Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

• FIVE STEPS TO SAFER WORKING TOGETHER •

✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here

✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance

✓ We have taken all reasonable steps to **help people work from home**

✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace

✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer _____   Date _____

Who to contact: _____ Your Health and Safety Representative _____

(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)

COVID-19 Managing the risk when the sites are open and trading (Main risk assessment

The following assessment looks at how the sites will potentially manage the risk of COVID-19 when they re-open. All government guidelines will be followed, but this assessment looks at potentially what may have to happen as currently this guidance is not available, as off 21st April 2020. The controls will look at all scenarios and try to rank them in order of impact, ease of implementation and cost
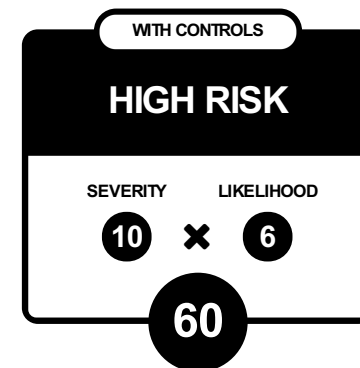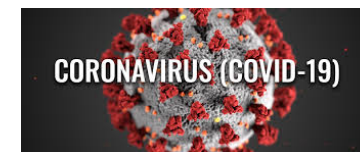
PEOPLE EXPOSED

- Colleagues
- Visitors / Guests
- Contractors
- Members of the Public

HAZARDS

⚠ **Spreading COVID-19 amongst staff**
By having no additional controls in place then the risks of someone bringing in the disease and spreading it further is possible

⚠ **Spreading COVID-19 to the wider public community**
By having no controls in place this will allow COVID 19 to enter the premises and not be controlled to employees but will spread around the local community and possibly further. This uncontrolled hazard will potentially lead to civil and criminal investigation, claims and prosecutions.

⚠ **Increased violence and aggression**
The public are not necessarily used to be being told what to do in a pub environment. If restrictions are in place this may cause issues

CONTROL MEASURES

- Personal Hygeine Practices
 All staff to wash hands before, during and after shift, and to wask hands or use sanitiser between each task.
 Contractors and visitors to wash hands on entry to premises
 Customers to be encourages to use hand sanitisers on entry with clear signage
- Zoned work areas
 Bar, Kitchen, Cellar, Garden and Bathrooms to be considered as seperate zones and hand washing between zone transition is required
- Maintain Physical Distance
 Where possible all employees and customers must follow the 1m+ rule..
- Seating Layout
 Seats and tables to be layed out to meet 1m distance between seperate groups. Postions to be kept and customers discouraged from moving furniture

CORONAVIRUS (COVID-19)

WITH CONTROLS

HIGH RISK

SEVERITY **LIKELIHOOD**
10 ✖ 6

60

RISK RATING REDUCTION ⬇ **33%**

WITHOUT CONTROLS

HIGH RISK

SEVERITY **LIKELIHOOD**
10 ✖ 9

90

- Hand Sanitising
 Hand sanitising stations at entrance/exits to be maintained and checked every few hours. Customers to be encouraged to use via verbal instruction and signage. Hand sanitiser spray always on hand for staff.
- Symptoms of Covid.
 Customers with any symptoms of Covid to be refused entry to premises.
 Staff with symptoms must report this to management immediately and self isolate for 14 days
- Payment
 Encourage use of contactless payment, we will accept cash so as not to discriminate against anyone.
- PPE
 Gloves, masks and perspex face guards are available for staff to use as they feel comfortable with
- Cleaning
 All touch points and bar areas to be sanitised regularlly. Tables and chairs to be sanitised after each use.

