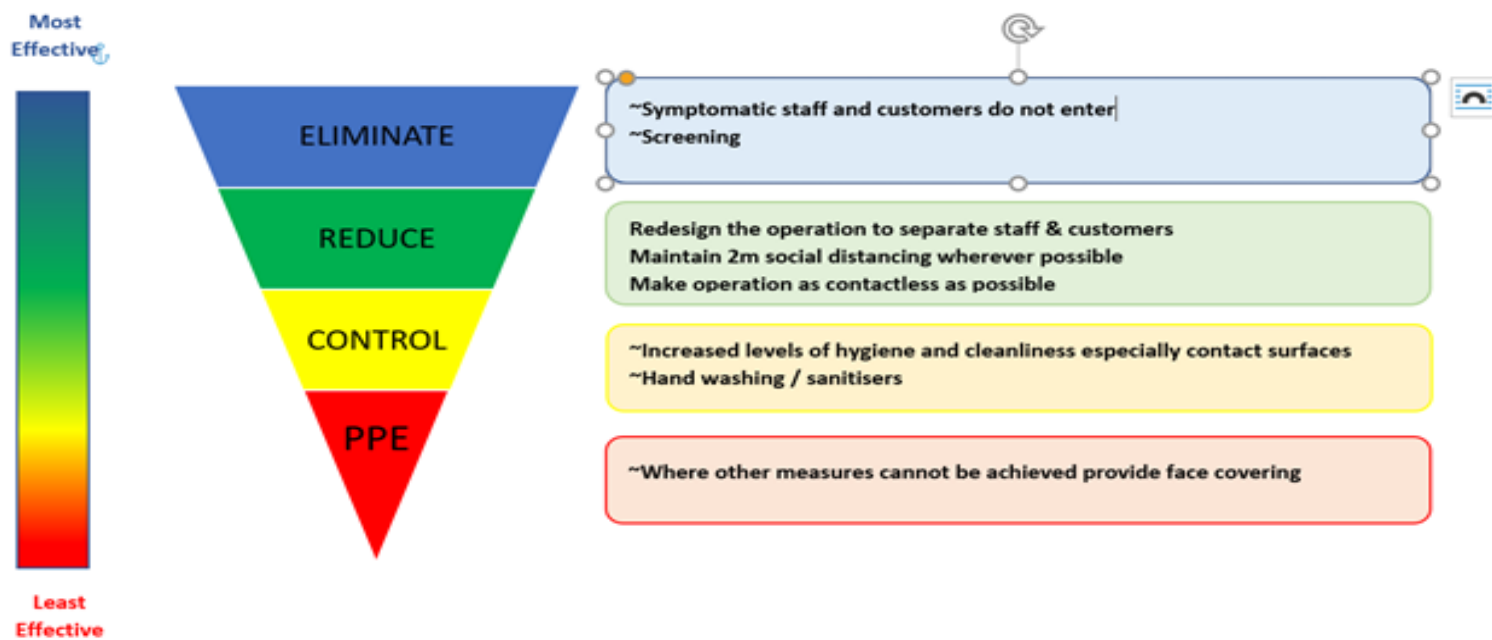


COVID-19 Risk Assessment

To comply with current Government requirements for re-opening in the hospitality sector, this Risk Assessment has been completed to determine the controls necessary to reduce risks of COVID-19 to those who work in and enter the premises. This document has been created specifically for this premises and in line with Government Guidance. This is a working document that will be reviewed daily.

This Risk Assessment sits alongside the current H&S and Fire Risk Assessments and is broken down into a step by step approach to consider the routes people take through the business and the hazards encountered by both customers and staff at various steps.

For everybody's safety, the measures that have been put in place assume that COVID-19 is present in all people on the premises.



