap and water, and a suitable sanitiser.



Table service

Waiting staff must wear masks and should keep their distance from customers.



Only lay the table once your guests have arrived. You should bring cutlery or condiments in containers that are sanitised or are single use sachets with the meal.

Toilet facilities



You must ensure that toilets are managed properly.

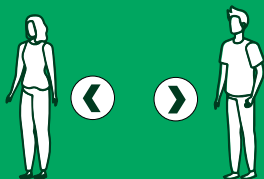
- Consider limiting the number of people in the toilets at any one time.
- Smaller venues may be able to allow one person to enter at a time.
- Larger venues could

enforce a limit of two or three customers and/or control access to toilets at busy times.

- Display handwashing posters.
- **You must ensure toilet facilities are cleaned regularly, every 30 minutes or more at busy times. Concentrate on door handles, cubicle locks, toilet flushes, taps and toilet seats etc.**



Ensure social distancing in the toilets



Close urinals that are too close together, remembering to keep this to two or one metres apart.



Close wash hand basins that are too close together, remembering to keep this to at least one metre apart.



Washing hands effectively

1



Rub hands together under warm running water and squirt soap onto hands

2



Rub:

- Your palms..
- the back of your hands...
- between your fingers and thumbs...
- your wrists.
- Do this for 20 seconds

3



Leave the tap running whilst you dry your hands with a paper towel

4



Turn off the tap using the paper towel

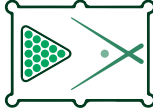
5



Please put paper towel in the bin provided

Game machines / pool tables etc

Pool rules



- Players must be from the same household, bubble or party (arrived together).
- Only those playing can be in or around the pool table area.
- Cues can be collected from the bar and must be returned when you have finished playing.
- Pool equipment must be cleaned between games.
- Players should sit down between shots.

Games machine rules

- Ensure games machines are cleaned regularly.
- Ask customers to wash their hands before and after use.
- Only allow one person to play on a games machine at any one time.
- You must maintain social distancing at machines e.g. provide screens if two are side-by-side, or move a machine. (You must still follow the **Code of Practice for Gaming Machines**).



Music and live sports



Music should be played at a level that does not encourage raised voices/shouting or singing.

- A DJ may 'manage' the sound system fading one track into another (wedding style DJ).
- A DJ cannot 'perform live' where they mix/fade/dub tracks etc, such as in a nightclub.

Dancing

- Under no circumstances should you permit dancing on your premises.
- Areas usually used for dancing should be 'closed'
- You should prevent access to these areas, or repurpose these areas with tables and chairs.



Live sport



- Live sports, can be screened.
- The sound should be kept low.
- Customers must **not** stand, shout, cheer, or sing. If customers do this you must intervene. If you have persistent problems, the sports should be switched off or customers should be asked to leave. Failure to manage customers could result in losing your Premises Licence.
- Display suitable signage.

Training

All staff must be trained in the new procedures. It is a good idea to show the written risk assessment for your premises and talk through the risks and control measures.



Free COVID-19 Awareness Training is offered by CPD On-line College:
<https://cpdonline.co.uk/course/covid-19-awareness/>

Free COVID-19 Training is also offered by CPL Learning on planning delivery and takeaway
<https://www.cpllearning.com/onlinecourses/planning-delivery-takeaway/>

Communication

Ensure that your customers know and understand the rules and procedures for attending your premises.

- Update your online profile; company website/Facebook/Instagram pages etc.
- If customers make an online booking, you should send them a copy of your expectations via email.
- When you welcome customers to your premises, let them know your expectations and point out key notices and markings for them to follow.
- Use posters, notices and tape etc. to inform and guide customers.



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