

The Sun – 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 and members develop improved solutions

Customer Journey	Controls in my business (based on above principles and/or own enhanced measures)
Pre-booking	Only the outside licensed area at the rear of the building will be open for the consumption of food and drink and the 'Rule Of 6' will be adhered to. Customers are allowed to pre-book via email although not essential. Tables will be allocated on a first come first served basis.
Arrival outside venue	The front door will be closed with a sign directing customers to the rear of the building via the car park entrance.
Queuing outside	If queues occur these must be directed away from highways and maintaining social distancing.
Entering the car park	On entry to the car park there will be a clear designated hand sanitation station with a +60% alcohol solution for use of customers. Customers will be greeted by a member of staff. Every customer over the age of 16 years must register with the NHS track and trace system via the App (QR code posters will be readily available at the greeting point and also on tables). If a customer is unable to use the NHS APP then they will be required to provide their contact details.
Walking to table	The host will walk our guests to their table and will explain how the system works and a refresher on the rules, that it is full table service and customers may only leave the table to use facilities, smoke in the designated areas, and to pay the bill if, for any reason, they are unable to make payment at their table.
Ordering food and drinks	Laminated menus will be used which will be sanitised between use. All food and drink orders will be taken at the table and all food and drink must be consumed whilst sat at the table.
Bar Service	There will be no bar service available. Customers must order at their table.
Food and drinks service	Customers may flag down staff to place an order for food and drink, staff will be active in areas around them to maintain cleaning duties so customer movement is limited. If a table is in a confined space the server will place the meals at the end of the table for a member of the table to pass down the table.

Customer Journey	Controls in my business (based on above principles and/or own enhanced measures)
	Plates will be carried to tables using disposable napkins between the server's hands and the plate. Drinks will be delivered by tray and placed on the table for customers to remove and for the customers to put their empty glasses on
Clearing the customer table	Customers may be asked to pass their plates to the server to reduce stretching into a customer's or staff members personal space. Tray work is advised to reduce the number of visits to a table
Going to the toilet	Customers may use our facilities with a maximum of 2 persons in the toilets at any one time, we ask our customers to use common sense.
Paying	Card payments will be the preferred method but cash will be accepted if no alternative.
Leaving the business	Customers will leave by the same way they arrived – via the car park entrance / exit.
In-between customers	Tables will be sanitised and a minimum of 15 minutes between customers to ensure all sides and contact points have been cleaned. Single use menus will be disposed of.
Continuous actions (cleaning etc.)	All contact points including door handles, taps and rails will be cleaned on a regular basis and staff working in that area 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 type="checkbox"/> or own solution
Before returning to work	Staff will take part in an online or telephone interview to ensure they understand this risk assessment and what we as a company are providing to maintain their safety whilst at work.
Pre-arrival	If any member of staff is showing signs of COVID – 19 they MUST report this to their line manager at the earliest convenience, and remain at home
Arrival	Staff are required to use any entrance and ensure that they sanitise their hands upon entry We will be taking staff temperatures on arrival to work using a thermal thermometer. Staff must also sign in to the NHS track and trace system.
Uniform change (if applicable)	Staff are expected to change into their uniform on arrival where possible.

Kitchen Menu	Our food menu has now been shortened to take pressure off the staff and to ensure that it is possible to have limited staff
Kitchens	
Medium / large	Maximum of 3 staff at any one point (2 kitchen staff and a server)
Food Storage Areas	Walk-in a maximum of 1 person
Cellar	Maximum of 1 person
Work benches and tables	Maximum of 1 person per bench
Equipment	Maximum of 1 person per bench
Outdoor areas	Staff are to maintain 1+ metre in outside areas
Deliveries	All deliveries will be made via non customer areas IF they are made during customer hours, staff will be asked to maintain 1+ from delivery persons
Toilet Use	Staff are advised to use the disabled toilet
Interaction with customers	Staff are to minimise time with customers and serve as efficiently as possible maintaining a safe distance
Interaction with work colleagues	Staff are to minimise time with colleagues and where possible maintaining a safe distance

Using the Staff office	Office is accessible to staff, hands must be washed or sanitised before entry and after exit, computer and desk area is for management only
Leave work	Staff are to take all belongings with them, leave as soon as it is safe to do so, sanitizing their hands before exit We will be also recording staff temperatures on exit
When staff feel unwell ⁿ	If any member of a shift falls ill the whole team on that shift will be asked to isolate, a deep clean of the building will take place before another team takes over
Provision of Personal Protective Equipment	<ul style="list-style-type: none"> - All customer facing staff must wear face masks at all times <p>We also provide for staff use hand sanitizer</p> <p>At till areas there will be Perspex screens.</p>