STAFF			
HAZARDS	RISK TO WHOM/ DEGREE OF RISK	CONTROLS AND PRECAUTIONS	ADDITIONAL COMMENTS ON SITE SPECIFIC CONTROLS
Before Work:			
Staff Knowledge		Pre arrival CPL training: Coronavirus - Taking Proactive Action Manager - Ready to Serve Team Member - Ready to Serve (4 courses)	
		Pre arrival symptoms check	All staff will be asked to supply us with their return to work survey and report any symptoms before arriving at work. This will be reiterated at the daily briefing
Arriving to work	Staff - HIGH	Travel to work - assess per individual	
		All staff to follow guidance on public transport and stagger shifts to avoid public transport at peak times	No staff travel to work on public transport
		Cycle to work preferred. Is there a safe space for bikes to be locked up securely?	Cycle racks are available on Church Road
		Walking for those live near - avoid late finish to walk home at night	Pub not open for really late finishes, several staff live on site which will be covering evenings
Protected Characteristics		We will understand and take into account individual's particular circumstances	This will be discussed and reviewed with individual members of staff
On Arrival:			
Spread of infection	Staff/ Customer - HIGH	Return to Work Health Questionnaire & Advice	
		Everyone to wash hands on arrival	Hand sanitiser on arrival and hand wash sink behind bar with hand soap available
		Remove out of work clothes - change to uniform/work clothes on site	
Outside clothes contamination		Designated staff area for bags, clothes etc and staff asked to not bring excess belongings to site	Staff area with 1m+ hooks for staff to hang their personal belongings
		Space between hooks (where possible) in staff area so belongings don't overlap	As above
Induction:			
Spread of infection	Staff/ Customer - HIGH	On site training:	
		KC F&B demonstration (order by app)	Yes all set up and working with printer
		New service measures explained and demonstrated:	
		Roles: Floor, host, bar, cleaning, table service...	Roles to be determined and explained at the beginning of each shift
		Run through H&S measures & risk assessments	The staff will be asked to review and understand the risk assessment and walk through the venue for the distancing measures and one way system
		Cleaning products refresher - COSHH	
		Distancing measures & Expectations	All tables have been spaced at 1m+ and communication is around the pub asking people not to move the furniture. Other posters requesting respectful behaviour and social distancing measures are also up
		Caring for your colleague & customer training	
		Hygiene and cleaning measures expectations	These will be explained to staff and monitored to ensure we are maintaining the highest levels of hygiene for both staff and customers
		Designated roles and clean down before and after shift swaps	
During Work:			
Staff Knowledge	Staff/ Customer - HIGH	Daily briefing:	
		Changes to health questionnaire	Staff will be asked to fill in the return to work form prior to their first shift to enable the Management Partners to review and confirm they are fit to return to work
		Changes to service measures	Staff training is given to all members of staff for service, both bar and floor
		Changes risk assessment	Management Partner will regularly review the risk assessment and any changes will be disseminated to the staff as soon as possible after the changes
		What your role is today	This will be determined each day dependent on staff
		Hygiene and cleaning measures	All cleaning and hygiene measures are communicated to the staff and will be monitored.
Medical Conditions		Staff who have pre-existing conditions or living with people who do to take the safest available roles	This will be reviewed by the Management Partners
Breaks	Staff/ Customer - HIGH	Encouraged outside or in designated areas	The upstairs venue is available for staff to take their breaks which is closed from the public
		Staggered with other shift members	Breaks will be taken individually
		Wash hands on return	Sanitiser station on entering the bar plus hand wash behind bar
Using the toilet	Staff/ Customer - HIGH	Employees able to skip queue if no staff toilet in place.	Staff toilets available in upstairs venue not open to public
		Toilet check to take place at the same time - clean as you go	Toilet check will be every 30 mins
Spread of infection through surfaces	Staff/ Customer - HIGH	Hygiene and Cleaning:	
		Sanitiser stations and regular handwashing	Sanitiser station at entrance and handwashing facilities behind bar
		Checklist reminders for frequent cleaning schedule	Cleaning check list in place
		Clean as you go in shared staff areas	Cleaning sanitiser available for staff to clean as they leave the area
Spread of infection	Staff/ Customer - HIGH	If staff feel unwell, staff should follow isolation measures. If difficulty breathing 111 should be contacted. Ops Manager should be contacted.	
After Work:			
Spread of infection		Post shift review with all team members	Manager group chat to send debrief to all managers
		Staff informed to wash their work clothes at a minimum temperature of 60 degrees.	

