

RISK ASSESSMENT (September) 2020 Guidance

This Risk Assessment and actions contained within are mapped to the **Keeping workers and customers safe during Covid-19** in restaurants, pubs, bars and takeaway services, *Covid-19 secure guidance for employers, employees and the self-employed* (June 2020) document produced by HM Government, and revised following the amendments that came into force as of the 22nd September 2020. With regards to the self-contained accommodation that is part of the business a review of the associated related document for hotels and other accommodation has been completed and the actions included within this document. Reasonable adjustments will be applied to all aspects of this Risk Assessment and associated actions where a customer requires it and it can be practicably done.

We have translated the guidance into specific actions pertinent to the nature, size and type of business that is the Theberton Lion; taking account of how it is organised, operated, managed and regulated. All measures identified to adhere to the guidance provided is monitored thus ensuring that our customers and employees are protected.

Theberton Lion COVID 19 RISK ASSESSMENT

1. **Coronavirus infection is acquired by 2 principle routes** - Whilst Coronavirus symptoms are often mild, it can cause acute illness & in some individuals death. Infection is acquired by 2 principle routes:
 - A. Airborne droplets carrying the virus which have been exhaled by an infected person. The risk is greatest when a person is displaying symptoms, but not all infected persons have symptoms. Coughs & sneezes increase infection risk. The virus can enter another person via mouth, nostrils or eyes.
 - B. Contamination of hands from touching a surface contaminated with virus particles (because an infected person has coughed or sneezed over it, or passed on the germs with their hands) & then touching your own face (mouth, nostrils, eyes) with your contaminated hands.

2. **Protect yourself from infection in 2 principle ways** - Assume everyone is infected:
 - A. **SAFE SOCIALISING** - Social distancing – as far as possible, keep the minimum distance advocated by government from all other people. This will reduce risk that you inhale airborne virus particles from an infected person.
 - B. **WASH HANDS REGULARLY** Ensure all team members wash hands frequently & vigorously using soap and water for 20 seconds in which they have been trained. They should avoid touching their face. This should be monitored throughout & take teams to task when not employed. Regular reminders will help employees adopt this safe behaviour.

EFFECTIVE HANDWASHING WITH SOAP & WATER IS YOUR BEST DEFENCE AGAINST INFECTION

- 3. Looking after your team** - Effective precautions must be employed which will significantly reduce transmission of the virus between people
 - A. All team members must complete in house Coronavirus Training before returning to work & on recruitment. This will make them aware of the controls within this RA (Risk Assessment). No team members may work unless they have completed the training.
 - B. Should a team member develop symptoms whilst at work, they should be sent home immediately to self-isolate.

- 4. Keep virus out of the building** – The Virus will only enter the building with another human. Either because they are infected or carry the virus on their hands. It is unlikely to be on stock delivered to the pub/restaurant.
 - A. Display a conspicuous sign that persons can read before entering the building, instructing persons with Covid-19 symptoms not to enter the building.
 - B. Brief team members not to come to work if they have symptoms, or have had symptoms in last 7 days OR someone in their household has had symptoms in previous 14 days.
 - C. Erect hand hygiene stations at both customer & team member entrances, together with signage requiring all persons on entering the building sanitise their hands. Team members must wash hands thoroughly & in accordance with their training, on arrival at work.
 - D. Unless travelling alone in a private vehicle, team members must not travel to work in their work clothing. They should change on arrival at work washing hands before & after changing. If changing clothes is impractical, e.g. due to lack of facilities, they should wear outer clothing over their workwear which can be removed on arrival.

- 5. Contractors** – You should instruct contractors to attend outside of trading hours when possible. If they are required to attend during trading hours, you should request they do the following:
 - A. Make an appointment with Tom Lagden (Proprietor)
 - B. Call from car park on arrival so that access can be arranged, maintaining social distancing & coming into contact with minimum number of people.
 - C. Suppliers should not enter the building unless absolutely necessary to undertake their work
 - D. Beer deliveries will require access to cellar compound
 - E. Always wear disposable gloves or wash hands after handling newly delivered stock.