COVID-19 Customer journey (Flow) Risk assessment

This assessment specifically looks at the flow of the customer and trying to minimise the risk of spreading COVID-19

PEOPLE EXPOSED

- ⚉ Colleagues
- ⚉ Visitors / Guests
- ⚉ Contractors
- ⚉ Members of the Public

HAZARDS

⚠ **Spreading COVID-19 amongst staff members**
If no controls are in place for customer flow then this could increase the spread of the virus for staff members and also then passing the virus back in to their homes

⚠ **Spreading COVID 19 in to the wider public community**
If no controls are in place reference customer flow then the virus could spread in to the community

⚠ **Increased violence and aggression**
The public are used to being able to go where they want in a pub and their will be new restrictions and protocols in place. For some members of the public they may not like the change so therefore this increases the risk from violence and aggression to our operators
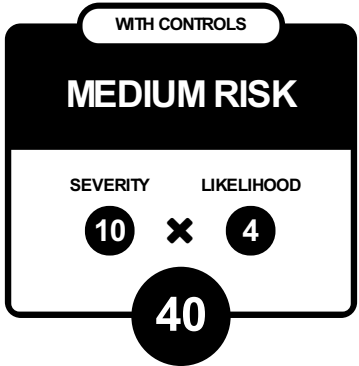
CONTROL MEASURES

○ **Clear signage**
When the public walk towards the pub there will be clear signage in place stating what is expected of them straight at the entrance. signage will include floor markings, pay point, collection point, directional signage, social distancing signage

○ **Disposable menus and one touch cutlery**
The menus will be disposable and on paper and cutlery and condiments will be brought to the table by the server. Sachets will be used as one use and the customer receives the sauces they require

○ **Hand sanitiser available**
Hand sanitiser will be at every entrance and exit for the public to use. It will also be at the main toilet point

WITH CONTROLS

MEDIUM RISK

SEVERITY		LIKELIHOOD
10	✖	4

40

RISK RATING REDUCTION ↓ **56%**

WITHOUT CONTROLS

HIGH RISK

SEVERITY		LIKELIHOOD
10	✖	9

90

- **Training of staff**

  Staff need to be reassured that the controls in place make them safe. This will then refer back to the customer to give them confidence

- **Social distancing enforced**

  Before opening tables will be displayed in such a manner to enforce the social distance ruling. and people will be seated. There will be no standing at the bar (refer to service style risk assessment)

- **Swifty app and contactless payment**

  Although the cash option will be available all customers are too be encouraged to either use the Swifty app or to pay via card machine / contactless payment.

- **Limited food menu offering**

  A smaller menu is being offered so the kitchen can be run with one person in it so social distancing can be maintained. This will be explained to customers as they are seated

COVID -19 Service style

The following assessment must be used while COVID-19 measures are in place set by the government. This shows the process of how we serve and deal with customers to ensure the pub being open does not risk the increase of COVID-19 spreading within the community, as much as is reasonably practicable

PEOPLE EXPOSED

- Colleagues
- Visitors / Guests
- Contractors
- Members of the Public

HAZARDS

⚠ **Spreading COVID- 19 amongst staff**
If controls are not in place then the virus will spread easily amongst all staff members while at work and then spreading the virus in to their homes

⚠ **Spreading the COVID -19 virus amongst the wider public community**
Without any controls in place the virus will potentially spread within the community at a quicker rate

⚠ **Increased Violence and aggression**
As new rules are in place not every member of the public will like the new rules and this may increase the risk of violence and aggression towards the operator and their team
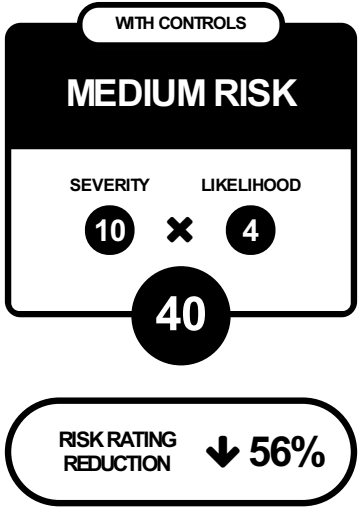
CONTROL MEASURES

○ **Use of disposable napkins**
When passing the plate to the individual the server will either have plates on a tray or hold it via a disposable napkin so no contact is made by the server

○ **People wait to be seated**
By seating families together we can control the numbers within the site at any one time and clearly explain the options available to the customer, pay by Swifty or at the bar

○ **Only one person at the bar from a group**
Once seated it is explained to the group how to order food and drinks. If they chose to use the bar then it is explained that only one person goes to the bar and order for the group. They stand in the area by the pay point.