CUSTOMER			
HAZARDS	RISK TO WHOM/ DEGREE OF RISK	CONTROLS AND PRECAUTIONS	ADDITIONAL COMMENTS ON SITE SPECIFIC CONTROLS
Before Arrival:			
Overcrowding	Customers / Passers by - HIGH	<p>Queueing system in place off public highway (where possible) which will be managed by the Door Host / Duty Manager.</p> <p>Customers encouraged to use booking system to minimise queueing outside. Customers given time-slot to help manage crowds.</p> <p>Bookings limited to 2x families inside as per Government Guidelines and up to 6 from as many as 6 different households outside. Table layouts will allow for bookings of different households to be able to social distance.</p>	The queue will run along side the pub down Queens Road. It will not be allowed to be any further than this so not to interfere with any other business on the street
GDPR	Customer Data - MEDIUM	<p>All managers and supervisors have completed GDPR training on CPL.</p> <p>Existing bookings will be contacted and asked for a list of confirmed attendees with a contact number as per the Government Guidelines to help assist with Track & Trace.</p> <p>Data will be stored on Design my Night and removed after 21 days.</p> <p>When Design my Night function is up and running, all data will be stored through that. Customers will be directed to our data policy on our website.</p> <p>All customers will be encouraged to Pre-Book, however for walk-ins the Host will input the customers data onto Design my Night before they enter the premises.</p> <p>If a customer refuses to give data, they will be politely refused entry.</p>	Only data will be collated and stored by Head Office
House Rules	Customer and Staff - HIGH	All bookings will be sent 'house rules' explaining what extra precautions have been put in place and what our expectations from them are (i.e. stay seated). This will also be on display on arrival (poster on host table/by door) and on table toppers. Staff will also politely remind anybody who is not following the rules and will be asked to leave if they do not abide by them.	Design My Night and the website have our T&C's available. Staff will be briefed to manage any customers not adhering to these rules
On Arrival:			
Spread of infection	Customers/Staff - High	Sanitiser station on arrival with signage asking customers to use when entering	Sanitiser station at the entrance on arrival. Host will ask everyone entering the pub to sanitise their hands before being seated
Keeping a safe social distance		Clear instructional signage of new service procedures by entrance and queueing	Posters in place to communicate the process of waiting to be seated, social distancing, requesting not to move the furniture
		Directional signage - queueing system	Floor signage in place to show directional flow and socially distancing queing
		Host support during peak times	
		Customers asked not to move furniture around	Posted in place and host will inform the customers they cannot move the furniture.
Disabilities		Queues where possible will be wheelchair accessible and customers with disabilities will be attended to on an individual basis	No wheel chair access available to site
During Visit:			
Keeping a safe social distance to limit spread of infection	Customers/Staff - High	Full Table service where possible via KC with instructions on table to how to use with staff support	Kitchen Cut ordering and table service is in place
		Clear signage and queue system if order at the bar	N/A
		Social distancing measures and directional flow and signage	Signage, both posted and floor stickers to aid customer journey
		Food and drink brought to table on tray or glasses handled from the bottom 1/3 of glass	Staff trained before first shift
		Tray on table server steps back / or area on table to place glasses down	
		Same process for clearance	
Condiments		Condiments prepared per order into individual ramekins	
Toilets	Customers/Staff - High	Limited number of people in toilet per use dependant on amount of toilets and entrance/exit space	1 in 1 out for toilets as corridor very narrow. People coming from the toilets have right of way which will be demonstrated with floor stickers
		Toilet queing system and clear signage - host to assist	
Customer Conflict	Customers/Staff - High	Conflict Management training on CPL for what to do if rules not followed. Customers not respecting social distance will be asked politely to leave	Managers have carried out conflict management training, Management Partner SIA trained
		Pets are asked to be kept on leads	
		Children running around asked to stay at family table unless accompanied by adult to toilet	
		No Childrens entertainment (colouring etc) to be supplied, customers are asked to bring their own	
Underage Drinking	Customers - MED	Challenge 25 Policy in place. All staff completed 'Age Verification' training as part of induction training. Staff are trained as a part of 'Re-Induction Training' to ask customers to remove face masks if ID is required.	All staff are trained in Challenge 25 and sign age verification policy. All customers being ID'd when wearing masks will be asked to remove their mask at a safe distance. If they refuse, they will not be allowed entry
Accidents, security and other incidents	Customers/Staff - High	Evacuation procedures will be reassessed in line with social distancing measures. If it is safe to do so, evacuation procedures should follow the 2m social distancing rule, however the safe evacuation of all customers and staff is the ultimate goal so less than 2m is acceptable where necessary.	
