

Cheshire Cheese COVID-19 RISK ASSESSMENT April 2021

This is a living document that will be continuously edited and updated as understanding of the virus improves, government guidance changes, improved solutions are developed and the business offering changes.

| Customer Journey | Controls in my business |
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| Pre-booking (if feasible) | <p>Only the outside licensed areas will be open for the consumption of food and drink and the 'Rule Of 6' (or 2 households) will be adhered to. Customers are allowed to pre-book but it is not essential. Tables will be allocated on a first come first served basis. We will be encouraging pre-booking but will still accept walk-ins if we have a free table.</p> |
| Arrival outside venue | <p>Entry will be via the car park. Customers will be greeted by a member of staff and asked to wait to be seated outside. If no available tables they will be informed at this point. The 'Rule Of 6' (or 2 households) will be adhered to. Every customer over 16 years of age will be told that they must register for track & trace using the NHS App (QR code will be located at the greeting point and on every table). If they are unable to use the NHS App then they must provide their contact details.</p> |
| Queuing outside | <p>Direction for queuing outside to follow if it occurs – ensuring it doesn't block any access ' egress and allows safe passing distances and kept away from public highways.</p> |
| Entering the beer garden | <p>Clear designated hand sanitiser solution stocked up at 60%+ alcohol solution for customer use.</p> |
| Walking to table | <p>Customers will be escorted to their table by either a member of staff or directed where to go. Face masks must be worn.</p> |
| Ordering food and drinks | <p>All food & drink orders will be taken at the table by a member of staff.</p> |
| Bar Service | <p>Customers will not be permitted to approach the bar unless they are there to pay (and only as a last resort if payment is unable to be made outside at the table). Only one customer at a time will be allowed at the pay point.</p> |

| Customer Journey | Controls in my business |
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| Food and drinks service | All food and drinks will be delivered to the tables by a member of staff. |
| Clearing the customer table | Each table will be cleared, all rubbish and menus disposed in a bin. Table will be wiped and sanitised. |
| Going to the toilet | Toilet doors will have clear signage to only allow 2 in at a time in both ladies and gents. There is also a disabled toilet which can be used to minimise queueing. Ladies & gents main toilet doors will be propped open to minimise touching doors and to monitor how many are in at any one time. Customers will be encouraged to go to the toilet separately. Accessing the toilets from outside will be through the fire exit which will be left open. Hot water and hand soap are available in each toilet with either paper towels or a hand dryer. Toilets will be regularly checked, and all touch points sanitised. |
| Paying | All payments will be made at the time of ordering. Card payments will be the preferred method but cash will be accepted if no alternative. |
| Leaving the business | Exit will be via the car park entrance. |
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| Smoking | Cigarette & e-cig smokers must use the allocated smoking shelter and adhere to social distancing. They may smoke at their outside table. |
| Continuous actions (cleaning etc.) | Tables will be cleaned between each booking. Toilets will be maintained and cleaned. Any touch points within the pub will be cleaned with sanitiser. Pub will be fully cleaned once a day before opening |

| Staff Journey | Controls in my business |
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| Before returning to work | Before staff return to work there will be 2 staff meetings to talk through the new work conditions and for any concerns to be discussed. |
| Uniform | Clean uniform must be worn for each shift. Front of house aprons will be washed daily. |
| Arrival | Staff will have their temperatures taken with a thermal thermometer before shift. Staff must also sign in to the NHS track and trace system. Face masks must be worn at all times by customer facing staff and hand sanitizer will always be available. |
| Menu | Menu will be slightly smaller than normal and may change slightly from day to day. Menus will be printed on paper and disposable |

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| Kitchen | <p>Kitchen will be deep cleaned before business re-opens.</p> <p>Only two kitchen staff to work in the kitchen at any one time.</p> <p>Front of house staff only to enter when collecting food which is ready to be delivered/ returning dirty crockery or collecting stock.</p> <p>Kitchen and equipment will be regularly cleaned throughout the day with hot soapy water & sanitiser. A full clean will be completed at the end of service.</p> <p>Hand washing facilities and hand sanitiser will be available.</p> |
| Food storage areas | <p>Food storage areas will be regularly cleaned and maintained.</p> <p>Fridges will be sanitised daily.</p> |
| Cellar | <p>Cellar will be maintained my Manager or Assistant Manager.</p> <p>Will be sanitised regularly throughout the day.</p> |
| Work areas & tables | <p>All work areas & tables sanitised after every use.</p> |
| Equipment | <p>All equipment will be sanitised at the start and the end of the day and throughout the day.</p> |
| Outdoor areas | <p>Outside will be brushed and cleaned before opening and ashtrays emptied.</p> <p>Bins to be accessed as little as possible, gloves MUST be worn when handling waste.</p> |
| Deliveries | <p>Deliveries where possible are to be scheduled outside of trading hours to minimise risk and are to come through the rear access only.</p> |
| Toilet Use | <p>Staff should ideally use the toilets when customer free.</p> <p>The must wash their hands before and after using the toilets.</p> |
| Interaction with customers | <p>Staff are to minimise time with customers and serve as efficiently as possible maintaining a safe distance.</p> |
| Interaction with work colleagues | <p>Staff are to minimise time with colleagues and where possible maintaining a safe distance in accordance with government guidelines – currently 1m+</p> |
| Leave work | <p>Staff will have their temperature taken before leaving work with a thermal thermometer.</p> <p>Front of house staff should leave through the back door.</p> <p>Kitchen staff should leave through kitchen door.</p> <p>Staff must sanitise their hands before leaving.</p> |
| When staff feel unwell | <p>If any member of a shift falls ill with Covid-19 symptoms, the whole team on that shift will be asked to isolate and to book a Covid-19 test as soon as possible, keeping their manager informed of results.</p> <p>A deep clean of the building must take place before another team takes over to reopen the site.</p> |