

Moor Hall Restaurant Ltd

COVID-19 Policy

Moor Hall Restaurant Ltd accepts its responsibilities for premises & sites operating during the Coronavirus Covid-19 pandemic to ensure they are protecting their workforce and minimising the risk of spread of infection.

This policy is intended to introduce consistent measures in premises and sites of all sizes in line with the Government's recommendations on social distancing.

These are exceptional circumstances and we will comply with the latest Government advice on Coronavirus at all times. Please see the latest government advice here: <https://www.gov.uk/coronavirus>

The Management have at the first instance carefully looked at the business and enabled all those who can and who should work from home to do so. Where this has not been possible, the business has undertaken a risk assessment to make the working environment as safe as it possibly can to follow the Government's guidance on Coronavirus. A risk assessment has been undertaken prior to any business activities resuming, a copy of this is available [here](#) and has been shared with all staff. It is also available on our website.

The health and safety requirements of any business activity must also not be compromised at this time. If an activity cannot be undertaken safely due to a lack of suitably qualified personnel being available or social distancing being implemented, it will not take place.

We are aware that emergency services are also under great pressure and may not be in a position to respond as quickly as usual.

Managers will remind the workforce at every opportunity of the Operating Procedures which are aimed at protecting them, their colleagues, their families and the UK population.

If our premises is not consistently implementing the measures set out below, it may be required to shut down.

This policy will be reviewed *annually* and revised as necessary in response to changes in legislation or guidance on methods of working. Employee's, contractors, suppliers, and consultants are all required to cooperate with us in making this policy work.

Signature :



Mark Birchall, Chef Patron

28th May 2020

Please see the following pages for further information on the procedures we have put in place to operate safely during the Coronavirus pandemic

Self-isolation

Anyone who meets one of the following criteria should not come to site:

- Has a high temperature or a new persistent cough - follow the guidance on self-isolation
- Is a vulnerable person (by virtue of their age, underlying health condition, clinical condition or are pregnant)
- Is living with someone in self-isolation or a vulnerable person

Procedure if someone falls ill

If a worker or guest develop a high temperature or a persistent cough while on site, they should:

- Return home immediately
- Avoid touching anything
- Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow.

They must then follow the guidance on self-isolation and if an employee of Moor Hall, they should not return to work until their period of self-isolation has been completed.

Travel to Work

Wherever possible workers should travel to site alone using their own transport and we will consider:

- Parking arrangements for additional cars and bicycles
- Other means of transport to avoid public transport e.g. cycling
- Providing hand cleaning facilities at entrances and exits. This should be soap and water wherever possible or hand sanitiser if water is not available

Building Access Points

- Stop all non-essential visitors
- Visitors by appointment only
- Introduce staggered start and finish times to reduce congestion and contact at all times
- Monitor access points to enable social distancing – we may need to change the number of access points, either increase to reduce congestion or decrease to enable monitoring
- Require all workers to wash or clean their hands before entering or leaving the site
- Allow plenty of space between people waiting to enter site (as per government guidance)
- Regularly clean common contact surfaces in reception, office, access control and delivery areas e.g. scanners, screens, door handles, telephone handsets, desks, particularly during peak flow times
- Drivers should remain in their vehicles if the load will allow it and must wash or clean their hands before unloading goods and materials
- All deliveries made to and external drop off point between set hours

Hand Washing

- Provide additional hand washing facilities to the usual welfare facilities
- Ensure soap and fresh water is readily available and kept topped up at all times
- Provide hand sanitiser where hand washing facilities are unavailable

- Regularly clean the hand washing facilities and check soap and sanitiser levels
- Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.

Toilet Facilities

- Restrict the number of people using toilet facilities at any one time with signage and door locks. Limit of one person at a time
- Wash hands before and after using the facilities
- Enhance the cleaning regimes for toilet facilities particularly door handles, locks and the toilet flush
- Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal

Eating arrangements for employees

The workforce should be required to stay on site once they have entered it and not use local shops. Dedicated eating areas will be identified on site to reduce food waste and contamination

- Break times will be staggered to reduce congestion and contact at all times
- Hand cleaning facilities or hand sanitiser will be available at the entrance of any room where people eat and will be used by workers when entering and leaving the area
- The workforce will be provided with refillable drinking bottles
- Workers should maintain distance from each other following current government guidelines whilst eating and avoid all physical contact
- Drinking water will be provided with enhanced cleaning measures of the tap mechanism introduced
- Tables will be cleaned between each use
- All rubbish will be put straight in the bin and not left for someone else to clear up
- All areas used for eating will be thoroughly cleaned at the end of each break and shift, including chairs, door handles, tables, etc.

Changing Facilities, Showers and Drying Rooms

- Introduce staggered start and finish times to reduce congestion and contact at all times
- Introduce enhanced cleaning of all facilities throughout the day and at the end of each day
- Based on the size of each facility, determine how many people can use it at any one time to maintain suitable distance (as per government guidance)
- Provide suitable and sufficient rubbish bins in these areas with regular removal and disposal

Avoiding Close Working

We will do the utmost to social distance at all times but there will be rare situations where it is not possible or safe for workers to distance themselves from each other by the specific guidelines set out by the government.

General Principles

- Non-essential physical work that requires close contact between workers should not be carried out
- Work requiring skin to skin contact should not be carried out
- Plan all other work to minimise contact between workers
- Re-usable PPE should be thoroughly cleaned after use and not shared between workers
- Barriers & screens in place to protect those who cannot work the minimum distance apart

- Workstations & desks rearranged to be a suitable distance apart (following current government guidelines) or positioned in way in which persons are not facing each other
- Single use PPE should be disposed of so that it cannot be reused
- Stairs should be used in preference to lifts
- Where lifts must be used:
 - Lower their capacity to single use or same household use only
 - Reduce congestion and contact at all times
 - Regularly clean touchpoints, doors, buttons etc.
- Increase ventilation in enclosed spaces

Meetings

- Virtual meetings if possible in the first instance
- Only absolutely necessary meeting participants should attend
- Attendees should be a suitable distance apart from each other (following current government guidelines)
- Rooms should be well ventilated / windows opened to allow fresh air circulation
- Consider holding meetings in open areas where possible
- By appointment only

Cleaning

- Enhanced cleaning procedures will be in place across the site, particularly in communal areas and at touch points including:
 - Taps and washing facilities
 - Toilet flush and seats
 - Door handles and push plates
 - Hand rails on staircases and corridors
 - Lift controls
 - Machinery and equipment controls
 - Food preparation and eating surfaces
 - Telephone equipment
 - Key boards, photocopiers and other office equipment
- Rubbish collection and storage points will be increased and emptied regularly throughout and at the end of each day.

Increasing safety in the Restaurant for our Guests

- Reduced seating capacity (as per government guidance) to allow better spacing between tables
- Extended length of service and limited number of arrivals at one time
- No walk ins, bookings only
- Floor markings and guidance barriers
- Organising the restaurant layout and staff rotas to reduce the number of guests and staff in any area
- Guest and staff temperature checks before entering the premises
- Staff testing when available
- Outdoor dining will be available where possible

Increasing safety for our Residents

- Later check in time of 5pm to allow for more thorough cleaning of rooms and guests shown straight to the room to eliminate crowding at the reception desk
- No open bar/lounge area in the afternoon for residents, room service only for drinks
- We will take booking times for breakfast service to ensure spacing is correct
- No walk ins, bookings only