

RISK ASSESSMENT SUMMARY

Work Activity:	Re-opening considerations post 2020 COVID-19 Pandemic
People affected:	All staff and visitors (guests and contractors) to the premises
Hazards:	Spread of COVID-19 virus through close proximity to others Shared equipment, facilities, touch points acting as vectors for the virus Direct contact with others and shared work spaces and surfaces Psychological and emotional stress for operatives Violence and aggression from guests

Scale	Likelihood	Severity
1	20>% chance of occurrence	Minor inconvenience
2	21-40% chance of occurrence	Minor injury/ First aid required
3	41-60% chance of occurrence	Moderate injury/ A&E required
4	61-80% chance of occurrence	Major injury/ hospitalisation & possible rehabilitation/ period of absence from work
5	80<% chance of occurrence	Death/ severe debilitation

Likelihood X Severity	1	2	3	4	5
1	LOW RISK				
2					
3					
4		X ²			
5				X ¹	

RISK RATING (X¹) = (L X S) = 20 (HIGH RISK) – Before controls are implemented

RISK RATING (X²) = (L X S) = 8 (MEDIUM RISK) – After controls are implemented

This risk assessment summary should be used to inform staff of the revised COVID-19 safety controls that have been implemented for the protection of staff and visitors

This document has been sent to all sites and staff and must be acknowledged on the internal electronic platform (Selima).

Any queries should be raised in the first instance with your General Manger, but can also be raised with your Operations Manager or Charlotte Land (EHA), who will be happy to explain things in further detail

Thank you very much for taking the time to read these control measures and acknowledging them on Selima. They are being put in place for yours and our guests protection so they must be complied with at all times. If you have any issues or concerns, these should be raised immediately

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UPDATED: 23rd September 2020

COVID-19 SAFETY CONTROLS

PERSONAL HYGIENE PRACTICES FOR ALL EMPLOYEES:

1. Extremely vulnerable and vulnerable staff are not encouraged to return to work
2. Staff must complete the COVID-19 Reopening safely training prior to returning to work
3. Staff must complete the COVID-19 Return To Work questionnaire and declaration prior to returning to work
4. Staff should have completed other relevant compliance training prior to returning to work
5. Staff must wash their hands upon starting, during and after shifts and before and after starting every task
6. Staff must also use hand sanitiser throughout their shift to sanitise their hands
7. Staff should not have breaks in close proximity to each other
- 8. Staff must wear coverings (masks or bandanas) when in public areas at work. Non-compliance will be acted upon**
9. Staff must actively monitor their health on a daily basis prior to coming to work and report on any suspected symptoms prior to coming to work
10. Frequent hand washing can cause skin to dry out, so moisturise often to keep skin in good condition
11. Contractors and deliveries have been encouraged to visit outside of opening hours. If staff have interaction with them, hands must be washed before and after

COMSTOMERS, SOCIAL DISTANCING & CONTACTS:

1. Pre-booking has been encouraged on all social media platforms so we anticipate that we will be made aware of occupancy numbers prior to the day, this will help manage staff and working arrangements
2. Entrances and exits have been reviewed and where possible, one for entry and one for exit has been established (see site floor markings). Where this is not possible, entrances have good visibility so you can see oncoming traffic and prepare to socially distance
- 3. Entrances to venues and bathrooms will have hand sanitiser stations. These must be checked and refilled every morning**
- 4. Entrances will display Government QR codes. Guests must sign in before sitting down**
- 5. Guests must wear face coverings upon entering venues, and at all times other than when seated and eating or drinking. They must therefore wear face coverings when going to the bathrooms, and walking in or out before/after smoking**
6. Where possible for all employees and customers, social distancing has been implemented (ideally 2m). Some situations may not allow for this (serving tables food for example), so these situations should be kept to a minimum
- 7. Table service is compulsory, individuals are not allowed to order or collect from the bar**
- 8. The same staff should serve the same tables where possible, so as to limit the tables contacts**
9. Rather than checking on a table after serving food, tell them at the point of serving any food that they can call you back over if there are any issues, you will not return unless requested to do so
10. Staff should work in teams where possible to reduce contacts
11. All seating arrangements have been reviewed and rearranged to allow for social distancing. It is not expected that the sites tell people where to sit or in what groups
12. Orders must be taken by waiting staff or via the app
13. The menu has been cut back to make it simpler to understand and order. This will make the ordering process quicker and easier and therefore reduce time in close contact
- 14. Non-resident customers must leave the premises by 10pm, so last orders and drinking up time needs to be considered. Deliveries can operate after 10pm, but takeaways cannot**