WITH CONTROLS

MEDIUM RISK

SEVERITY   LIKELIHOOD
10   ✖   4
40

RISK RATING REDUCTION ↓ **56%**

WITHOUT CONTROLS

HIGH RISK

SEVERITY   LIKELIHOOD
10   ✖   9
90

○ **Clear collection point for Drinks and food delivered to the table**

Once ordered the drinks will be placed at a collection point for the customer to take back on a tray. This minimises the amount of trips they have to make at the bar. Food will be served by the waiting staff

○ **Hand washing**

In between every food serve staff will wash their hands before serving another group

○ **Maintaining social distance when serving food**

When serving a group then by asking a member of the party to move away from the table to maintain that distance and separation

○ **Minimising contact points**

All cutlery will be served by the staff and beer mats will be available if requested as by not having them causes other hazards. They can be disposed off after use if needed to be. Condiments will be served in disposable sachets and the customer is asked what they want. The condiments are brought out with the cutlery

○ **Sanitation of tables**

In between each group the table will be completely cleared and sanitised down with approved chemicals

○ **Clearing of glasses and plates**

To limit the customer movement all plates and glasses will be cleared by staff. Customers will be discouraged from bringing empty glasses back to the bar

○ **Training and key members**

The member of staff whom is sitting people down and controlling the numbers, needs to be well trained and confident in the role. The communication skills is key so this is probably going to be the operator or someone in a Manager / Supervisory role

COVID-19 Management of the Garden and external areas

The risk from COVID-19 appears to be less high risk outside so with good control measures this could be an area where sites could benefit

PEOPLE EXPOSED

- Colleagues
- Visitors / Guests
- Contractors
- Members of the Public

HAZARDS

⚠ **Spreading the virus to staff and to the wider public community**
If no controls are put in place within the garden area it could increase the risk of passing on to others the virus
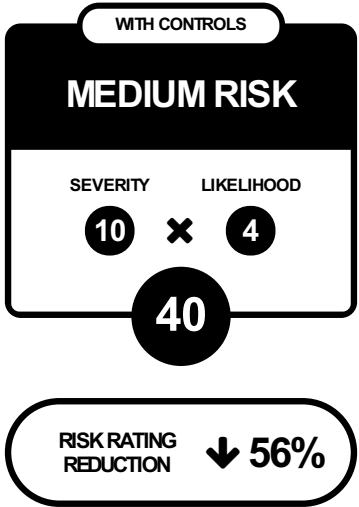
⚠ **Slips trips and falls**
With more people in the garden the risk of slips and trips will increase

⚠ **Violence and aggression**
With more people in the garden area and being told where to sit and how to order the risk to the operator and staff of violence and aggression does increase, if no controls are in place

⚠ **Dealing with adverse weather**
The site needs to consider how it is going to deal with people in the garden if it suddenly starts raining

CONTROL MEASURES

○ **Moving tables to maintain social distance**
Tables in the garden will need to be reviewed by the site. Some will be able to be moved to allow more seating and others will have to be taped off or removed altogether to maintain social distancing

○ **Hand hygiene**
Sanitiser stations will be at the entrance to the site but it may be worth considering a 5Lt stand alone container with a pump. This would only be required if you can access the garden without going through the pub. Each site needs to identify the risk, closing off the garden access externally (while maintaining fire routes) may be considered. Therefore this forces the consumer through the pub and numbers can easily be controlled

