

## 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

<b>Customer Journey</b>	<b>Controls in my business (based on above principles and/or own enhanced measures)</b>
Pre-booking	Only the outside licensed areas will be open for the consumption of food and drink. Customers are allowed to book via telephone or email – although not essential. Tables will be allocated on a first come first served basis. The 'Rule of 6' (or 2 households) will be adhered to.
Arrival outside venue	We will be keeping 1 metre+ social distancing stickers in place outside the front. Customers may form a queue to the left-hand side of the entrance via the accessible ramp. Customers will be greeted at the door by the host and shown to their outside table (no tables will be available inside the premises). The next group must remain in place whilst this happens. The 'Rule of 6' (or 2 households) will be adhered to. Hand sanitisation points will be available immediately to the right upon entrance to the building.
Queuing outside	Please see above.
Entering the business	Customers will only enter the building to be greeted and then shown through to their outside table. On entry to the business there will be a clear designated hand sanitation station with a +60% alcohol solution for use of customers. Every customer over the age of 16 years must either check in to the NHS track & trace system using the QR codes displayed or, if unable to do so, they must provide their contact details. A briefing of what to expect will be given
Walking to table	The host will walk our guests to their outside 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 taking payment outside is not possible). Face masks must be worn at all times when not seated at a table.
Ordering food and drinks	Laminated menus will be used which will be disinfected between use. Food and drink orders will be taken at the table by one server only - no customer is permitted to come inside to the bar to order.

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Bar Service	Customers are not permitted to order directly from the bar. Customers may only approach the bar as a last resort if payment is unable to be taken at the table and then only one customer at a time will be permitted.
Food and drinks service	<p>Customers may flag down staff to place an order for food and drink. Certain staff members will be active in areas around them to maintain cleaning duties, so customer movement is limited. We will limit the amount of staff members available to take orders as a way of limiting any close contact with multiple people.</p> <p>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. Plates will be carried to tables using disposable napkins between the server's hands and the plate.</p> <p>Drinks will be delivered by tray and placed on the table for customers to remove themselves and for the customers to put their empty glasses on (the service will politely request they do so and stand back from the table whilst customers do this)</p>
Clearing the customer table	<p>Customers will be asked to pass their plates/glasses to the end of the table/to the server to reduce crossing over into personal space. Tray work is mandatory to reduce the number of visits to a table.</p> <p>Gloves will be worn when glass collecting and caddies used to carry empty glasses to limit staff contact with them.</p>
Going to the toilet	<p>Customers may use our facilities with a maximum of 1 person in each toilet at any one time. Only the accessible toilet will be in use for customers. We will be asking our customers to apply their common sense in order to maintain a social distance if queuing for the facilities.</p> <p>Toilet checks will be carried out every 30 minutes to ensure adequate hygiene levels and sanitisation occurs. Hand sanitiser will be available upon entry and exit to the facilities.</p>
Paying	Card payments will be the preferred method but cash will be accepted if no alternative.
Leaving the business	We are asking our guests to leave the premises via the rear entrance to our back-garden seating area to minimise customer cross over on entry and exit.

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	Where no queues have formed outside the front and the entrance is clear, customers may leave via this point immediately to the left and down the stairs (a different point of entry to where customers are positioned when queuing). This will only be if given permission by the host or server who can easily monitor this area and see if all is clear and no other people are situated to the front at that time.
In-between customers	Tables will be sanitised and there is a minimum of 15 minutes between bookings 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, hand rails and taps etc will be cleaned on a 30-minute basis using disinfectant spray and/or wipes made available. One staff member will be made responsible for this (this will usually be the responsibility of the host). A timer will be situated behind the bar and will sound off every 30 minutes – this will be a reminder to carry out toilet checks and regular sanitisation of various contact points.