What are the hazards	Spread of Covid-19			
Who might be harmed and how?	Staff, Visitors, Customers, Guests, Suppliers & Contractors Vulnerable groups such as those with existing underlying health conditions Anyone else who physically comes in contact with anyone at the Theberton Lion in relation to the business			
Section of KWCSdC19 document	Risk/Action required	Action taken	Action by & When	Completed & date of Review
I. Thinking about Risk	Covid-19 is a public health emergency. Everyone needs to assess and manage the risks of COvid-19, and in particular we are required to consider the risks to our employees and customers. We have a legal responsibility to protect our workers and others from risk to their health and safety. We are required and are committed to doing everything reasonably practicable to minimize them whilst acknowledging that we cannot completely eliminate the risk of Covid-19	Undertake a comprehensive Covid-19 Risk Assessment for all aspects of the business at the Theberton Lion, wet sales, dry sales (including takeaway) and accommodation provision.	TL & HM 27/06/20	28/06/20 22/09/20
		Amend and enrich existing processes and ways of working to minimize the risk of transmission of Covid-19 whilst operating the business of the Theberton Lion.	TL & HM	22/09/20
		Engage with the employees in ongoing assessment of how the practicality and effectiveness of any measures identified in the risk assessment.	TL	22/09/20
		Share the risk assessment and actions with all employees prior to their first shift back at work as part of the Covid-19 inhouse training and induction session.	TL & HM	
		Implement all recommendations in section I.1 Managing Risk and adapt the environment and working practices accordingly where it is reasonably practicable to do so.	TL	22/09/20
1.2	Sharing the results of your Risk Assessment	As per the guidance we will share the Risk Assessment with our workforce and engage with them regarding proposed actions to reduce risk.	TL 04/06/20	22/09/20
		We will publish the results of the Risk Assessment on our website.	TL 04/06/20 TL 04/06/20	28/10/20

		<p>We will display the government produced poster confirming that we have complied with the government’s guidance on managing the risk of Covid-19</p> <p>We will display the government required information to allow customers to download and access the Government Track & Trace App. In addition we will continue to collect all customer’s detail as per government guidance to support and facilitate track and trace service. All information is kept securely I the safe and destroyed after 21 days. The customer information form has bene updated to reflect the latest Government information and requirements, including the fact that service will be refused if customers refuse to provide their details, clearly provide false information or do not comply with the both the Government and the Theberton Lion’s rules and guidance regarding social distancing and ways of working.</p>	TDL & HM 22/09/20	
2. Keeping your customers and visitors safe	<p>Calculate the maximum numbers of customers that can reasonably follow social distancing guidelines at the Theberton Lion</p>	<p>Customers are only permitted to enter the building if wearing an appropriate face covering (unless exempt).</p> <p>Table service is in operation access all areas of the premises – there will be no service at the bar</p> <p><u>Tables at front of building outside (tables A & B)</u> Reserved in the first instance for the comfort and wellbeing of our customers that may need to queue.</p> <p><u>Bar Area</u> table 1 – 3 person capacity table 2 – 3 person capacity table 3 – 3 person capacity table 4 – 3 person capacity table 5 – 5 person capacity</p>	<p>TL & HM 27/06/20</p>	<p>22/09/20</p> <p>22/09/20</p> <p>22/09/20</p>