○ **Use of technology**
Encourage the garden consumers to use the Swifty app which means this does not cause traffic at the bar. This will not be mandatory but advisable and discussed with customers as they enter

WITH CONTROLS

MEDIUM RISK

SEVERITY | LIKELIHOOD
10 ✖ 4

40

RISK RATING REDUCTION ⬇ 56%

WITHOUT CONTROLS

HIGH RISK

SEVERITY | LIKELIHOOD
10 ✖ 9

90

- **Service style**

  The service style will replicate indoors so it is a clear message throughout. Order at the bar or via Swifty. One person from the group goes to the bar. If drinks only then drinks on a tray, food served later by staff

- **Protecting staff**

  The same principles that apply inside apply externally and the same serving techniques will be applied

- **Manage the numbers within the garden area**

  Check the weather each day so you are aware of what to expect, as this may influence the numbers you accept. If the garden is busy and it rains, please ensure we can manage customers coming inside, without compromising social distancing requirements

COVID-19 Management of public toilets

When the sites are open we will have to offer facilities. This will be a pinch point and for some sites difficult to manage. The following risk assessment will give sites ideas on how to manage the risk and it is important that if the control measure is not within this assessment then they must add in their site specific control measure

PEOPLE EXPOSED

- ⊛ Colleagues
- ⊛ Visitors / Guests
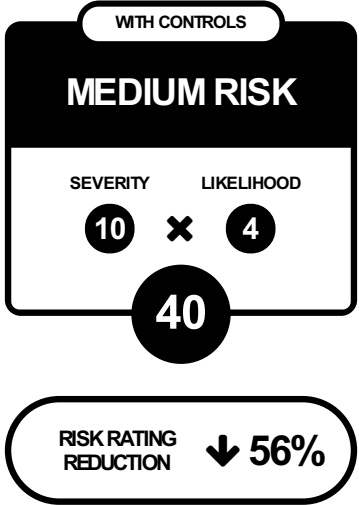- ⊛ Contractors
- ⊛ Members of the Public

HAZARDS

⚠ **Assisting the spread of COVID -19 for staff and the public**
If controls are not considered then we may increase the risk of COVID-19 spreading from the site. Toilets will be difficult to manage but with some simple controls in place the risk can be lowered to a reasonable level

⚠ **Slips trips and falls**
This is still a risk within this area

⚠ **Drug misuse**
With less people in the pub, this issue may increase if controls are not in place

CONTROL MEASURES

○ **Enhanced cleaning checks**
The toilet area will be inspected every 30 minutes and all touch surfaces like door handles, locks , taps, will be sanitised. There is a form to log the check on the Compliance Centre

○ **Propping access doors open**
Often a toilet area has an access door area before the main toilet door. To minimise contact points this door should be propped open. Consider people privacy is not affected by doing this

○ **Urinals and sinks**
This will be very site specific. Too try and maintain 2m distancing consider blocking of a urinal or a section of it (bin bags would suffice). If you have three urinals, block of the middle one. Remember the numbers in the pub will be less so this will be possible. If you only have two urinals this may not be feasible. Consider the same with the sinks

○ **Monitoring and supervision**
The area needs to be monitored to ensure no gatherings are taking place

WITH CONTROLS

MEDIUM RISK

SEVERITY		LIKELIHOOD
10	✕	4

40

RISK RATING REDUCTION ↓ **56%**

WITHOUT CONTROLS

HIGH RISK

SEVERITY		LIKELIHOOD
10	✕	9

90

- **Accessing the area**

  Consider how people are going to access the area and how you are going to manage it.

