

Coronavirus Risk Assessment Pubs & Restaurants

Activity

Keeping customers, visitors, employees and contractors safe from contracting Covid 19

Hazard/risk

Contracting COVID 19

Persons at risk

Employees, customers, visitors, contractors

Before implementation of the measures

Likelihood = 5

Severity = 5

Risk/Priority =25

Control measures in place

- The maximum number of customers that can reasonably follow social distancing guidelines (two meters or one meter with risk mitigation) consideration has been taken into indoor and outdoor space, **furniture and pinch points of busy area**
- Clear guidance on social distancing and hygiene will be made available to people on arrival (visual aids, signage, before arrival phone, website, email)
- The number of people on site will be managed in such a way to ensure that there is sufficient seating indoors and seating/standing outdoors. This will be achieved by using a reservation system. (90/120 minutes per table)
- We will make customers aware of and encourage compliance of gathering numbers.
- Sanitiser will be available at points throughout the building.
- Customers with children are reminded of their responsibilities at following social distancing guidelines.
- Consideration to the flow of customers and employees in order to avoid congestion
- Planning is essential to gatherings in the case of adverse weather conditions.
- Booking of essential contractors and service visit have been revised to overlap
- All identified control measures will be equal to all without discrimination
- We will assist with Track and Trace, keeping a temporary record for 21 days
- **Emergency Action Plan in Place and What if guide**
- Emailed to all staff
- To follow government guidance on self-isolating and adhere to this when given
- Download the NHS COVID 19 app and follow the instructions given
- Once symptomatic all surfaces to be deep cleaned
 - All surfaces and objects which are visibly contaminated with body fluids
 - All potentially contaminated high contact areas such as toilets, door handles, etc
- All public areas
- If a person becomes in a shared area, this should be cleaned using disposable cloths and house hold detergent

Managing service of food and drinks

- Social distancing will be maintained (two meters or one meter with risk mitigation) when taking orders and delivery orders to the table
- Waiting staff will be given areas of responsibility (table area to be split into, bar, Swindon room and dining room) to avoid cross over during busy times/bookings
- We will ensure that any bar/dining area is distanced in compliance with the government guidelines and UK Hospitality
- Laminated daily menu and specials sheet; cleaned after each use. No specials board to avoid any congestion around the bar area.
- Cutlery and condiments will be served at the table with the food
- Customers must be encouraged to remain seated
- Contactless payments where possible

Use of the Toilets

- Visual awareness to encourage good hand washing techniques.
- Use of regular hand sanitiser
- Hot running water with a liquid soap and suitable dryer facilities -paper or hand dryers (germs love wet hands)
- Regular cleaning of the toilets, paying attention to **touch points**
- Able to open window and doors to help with ventilation
- Cleaning schedule to be maintained
- Waste facilities to be emptied regularly

Providing and Explaining Available Guidance

- Customers are expected to read the guidance published on the website and booking platforms before arrival and follow the safety measures.
- Failure will result in the service being withdrawn
- Written and verbal communication will be given to customers and employees
- The police and local authorities have the powers to enforce requirements in relation to social distancing and may instruct individuals to disperse or leave, issue a fixed penalty notice or take further enforcement action
- Employees are encouraged to remind customers to follow social distancing and clean hands regularly in a way that this does not compromise their safety
- Customers will be informed that they should be prepared to remove face coverings safely if asked to do so by police officers and staff for the purpose of identification
- Staff should remind customers to follow social distancing advice and clean their hands regularly
- Where visits to the premises are required by suppliers, deliveries, safety contractors, we will provide site guidance.
- We shall ensure that the information passed to customers does not compromise their safety.