		<ul style="list-style-type: none"> • No vertical drinking permitted • Table service only • Maximum of 6 people (or table capacity) accommodated per any group. • Where advanced bookings have been made of 6 people, individual table orientation and capacity may be adjusted to accommodate so long as the overall capacity in the building is not increased, social distancing rules can still be adhered to and it does not impinge on the existing or other booked customers. • Front of House staff will make every effort to maximise social distancing between customers on tables by wherever possible not seating customers in the first instance at neighbouring tables. <p><u>Restaurant Area</u> table 6 – 4 person capacity table 7 – 4 person capacity table 8 – 4 person capacity</p> <ul style="list-style-type: none"> • No vertical drinking permitted • Table Service only • Maximum of 6 people (or table capacity) accommodated per any group. • Where advanced bookings have been made of 6 people, individual table orientation and capacity may be adjusted to accommodate so long as the overall capacity in the building is not increased, social distancing rules can still be adhered to and it does not impinge on the existing or other booked customers. • Front of House staff will make every effort to maximise social distancing between customers on tables by wherever 	<p>HM & TDL 22/09/20</p>	<p>22/09/20</p> <p>27/10/20</p>
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		<p>possible not seating customers in the first instance at neighbouring tables</p> <p><u>Beer Garden Area</u> table 9 – 4 person capacity table 10 – 4 person capacity table 11 – 3 person capacity table 12 – 3 person capacity table 13 – 2 person capacity table 14 – 4 person capacity table 15 – 5 person capacity</p> <ul style="list-style-type: none"> • No vertical drinking permitted • Table Service only • Maximum of 6 people (or table capacity) accommodated per any group. • Where advanced bookings have been made of 6 people, individual table orientation and capacity may be adjusted to accommodate so long as the overall capacity in the building is not increased, social distancing rules can still be adhered to and it does not impinge on the existing or other booked customers. 	22/09/20	
		<p><u>Extended Outside Area</u> table 16 – 6 person capacity table 17 – 6 person capacity table 18 – 6 person capacity table 19 – 6 person capacity table 20 – 2 person capacity table 21 – 2 person capacity</p> <ul style="list-style-type: none"> • Vertical drinking permitted for additional 10 people • Order at the bar 	22/09/20	27/10/20
			TL & HM	27/10/20