#### 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 be called in individually prior to their first shift back and talked through the risk assessment and what we as a company/individual site are doing/providing to maintain their safety whilst at work. This will include PPE given to them which they may choose to wear for their own safety. Face masks must be worn by all customer facing staff. They will also be provided with a Return to Work information pack written by the Manager to bring them up to speed on what to expect.
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
	Should any queue have formed to the front of the building staff will be required to use the back entrance to avoid

Arrival	<p>crossing over with waiting guests and ensure that they sanitise their hands immediately upon entry to the building.</p> <p>We will be taking staff temperatures with a non-contact thermal thermometer on arrival to work and before they leave to go home. Staff will also be required to register on the NHS track and trace system.</p>
Uniform change (if applicable)	Staff are expected to change into their uniform on arrival where possible in a private room upstairs.
Kitchen Menu	A restricted food menu will be provided whilst we can only operate outside.
<p>Kitchens</p> <p>Small</p> <p>Food Storage Areas</p> <p>Cellar</p> <p>Equipment</p> <p>Outdoor areas</p>	<p>Maximum of 2 staff at any one point (1 cook and potentially a pot-washer stationed at the sink). It is possible to maintain a distance of 1M+ between these areas.</p> <p>Maximum of 1 person at a time (no more than this would be necessary). When approaching the outdoor stores staff will be expected to use common sense to remain socially distanced from any customers seated in the outdoor area.</p> <p>Maximum of 1 person</p> <p>Maximum of 1 person in kitchen area.</p> <p>Staff are to remain 1 metre+ apart in any outdoor areas.</p>
Deliveries	<p>All deliveries will be made via the rear entrance areas and IF they are made during customer hours, staff will be asked to ensure entry can be made maintaining a 1M+ distance from all customers and delivery persons.</p> <p>We will be requesting to take details of any delivery persons who choose to enter our building in keeping with our support of the Track and Trace system. Delivery persons temperatures may also be taken, and refusal of entry would occur if any anomalies were shown.</p>

Front of House	<p>The staff will be given roles with accompanying responsibilities and will be made to monitor their own zone for hygiene, sanitation and any issues with customers etc.</p> <p>Host – greeting (first point of information for all guests), clearing floor, monitoring toilets and sanitisation of contact points</p> <p>Bar/Coffee - bar hygiene/cleanliness and sanitisation, taking payment and ‘policing’ bar area, re-stocking and glass collecting when free to do so</p> <p>Server(s) – Table service, running food/drinks and clearing tables, secondary source of information for all guests, monitoring customer behaviour and reporting it to management if necessary, deep clean/sanitisation of all tables.</p>
Toilet Use	Staff will only be allowed to use the facilities upstairs as these will be designated as a secondary facility for customers and will likely be vacant most of the time.
Interaction with customers	Staff are to minimise time with customers and serve as efficiently as possible, maintaining a safe distance and requesting the customer aids with handing out drinks for their tables to avoid crossing into personal space.
Interaction with work colleagues	Staff are to minimise time with colleagues and will not be permitted to stand and socialise (any conversations must be had whilst maintaining the required social distance). Contact time between staff members should be minimal as each person will be given a designated zone to work in.
Using the Staff office	<p>There is very little reason for staff members to need to use the office. This area is usually designated for management only however in the current circumstances staff will be permitted to use this space for breaks and as such will be required to wash and sanitise their hands thoroughly before entering the office and after leaving before returning to the floor.</p> <p>The desk/computer is for management only.</p>
Leave work	<p>Staff are to take all belongings with them, leave as soon as it is safe to do so, sanitizing their hands before exit. They will not be permitted to stay and socialise however can come in as a customer following the same rules/measures in place for the public.</p> <p>We will be also recording staff temperatures on exit.</p>
When staff feel unwell <sup>n</sup>	We will be attempting to group certain members of staff for the same shift patterns. If any member of a shift falls ill then 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	- All customer facing staff must wear a face mask.

	<p>We also provide for staff use of hand sanitizer</p> <p>At till areas there will be Perspex screens as a barrier between staff and paying customers.</p>