Employee attendance

- This will be a minimum in order to provide the operation for the business
- Staggered start and finish

Coming and leaving work

- Where possible there will be an identified entry and exit point from the building
- Hand washing and hand sanitiser will be available
- Storage will be provided for personal belongings and clothing
- Staff will be requested to change into work clothes using an appropriate facility, where social distancing and hygiene guidelines will be met
- Kitchen uniforms will be washed on site.
- Others need to ensure that uniforms are washed regularly at home

Protecting people who are a high risk

- Support will be provided to those with regards to mental health and wellbeing.
- A support system will be identified

Staff movement around the building

- Non-essential trips away from the workplace will be discouraged
- Restricted areas identified during the workplace induction
- Cleaning schedules and updated job descriptions have been given to employees
- Kitchen staff have been updated on the Safer Food Better Business
- We do not use temporary/agency workers

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Back of house/common areas

- Staggered break times
- Areas freed up for remote working to be used for breaks
- Encourage to use outside areas

Accidents, Security and Other Incidents

- Incident and emergency procedures will be reviewed to ensure they reflect the social distancing principles as far as possible.
- Consideration will be given to ensure enough persons with safety designated tasks are on site at all times to ensure the safety of staff and customers.
- We will continue to follow government advice on managing security risks will continue to be followed.

Cleaning the Premises – Keeping the environment clean.

- **The updated cleaning schedule must be followed at all times**
- **Follow the Emergency Action Plan and cleaning checklist in the case of an outbreak**
- Doors will be wedged open, when appropriate, to increase ventilation. This does not apply to fire doors.
- Frequent cleaning will be completed of objects and surfaces that are touched regularly, including counters and tills, and we will make sure that there are adequate disposal arrangements for cleaning products.
- Surfaces and objects will be cleaned between each customer use. This will include cleaning tables, card machines, chairs, trays and laminated menus in view of customers before customer use.
- Once symptomatic, all surfaces that the person has come into contact with must be cleaned, including:
 - All surfaces and objects which are visibly contaminated with body fluids; and
 - All potentially contaminated high-contact areas such as toilets, door handles, telephones, etc.
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- Public areas where a symptomatic individual has passed through and spent minimal time in (such as corridors) but which are not visibly contaminated with bodily fluids do not need to be specially cleaned and disinfected.
- If a person becomes ill in a shared space, these should be cleaned using disposable cloths and household detergents, according to current recommended workplace legislation and practice.
- General cleaning will be increased to cover all occupied areas.
- Windows and doors will be kept open as much as possible to increase ventilation

Keeping the kitchen clean

- The kitchen at the Dog and Partridge has been renewed
- New floors, painted throughout
- Gas and electric upgrade
- Fan and ventilation upgrade
- All equipment degreased and clean
- Laundry bin made available for kitchen staff to dispose of dirty uniforms ready for cleaning (washed with a disinfectant)
- Bin provided for dirty cloths, kitchen towels, mop heads ready for cleaning
Washed at 90 degree, 800 spin
- Hands will be washed before handling plates and cutlery
- Staff have personal hand sanitiser for uniform attachment
- Gloves are available
- High frequency of handwashing throughout the day.

Changing rooms

- Small changing room available
- Personal lockers and hooks
- Reduced the amount of personal items brought into the work place
- Staggered timings for arriving and leaving
- Enhanced cleaning throughout and at the end of day

Handling Goods, Merchandise, Other Materials and Onsite Vehicles

- Goods and merchandise entering site will be cleaned and sanitised.
- Shared contact points on equipment will be cleaned prior to each use.
- Frequent handwashing will be encouraged, and further facilities provided.
- Handling procedures for laundry will be reviewed to ensure that dust is not raised and to prevent spread of the virus.

PPE and Face Coverings

- PPE identified to control risks other than COVID-19 will continue to be worn.
- Staff who wish to wear face coverings should be permitted to do so, even though not required. To do so safely, they should:
 - Wash hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting and taking off the face mask
 - When wearing a covering, avoid touch the mask or face in case of contamination by the hands
 - Change the covering if it comes wet or has been touched
 - Continue hand washing even when wearing one
 - Wash the covering after each use or dispose
 - Continue to practice social distancing where possible

Communication and Training

- Regular and clear training will be delivered – enforce arriving and leaving
- Policies/procedures/risk assessments will be emailed to staff before starting back at work

Ongoing signage and communication

- Use of wipe boards and emails

Dog and Partridge Country Inn & Hotel

Additional control measures required

Guidance and recommended risk control measure will be sought from the UK Hospitality and GOV.UK website .

Ellis Whittam, Health & Safety and Employment Law Specialists

Risk rating after implementation of the control measures

Likelihood = 3

Severity = 3

Risk/Priority = 9

You will be informed of any changes and updates. These will be emailed.