	<p>Reconfiguring indoor and outdoor seating and tables to maintain social distancing</p> <p>Also 2.2 & 2.2.2</p> <p>Work with neighbouring businesses and local authorities to provide additional parking...</p> <p>Manage outside queues to ensure that they do not cause risk to individuals, other businesses or security risks</p>	<ul style="list-style-type: none"> • Maximum 6 individuals from multiple households can be accommodated within a group • Curfew for this area is from 8.30pm to respect the tranquillity for our guests staying in the accommodation. • Customers are not permitted to access the end of the garden (delineated by large bushes) to protect the privacy of our guests staying in the accommodation. Signs will make this clear <p>Maximum group size of 6 people only can be accommodated within the premises.</p> <p>Tables are spaced within social distancing guidelines and where it cannot be 2 metres then the following mitigation has been applied:- chairs are orientated so that people are back to back or side by side with a distance of at least 1 metre.</p> <p>All areas are table service only with orders taken by a member of staff by order pad, staff members will maintain social distancing of 1m+ with side to side communication. Order pad and pen will be used by single member of staff. All staff members wear face coverings in all front of house areas.</p> <p>Having increased our outside area (also 2.2.2) to accommodate customers, we have worked with the local community groups to facilitate car parking at the village hall thereby allowing greater distance between parked cars and to support safe queuing space at the front of the building.</p> <p>Customers are not to enter the building beyond the front porch until greeted by a member of staff who will confirm their booking and direct them to their table. Where a booking has not been made then customers will not be allowed to enter the building</p>	<p>TL</p> <p>TL 04/07/20</p> <p>FOH Staff 04/07/20 HM</p>	<p>28/06/20 22/09/20 27/10/20</p> <p>22/09/204 27/10/20</p>
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	<p>Manage entry of customers, and number of customers, so that all indoor customers are seated with appropriate distancing. Ensure that the Theberton Lion including areas of congestion, do not become overcrowded. Manage entry numbers</p> <p>Check in for guests staying in self contained accommodation, minimize contact and ensure keys are cleaned</p> <p>Also 7.1</p>	<p>until a member of staff has confirmed that there is a table available for them.</p> <p>The front porch is a waiting area for customers with signage upon arrival to reinforce social distancing requirements. This is also reinforced by front of house staff.</p> <p>Advance booking for drinks as well as food is actively encouraged, and promoted through welcome packs for guests staying with us.</p> <p>Accommodation keys are cleaned and left in the door of the self contained accommodation for guest check in. Staff members will not enter the accommodation when guests are there unless necessary and requested by guests. Staff will wear face coverings should they need to enter the accommodation. When guests check out they are asked to leave the key in the door.</p> <p>Booking in advance is encouraged. Should the FOH staff become aware that a customer has been dishonest regarding the number of guests within an intended booking – for example 2 groups appearing to be unrelated and then asking to be sat at neighboring tables, service will be refused</p>	<p>04/07/20</p> <p>TL 04/07/20</p> <p>04/07/20</p> <p>22/09/20</p> <p>TL 02/07/20</p>	<p>22/09/20 27/10/20</p> <p>22/09/20 27/10/20</p> <p>22/09/20 27/10/20</p>
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	<p>Encourage customers to use hand sanitizer or hand washing facilities as they enter the premises.</p> <p>Providing clear guidance on social distancing and hygiene to people on arrival</p>	<p>or customers required to move tables to ensure we are not promoting or supporting groups of more than 6.</p> <p>Customers are required to provide for names and contact number for all members in the group. This information will be recorded and kept for 21 days to facilitate test and trace processes as may be required. In accordance with ICO requirements, this information will be stored securely in a safe on the premises.</p> <p>Hand sanitizer is available on all inside tables, at the entrance to the building, behind the bar (for staff) and in the toilets in additional to hand washing facilities. (also 2.4, 4.1, 5.4)</p>	<p>FOH staff</p> <p>TL 04/07/20</p>	<p>22/09/20 27/10/20</p>
<p>2.2</p>		<p>Posters and floor marking are displayed throughout the premises to remind customers regarding hand hygiene, social distancing and expected behaviours. (2.4, 5.4)</p>	<p>All staff</p>	<p>27/10/20</p>
<p>2.2</p>	<p>Look at how people move through the building and adjust to reduce congestion and contact between customers.</p>	<p>Customer information form explicitly requires customers to sign to agree to adhere to the latest COVID guidance</p>	<p>All staff</p>	
	<p>Also 2.2, section 3</p> <p>Also 2.2 & 5.2</p>	<p>Floor marking have been applied to provide customers with clear guidance on the one way system through the building. (also 4.2, 7.1)</p>	<p>All FOH staff</p>	<p>22/09/20 27/10/20</p>
		<p>Both front doors (interior and exterior), restaurant window and back door to create a clean air flow throw the premises – REVIEWED - Where weather permits reasonable comfort of our customers, doors and the restaurant window will be open to promote air flow. Given the changeable weather at this time of year and the increased protection of all with mandatory face</p>		