- **Signage to the consumer**

  We have to be realistic that this is going to be a very difficult area to manage and control. Signage may help to ask customers to remember social distancing - wash your hands - if you pass go back to back.Also in ladies toilet as you enter a clear sign saying "please do not loiter to long"

- **hand sanitiser available**

  At toilet points hand sanitiser will be available as will soap and hot water

COVID-19 Back of house and Managing staff

The following assessment looks at the importance of staff knowing what to do, how to work and what is expected of them. It will also look at the Back of house areas and suggest the best ways to manage this area. Site specifics will be added in addition to the general comments
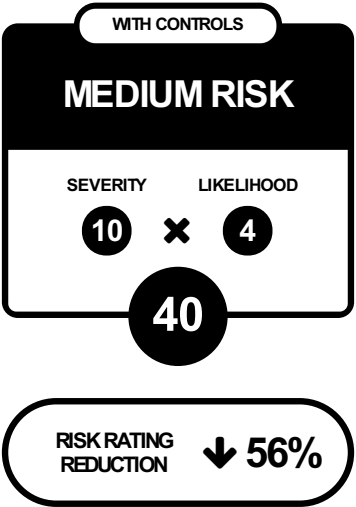

PEOPLE EXPOSED

- Colleagues
- Visitors / Guests
- Contractors
- Members of the Public

HAZARDS

⚠ **Spreading COVID-19 amongst other staff members**
By not having any controls in place the virus will spread amongst the staff and then on to their families

⚠ **Spreading COVID-19 in to the wider public community**
With no controls the virus could easily spread in to the wider community and their families

⚠ **Spreading COVID-19 through poor contractor control**
Even though this risk assessment looks at the BOH and staff, contractors will enter these areas and therefore if no controls in place the risk of the virus spreading to other parts of the country increase

CONTROL MEASURES

○ **New COVID-19 training and refresher training**
All Mandatory training to be refreshed for operators and staff and all new e-learning modules that reference COVID-19 must be completed before the site re-opens

○ **Enhanced personal hygiene and enhanced cleaning**
All staff will be reminded and instructed on the importance of hand washing in dealing with this virus. Staff are expected to wash their hands on entrance to the site, each time the come back in and in between a task (as a guide hands need to be washed or sanitised every 15 minutes while at work)Cleaning of hard surfaces and all touch points will be enhanced and should be cleaned around the site every 30 minutes. Do not forget AWP's as well

○ **Facilities to wash hands to be available**
There are dedicated hand wash sinks. These must not be covered over or have poor access. Each bar area should have a sink but if not the site needs to be clear what site specific controls to mitigate this are in place. This may be a sink nearby or a sanitiser station nearby, or if it is in a function room it is closed. However it needs to be added as an additional control

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WITH CONTROLS

MEDIUM RISK

SEVERITY 10 ✖ LIKELIHOOD 4

40

RISK RATING REDUCTION ⬇ 56%

WITHOUT CONTROLS

HIGH RISK

SEVERITY 10 ✖ LIKELIHOOD 9

90

○ **Zoning**
It is imperative working areas are zoned to maintain social distance while at work. Consider one person working in one area, the kitchen has one person in it. Staff need to understand their zone and work to it

○ **Where social distance cannot be achieved for a specific reason**
There will be times where social distance will be difficult for a few seconds. The risk of the virus spreading is through face to face continuous contact within 2m for 15 minutes. So if you do have to collect something from the kitchen - ask the cook to step back, do not directly face them. If you have to pass someone in a corridor, pass back to back not face to face. Simple controls will minimise the risk

○ **Contractor control**
Contractors will still be visiting site. They must maintain good personal hygiene and social distancing. Repairs will try to be done out of hours but if social distancing cannot be maintained while the work is going on then the area will need to be closed off.