		People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards, including washing hands	PPE available for all staff and any customers should they require or request
After Visit:			
Spread of infection	Customers/Staff - High	Thorough and regular hygiene and cleaning processes	
		Sanitising table and chairs between each use	This will be done at the beginning and end of every shift and between each change of customer
		Share customer experience via survey to find ways to improve procedures and check customer satisfaction	Feed It Back survey for customer reviews

PREMISES			
HAZARDS	RISK TO WHOM/ DEGREE OF RISK	CONTROLS AND PRECAUTIONS	ADDITIONAL COMMENTS ON SITE SPECIFIC CONTROLS
Before Opening:			
<i>Business ready to open safely</i>	<i>Staff/Customers -HIGH</i>	Opening checklist completed on Trail with support of Ops Manager	
		Daily manager walk-around: posters, signage etc, sanitiser stocked, PPE, IT Check	This will be assigned in daily briefing
<i>Equipment safety</i>	<i>Staff/Customers -HIGH</i>	Re-starting equipment - check safe to use, statutory certs reinstated	Yes all started and serviced
<i>Overcrowding</i>	<i>Staff/Customers -HIGH</i>	Adjusted Capacity Calculation based on number of seats in remaining in the business. Table layout will be done allowing space for social distance and walkways for staff and customers. As there will be no vertical drinking, capacity will be calculated entirely from seats. Excess furniture will be removed.	48 seated / 11 tables
		As spacing of furniture is maintained to Gov. guidelines on social distancing, the duty manager/host will manage the seating arrangements so we can assess that screens are not essential between tables. This also applies to screens at bars. If we are to operate fully by table service, no one will be at the bar for extended periods contact time so no screens necessary.	No bar service. Orders via app.
		Business lay out with new service journey - including distancing measures, floor plans, directional signage, clear queueing system, no pinch points and no vertical drinking	Yes all in place and clear for customers to understand. Will also be reiterated with host on seating customers
<i>Moving Furniture - Manual Handling</i>	<i>Staff/Customers -HIGH</i>	Moving furniture to allow for social distancing measures - excess furniture to be put in storage. Any staff moving furniture must have completed Manual Handling training on CPL	All staff have been trained in manual handling
		Table plan and distancing measures	Table plan has been confirmed and is determined by 1m+ government guidelines
<i>Legionaires</i>	<i>Staff/Customers -HIGH</i>	Flush through water systems for 3-5 minutes before use and temperature checks as part of Trail Opening Checklist	This has been carried out and confirmed by our contractor
<i>Public Highway</i>	<i>Risk of Statutory notices and closure - MEDIUM</i>	No items (or queueing) will be placed on public highway if avoidable, if items are put on highway, they will be placed to ensure they do not reduce pavement space that prevents the public from social distancing	The only place to queue is down Queens Road. We will ensure the queue is single file, socially distant and does not go beyond our building
<i>External Areas</i>	<i>Risk of Statutory notices and closure - MEDIUM</i>	Keep to the business allocated space and not encroach on space allocated to other businesses. Entrance queueing system will allow people to distance from each other and be clearly marked out with tape. Duty Manager/Host will limit number of people entering the premises in line with reduced capacity calculation.	No outside space apart from for the queue. Smokers allowed on other side of front door (2 max) or need to go over the street to the park where there is space and it is open air/not obstructing pedestrians
During Opening:			
<i>Maintaining Social Distance</i>	<i>Staff/Customers -HIGH</i>	Visitors - sign in, by appointment, service workers not during busy times, washing hands on arrival	Sign in sheet behind bar.
		Toilets - frequent cleaning, signage, staggered queing, considered with service flow	Signage in place
		Queues - clear markings, signage, no pinch points, considered with flow of service and toilet queues	Signage in place
		Consider neighbours, other businesses and passers by when managing queues and crowd dispersal	This will be managed by the host in the week and the door team on a weekend
		Service and payment areas where table service not possible	Table service will be available. If there is an issue with Kitchen Cut then staff will take orders and payments by PDQ
<i>Maintaining Social Distance and Cleanliness in Staff Areas</i>	<i>Staff/Customers -HIGH</i>	Stagger staff use - one at a time in cellar, office, dry store and walk in fridge freezers	Yes - only one staff member will be allowed into the cellar at any time
		Areas to be divided up by job role to limit spread between staff	
		Clean as you go rule, equipment, door handles etc	Sanitiser will be available for cleaning as you go in each area
		Bar work stations: spacing for side by side working, reduce close working as much as possible, set job roles and shift patterns to particular areas on site	
<i>Deliveries</i>	<i>Staff/Customers/ Delivery Drivers - HIGH</i>	Maintain social distance with delivery drivers & deliveries put away promptly into correct area	All deliveries will be pre opening and taken by a manager
		If hatch is blocking a customer walkway/entrance/exit then delivery will be before business opens	All deliveries will be before opening with adjusted opening hours
<i>Ventilation</i>	<i>Staff/Customers -HIGH</i>	Keeps doors and windows open where possible	
<i>Touch Points</i>	<i>Staff/Customers -HIGH</i>	Keep internal doors open (unless fire door) to minimise touch points	
		PPE champion assigned to each shift for regular routine cleaning on touch points	Shift manager
<i>Off Sales</i>	<i>Risk of Statutory notices and closure - MEDIUM</i>	For sites still operating as take-away, ensure you have the right licence and are using correct receptacles	Yes this is in place
<i>Congregations</i>	<i>Risk of Statutory notices and closure - MEDIUM</i>	For take-away sales customers must not congregate on pavements and must be asked to politely move on. Ensure you have spoken to the council and can display posters at request and follow their guidelines to adhering to the controlled drinking regulations	Kitchen have RA
<i>Aerosol Transmission</i>	<i>Customers & Staff - High</i>	As per the Government guidelines no live performances including drama, comedy and music will take place in front of a live audience.	