<p>2.2.2</p> <p>2.3</p>	<p>Remind customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines</p> <p>Planning for maintaining social distancing in the event of adverse weather conditions, being clear that customers cannot be accommodated inside the building unless social distancing can be maintained.</p> <p>Contractor visits to be reviewed, revised to reduce interaction and overlap between people.</p> <p>Minimise customer self-service of food, cutlery and condiments to reduce risk of transmissions.</p> <p>Reduce the number of surfaces touched by both staff and customers.</p>	<p>coverings this will be assessed for each period of service. As additional mitigation all door handles will be sanitized on a regular basis throughout the service period to reduce any cross contamination.</p> <p>Children must remain seated at their allocated table (inside the building and in the beer garden) and must be accompanied to the toilet.</p> <p>In the event of adverse weather conditions for guests in the outside seating area, we cannot guarantee that guests can be moved into the building unless we can maintain the social distancing guidelines, within the criteria for groups that can be seated inside and remain within the customer capacity for the premises. No refunds can be given should adverse weather prevent customers from completing their drinks/meal when they are booked or have accepted a table in the outside service areas. This information is to be shared within the re-opening statement.</p> <p>Maintenance contractor works on a Monday when the premises is shut to customers.</p> <p>Suppliers encouraged to make deliveries outside of business hours. Deliveries to be made only to the cellar compound door or to the barn. Suppliers will not enter the building unless absolutely necessary and ensuring they comply with all regulations regarding face coverings, and should telephone or ring the doorbells when they arrive to alert staff to their presence.</p>	<p>All FOH staff</p> <p>FOH Staff</p>	<p>27/10/20</p> <p>22/09/20 27/10/20</p> <p>22/09/20 27/10/20</p> <p>22/09/20 27/10/20</p>
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	<p>Also 2.2.2</p> <p>Also 2.2.1</p> <p>Delivery of breakfast/meals to guests in accommodation</p> <p>Encourage contactless payments where possible and adjust location of card readers to social distancing guidelines</p>	<p>Cutlery and condiments only delivered to table when food has been served. All condiments will be sanitized following the use by customers at the table, these are delivered to the table in a cleaned table tidy.</p> <p>All service areas are table service only. Customers will be required to remain seated at their tables unless using the toilet facilities or leaving the premises, in which case they must have appropriate face coverings in place (unless exempt). There are no standing areas for customers in the indoor and beer garden seating areas. There is no service at the bar.</p> <p>We are operating a strict one way flow of customer movement through the building.</p> <p>Takeaway orders are taken over the phone with payment taken at the time of ordering, customers are given a time slot to collect. Takeaway customers will be asked to remain in the carpark and the takeaway will be delivered to them by a member of staff. Customers that enter the building for takeaway drinks or to collect food are required to be seated at a table and will have their order taken and be served at the table.</p> <p>Staff members will deliver food on trays leaving food on table outside the accommodation. Guests are asked to return the tray once finished so a staff member can retrieve the dishes.</p> <p>Only Contactless/Cards payments accepted, cash is not accepted unless the exact money is proffered, no change is given and any cash received is quarantined for 72 hours. Staff wash or sanitize hands after handling cash.</p>		<p>22/09/20 27/10/20</p> <p>22/09/20 27/10/20</p> <p>22/09/20 27/10/20</p> <p>22/09/20 27/10/20</p> <p>22/09/20</p>
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	<p>Adjusting processes to prevent customers form congregating at points of service</p> <p>Customer toilets Ensure that toilets are kept open and to promote good hygiene, social distancing and cleanliness in toilet facilities</p> <p>Also 5.4</p>	<p>Mobile card reader handset, all payments are completed at the table.</p> <p>Only staff will collect empty glasses and used crockery and cutlery from customers tables. The tray is cleaned following each use and the staff member will wash or sanitize hands regularly hands. Staff will avoid picking up glasses from the point that a customer has touched it with their lips.</p> <ul style="list-style-type: none"> • Customers are required to wear face coverings when entering, using and leaving the toilet areas. • Hand hygiene posters to be displayed in the toilets • Toilet doors will be propped open and windows opened where possible. • Toilets are operating on a 1 in 1 out policy (except where children or vulnerable persons require assistance). • Liquid handsoap, paper towels and hand sanitizer are provided in each toilet area along with hot and cold running water. • Additional bins have been placed outside each toilet. • Toilets are checked regularly to ensure clean and stocked • Toilets will be cleaned at least daily and where there is felt to be high usage then not less than once per work period. • Social distancing will be maintained by managing queues in the following way, ladies to queue near the gate and gentleman to wait by the fence approaching the male toilets. 		<p>22/09/20 27/10/20</p> <p>22/09/20 27/10/20</p>
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<p>3. Who should go to work</p>	<p>Everyone should work from home, unless they cannot work from home. It is recognized that for people who work in these types of workplaces, it is often not possible to work from home.</p>	<p>Furloughed workers are being returned to part-work in a staggered way and in line with anticipated business activity. The minimum number of staff required to operate safely and effectively are being rostered to work. Wherever possible we are reducing interaction with staff members from different households and keeping staff members 'partnered' where practicable to do so. (also section 3 & 4.4,7.1)</p>		<p>22/09/20 27/10/20</p>
<p>3.1 Protecting people who are high risk</p>	<p>Protect clinically extremely vulnerable and clinically vulnerable individuals</p>	<p>We have no clinically extremely vulnerable, clinically vulnerable or expectant mothers in our workforce. The line manager supports all staff via regular telephone calls with further support available to the workforce via the British Institute for Innkeepers (BII), Society of Independent Brewers Association (SIBA) and the Federation of Small Businesses (FSB),</p>		
<p>3.2 People who need to self-isolate</p>	<p>Make sure that employees who are advised to stay at home under existing government guidance to stop infection spreading do not physically come to work</p>	<p>Statutory sick pay due to Covid-19 guidance followed for all staff members.</p>		
<p>3.3 Equality in the workplace</p>	<p>Make sure that nobody is discriminated against</p>	<p>All actions within this risk assessment and changes to working practice and patterns do not negatively impact on any member of the workforce on the grounds of protected characteristics. There is one member of the workforce with a recognized disability and reasonable adjustments are put in place as necessary.</p>		

