

ROYAL EXCHANGE COVID-19 RISK ASSESSMENT

Living Document

This is a living document that will be continuously edited and updated as understanding of the virus improves, government guidance changes and members develop improved solutions

Customer Journey	Controls in my business (based on above principles and/or own enhanced measures)
Pre-booking (if feasible)	Pre booking required for every person , each table has a 1.5 hour slot
	Pre booking via email, social media messenger or telephone
Arrival outside venue	Posters describing what to expect to be displayed, social distancing statement, and hand sanitiser availability prompt reminding customers on entering and exiting the building, Notice advising card payment only.
Queuing outside	Direction for queuing to follow if it occurs, ensuring it doesn't block neighbours access and allows safe passing distances.
Entering the business	Designated hand sanitiser station for customer use, door to be left open if weather is hot and sanitised with D10 if closed when used
Walking to table Either inside or outside	Customers greeted, booking checked and shown to their table, all guidelines explained ALL customers must sanitise their hands on arrival.
Ordering drinks	Customers are not allowed to go to the bar area, all drink orders will be taken by staff
Bar Service	Drink orders will be taken by staff ,customers are not allowed at the bar area, only to pay their bill, only 1 customer per table may approach the bar area
drinks service	Drinks will be delivered on a tray and placed on the table for customers to help themselves
Clearing the customer table	Glasses will be collected by staff, on trays, Customers will be asked NOT to bring them back to the bar
Going to the toilet	Customers can use the facilities, no more than 2 people at any time in the toilets, signs will be in place to advise knock and wait. Customers to use common sense
Paying	1 person per table may come and pay the bill, either at the end if they have had a tab or when drinks are received, they will be taken to the bar by a staff member.
	Guests will be directed through the front door,

Customer Journey	Controls in my business (based on above principles and/or own enhanced measures)
Leaving the business	this is to minimise contact with people in the toilet area and the outside sitting area, anyone queuing will be at a safe distance
In-between customers	Tables and chairs will be sanitised and a minimum of 15 minutes between customers to ensure all contact points have been cleaned.
Continuous actions (cleaning etc.)	All contact areas such as door handles, taps and push plates (if internal doors are closed) will be cleaned on a regular basis and staff are responsible for this.

Staff Assessment

Staff Journey	Controls in my business (based on above principles and/or own enhanced measures) <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> or own solution
Before returning to work	Staff to take part in a telephone interview to ensure they understand the risk assessments and what Titanic as a company is supplying PPE to maintain safety whilst at work.
Pre-arrival	Staff are required to use the side door on Northesk St on arrival
Arrival	Staff are required to wash and sanitise hands on arrival at the bar area
Uniform change (if applicable)	N/A
Kitchen Menu	N/A
Kitchens Medium / large Small	N/A

Food Storage Areas	1 staff member at a time
Cellar	Maximum 1 member of staff at any time
Work benches and tables	N/A
Equipment	Maximum 1 staff member at any time at glass washer
Outdoor areas	Staff to keep to 1 meter distance if possible, bins are to be accessed as little as possible, gloves must be worn and disposed of asap. Hands to be washed and sanitised immediately on returning to the bar area.
Deliveries	Deliveries to the back gate, the outside tables are more than 1 metre away from the gate. Staff to maintain 1 metre from delivery persons, deliveries if possible outside of trading times
Front of House	A staff member will be working the area, greeting guests, taking drink orders, sanitising areas.
Toilet Use	Staff to use general toilets, and must wait until there are no customers using them. Hands must be washed immediately after using the toilet and washed and sanitised on arrival back at the bar.
Interaction with customers	Staff are to minimise interaction if possible and serve efficiently maintaining a safe distance if possible.
Interaction with work colleagues	Staff are to minimise time with colleagues where possible and maintain a safe distance in accordance with Govt guidelines currently 1 metre
Using the Staff office	Office to only be used by the manager

<p>Leave work</p>	<p>All staff belongings are to be taken off site at the end of a shift. Staff must leave the building when it is felt it is safe to do so, via the side door on Northesk St. Hands must be sanitised before exit.</p>
<p>When staff feel unwell ⁿ</p>	<p>Staff are not to come into work if they think they have symptoms. If any member of staff falls ill with Covid-19 symptoms, the whole team will be asked to isolate and book a Covid-19 test as soon as possible, keeping their manager informed of the results. A deep clean of the building must take place before another team can take over and reopen.</p>
<p>PPE</p>	<p>PPE supplied by Titanic Brewery. To include hand sanitiser, face visors, gloves.</p> <p>All staff to have temperature taken with a thermal thermometer before starting their shift, this is to be recorded. Staff will be sent home if their temperature is above 37.8</p>