		If sport is shown, the sound will be of an appropriate level to allow for normal conversation, without the need for people to raise their voices. Those who are in the premises to specifically to watch sports, will be asked to remain seated at all times to ensure social distance from others is maintained and will be informed on arrival no shouting is permitted. Those who do not follow the rules will be asked politely to leave the premises.	
		Music volume levels will be managed by the duty manager to ensure normal conversation is maintained.	

KITCHEN			
HAZARDS	RISK TO WHOM/ DEGREE OF RISK	CONTROLS AND PRECAUTIONS	ADDITIONAL COMMENTS ON SITE SPECIFIC CONTROLS
Before Opening:			
<i>Business ready to open safely</i>	<i>Staff/Customers -HIGH</i>	Follow normal Trail procedures, plus extra Covid daily checklists by shift leader covering: cleaning product stocks, fresh whites for staff, workstation shift plan, staff health checks, signage in place.	Trail is in place
		CPL Training completed before return to work	CPL is completed as per Laine requirements
<i>Uniform</i>	<i>Staff/Customers -HIGH</i>	Staff to change into uniform in business and asked to only bring minimum personal belongings	Staff don't travel via Public Transport
Whilst Open:			
<i>Overcrowding</i>	<i>Staff/Customers -HIGH</i>	Allowing kitchen access to as few people as possible. Putting teams into shifts to restrict the number of workers interacting with each other.	Only kitchen staff use kitchen space.
		Spacing workstations apart as much as possible, recognising the difficulty of moving equipment such as sinks, hobs and ovens.	Staff will be allocated sections to help avoid crossover
		Providing floor marking to signal distances of 2m apart.	There will not be more than 2 members of staff in the kitchen at any time
		Using 'one way' traffic flows to minimise contact.	This is not possible as the kitchen is extremely small but all staff will be advised on how to pass and work along side their fellow team safely
		Minimising access to walk-in pantries, fridges and freezers, for example, with only one person being able to access these areas at one point in time.	Fridges and freezers in cellar, will adhere to the 1 in 1 out policy in line with the bar team to ensure there is no cross over
<i>Contact</i>	<i>Staff/Customers -HIGH</i>	Minimising contact at 'handover' points with other staff, such as when presenting food to serving staff and delivery drivers.	
		Continuing high frequency of hand washing throughout the day.	Staff will wash their hands after each order and wear
		Asking workers to wash hands before handling plates and takeaway boxes.	
<i>Breaks</i>	<i>Staff/Customers -HIGH</i>	Minimising interaction between kitchen staff and other workers, including when on breaks.	Kitchen staff can use upstairs venue. It is big enough for staff to take breaks while maintaining social distance
<i>Touch points and general hygiene</i>	<i>Staff/Customers -HIGH</i>	Increase cleaning frequency to existing cleaning procedures. Pay close attention to surfaces, touch points and utensils	All surfaces and touch points will be sanitised regularly
<i>Condiments etc</i>	<i>Staff/Customers -HIGH</i>	Providing only disposable condiments or cleaning non-disposable condiment containers after each use. Or use ramekins to dispense per use.	Condiments are supplied in small pots individually.
<i>Menus</i>	<i>Staff/Customers -HIGH</i>	Display menus on boards and or digital options for customers to find on their phones, or laminated menus or disposing of paper menus after each use.	Menu on Kitchen Cut. Laminated available on request
		Any changes to existing menus require allergen list	
<i>Handover</i>	<i>Staff/Customers -HIGH</i>	Full clean down at shift handovers, include IT tablets, phones, touch points	