15. **Residents can finish drinks that they have at 10pm, but cannot order subsequent drinks from the bar. They can have subsequent drinks in rooms**
16. **Maximum groups of 6 people only (indoors and outdoors)**

SEGREGATION OF AREAS & ITEMS:

1. You might be asked to work in zones in the premises. If asked to do so, staff must comply, behind the bar for example, or hosting a section of tables only
2. **Items should be allocated to individuals where possible: Tills, PDQ, scoops, tongs should be used by one person only**
3. **Items that have to be shared should be sanitised before and after use**
4. Offices, changing rooms and walk in cold stores and other confined spaces generally have a maximum capacity of 1
5. Any lost property must be collected in a fresh bin liner and then tied and tagged. The sticker tag should clearly state the date it was found on the premises and a description. This should then be kept in a secure staff area until collected

SIGNAGE:

1. Signs have been placed around the premises to inform guests of one-way traffic routes and social distancing. Staff must make themselves aware of this so as to be able to inform enquiring guests.
2. Menus will be displayed on blackboards and apps wherever possible so as to reduce the need for hard copy menus, however, should these be needed, they are disposable, so can be destroyed after single use
3. There is information on the website relating to all our COVID-19 controls. If a guest asks you about these, you can discuss them from a safe distance if you feel safe, or request the assistance of the Duty Manager or direct guests to the website

CLEANING AND SANITISING:

1. Staff **MUST** wash their hands upon arriving at the premises, before and after each task, regularly throughout the day and just before leaving
2. Guests are asked to use sanitising hand gel, which is available at all entry points, bathrooms and elsewhere throughout the premises
3. When collecting plates of food from the pass, staff must sanitise their hands prior to picking up the plate of food
4. Where items are disposable they must be discarded after use (paper menus, napkins, etc)
5. Where items are not disposable they must be sanitised after each guest use (trays, tables, chairs – including any arms, salt and pepper grinders, condiment bottles, etc)
6. If items are not disposable they must be sanitised after use by either the dishwasher or sanitising wipes or spray. The contact time of the sanitiser
7. The Cleaning Policy has been reviewed and increased throughout the premises. Frequent touch points (anything touched) will need to be cleaned on an hourly basis. Record will be kept of toilet cleaning, but will not be kept for other touch points, it is your responsibility to clean these points with sanitiser hourly if you are responsible for that area
8. Clean items with disposable blue roll rather than reusable cloths where possible, if reusable cloths are used, they should be washed after each use and not used multiple times
9. Glasses should be collected by staff rather than guests returning to the bar

STAFF TRAINING:

1. Staff **MUST HAVE** completed the online COVID-19 Returning to Work Safely training
2. Staff have been retrained in compliance matters
3. Staff have been given a copy of the Risk Assessment Summary to read and review for understanding
4. Staff will be required to complete refresher training in compliance subjects as per Company Policy

5. Staff responsible for sitting people down and controlling the numbers needs to be well trained and confident in the role. Good communication skills are key to this roles success

EMERGENCIES:

1. For a minor incident - Wash your hands before dealing with any incident, and if possible show that you have done that to the person needing treatment. Explain to them you have washed your hands. Step back. Maintain a safe distance (2m generally considered safe) 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 social distancing can be maintained
2. Understand what close Contact Means (I.E being within a 2m distance for more than 20 minutes). If this is the scenario then the risk of contracting COVID-19 does increase, hence having social distancing measures in place. This does not mean to say you cannot catch it in less than 20 minutes if someone within 2m is asymptomatic, it just means the risk increases. However the majority of first aid incidents will be short and brief and dealt with within 20 minutes

ENFORCEMENT:

1. **Staff have a duty to ensure that the Test and Trace system is adhered to. So observe customers doing this at the entrance, remind them politely when seating them**
2. **Staff have a duty to remind customers to wear face coverings**
3. **Non-complaint individuals could face a £200 fine**
4. **Non-compliant businesses could face a £10,000 fine**
5. **This is now the law, not guidance, so we must follow these control measures**

Name

Position

Signature

Date