○ **Reduced menu and kitchen opening times**
To allow social distancing in the kitchen the menu has been reduced to allow this to be completed by one person. You may need to then consider opening times of your kitchen to ensure this does not put excess pressure on them and social distancing is compromised

○ **Designing of back bar**
Where you have a large bar or two bars, then they should be mirrored to be the same. Therefore if two people are working at two till points in the same bar, then social distancing can be maintained and there is no cross over

○ **Cellar safety**
Only one person at a time to enter the cellar as this may be difficult to maintain social distance but let someone know you are down there. The person should wash their hands before they enter and wash their hands again once they complete the task and leave the cellar. Touch points like door handles should then be wiped clean as well. A dedicated person(s) should work within the cellar and not all staff allowed to access the area

○ **The use of PPE**
PPE (Personal protective clothing) such as goggles, mask and gloves are a last resort. Everything else should be done before PPE is considered - If after all the training and zoning etc. there is still a need for PPE then this needs to be initially discussed with your BDM. If good hand hygiene, enhanced cleaning and social distancing is maintained, then PPE should not be needed.

○ **Sharing of equipment**
This should be minimised where possible, so staff have their own pen for example. Only certain authorised people go in to the office as another example to minimise the contamination risk. However with regular hand washing and enhanced cleaning this risk is low

○ **Staff uniforms**
Uniforms should be cleaned before every shift and staff encouraged to change in to their uniform on site and then remove it before leaving site. If they do their own washing then ask them to wash it after every shift. If you do the washing on site then please ensure a daily wash of uniforms is completed

COVID-19 First Aid Risk Assessment

The following risk assessment looks at how first aid can continue safely while the potential risk of COVID-19 is still present. The legal requirement to provide first aid (employing more than 25 people) has not changed and we expect you to provide an Emergency first aid person. This is someone whom takes control of the situation, knows to call 999, and offers only simple first aid, such as a plaster. We have no legal obligation to the public although morally we would of course offer first aid to a member of the public if they required it.Each incident will be unique so the First Aid person must complete their own dynamic risk assessment at the time (does not have to be documented) and the majority of incidents can be treated as a normal incident

PEOPLE EXPOSED

- Colleagues
- Members of the Public

HAZARDS

⚠ **First aid Person being exposed to COVID 19**
If no controls are in place then the risk of the potential of exposure does increase

⚠ **Help not being offered over fears of contamination**
Some people may be afraid to deal with a first aid incident however this risk assessment hopes to alleviate that fear

⚠ **Unable to maintain 2m social distancing**
Depending on the incident there may be a time the 2M rule cannot be applied.

CONTROL MEASURES

○ **Follow your training**
The e-learning course will still apply so ensure you are safe to approach and nothing immediately will put you in danger

○ **For minor incident - Step back**
To maintain the 2M rule for simple first aid incidents talk the individual through the process. i.e. you place a plaster on the table, they take it and apply it. For the majority of incidents the 2M rule on social distancing can be maintained

○ **Talk family members through how to apply items**
If needed, for example a child, ask the parent to apply the plaster or the ice pack

○ **Understanding what close contact means**
Close contact means being within a 2M distance for more than 20 minutes, if this is the scenario then the risk of contracting COVID-19 does increases, hence the 2M social distancing rule. Does not mean to say you cannot catch it less than 20 minutes if someone within 2M is Asymptomatic, just means the risk increases. However the majority of first aid incidents will be short and brief.

○ **Enhanced hand washing and personal hygiene**
Wash your hands before any incident. and if possible show that you have done that to the person needing treatment. Explain to them you have washed your hands. Treat the individual then wash your hands again. If the person is still on site, politely ask them to wash their hands too before going back to their table

○ **PPE / Face coverings - Last Resort**
Their may be the odd incident where the 2M rule cannot be maintained or the person offering first aid feels uncomfortable. If this is the case a simple face covering may suffice or a face shield may be used Note - we do not need NHS grade as this will be a unique incident and if you have to get that close and a family member cannot help then it is most likely to be a 999 call

WITH CONTROLS

LOW RISK

SEVERITY 7 × LIKELIHOOD 2

14

RISK RATING REDUCTION ↓ **71%**

WITHOUT CONTROLS

MEDIUM RISK

SEVERITY 7 × LIKELIHOOD 7

49