<p>4. Social distancing for workers</p>	<p>Ensure that workers maintain social distancing guidelines wherever possible, including arriving at and departing from work, while in work and when travelling between sites.</p> <p>Covers 4.4</p> <p>Covers 4.3 & 4.4</p>	<ul style="list-style-type: none"> • Staff arrive at staff entrance at staggered times, enter and wash hands. (also 4.1) • Staff personal belonging will be placed into a named container and stored in the barn which is securely locked during opening hours. • Any staff member that presents for work is presumed to be declaring themselves fit for work. Any staff member that feels unwell, and particularly with any of the recognised Covid-19 symptoms, or has knowingly been exposed to a person with confirmed Covid-19 should NOT come to work. Instead they should telephone as far in advance as possible to speak to their manager. • All staff encouraged to wash hands frequently, hand sanitiser available for FOH staff. • Kitchen staff have gloves for use when would usually be used in food preparation, as well as encouraged to increase frequency of hand washing. • Clear signage to remind kitchen staff regarding social distancing and ways of working are displayed in kitchen areas • Staff members either live on site, drive to work in private vehicle or walk to work. • Keys for various areas of the premises will be cleaned at the beginning and end of every shift. Staff members to wash their hands, both before and after using the keys. • Outside areas to be locked at all times and not left unsecured during opening times. • Staff uniforms are to be washed by staff member at 60 degrees and a clean uniform is required for each working day. • There is a designated 'pass' for food collection to be served to customers. Staff members will socially distance at this point. 	<p>All staff</p>	<p>22/09/20 27/10/20</p> <p>22/09/20</p> <p>22/09/20 27/10/20 To remind ALL staff</p>
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<p>4.2 Moving around venues</p>	<p>To maintain social distancing wherever possible, while people travel through the venue</p>	<ul style="list-style-type: none"> FOH staff only to enter the kitchen for the following reasons: to collect food from the pass to deliver to a customer's table, to wash hands at the designated sink or to clear used dishes via the designated route into the lean to, scrape, stack on trolley and wash hands before returning to the bar area. Orders are sent to the kitchen via the point of sale system. FOH staff to make use of ticket notes for amendments or messages to the kitchen. Kitchen staff to alert the FOH staff when food is required for collection at the pass via the use of bell. When there is more than one member of staff working in the kitchen they will operate in the different zones as much as practically possible to achieve the smooth running of the kitchen. Zones are cooking end, prep and pass area and lean to, staff will work side by side or back to back only when social distancing cannot be adhered too in the galley style kitchen areas. 	<p>22/09/20</p> <p>All staff</p>	<p>27/10/20</p>
<p>4.4 Food Preparation Areas</p>	<p>To maintain social distancing and reduce contact where possible in kitchens and other food preparation areas.</p> <p><i>Covid-19 is a respiratory illness, it is not known to be transmitted by exposure to food</i></p>	<p>Two designated members of staff (individually) undertake deliveries for takeaway food. Social distancing is maintained at all times</p> <ul style="list-style-type: none"> Staff to take breaks outside at staggered times Food served from designated pass area in kitchen, taken via the restaurant to customer's table. Used crockery and cutlery cleared from tables by staff are taken to the lean to where they are scraped, stacked and hands washed/sanitised prior to returning to the FOH area. <p>(5.4)</p>	<p>22/09/20</p> <p>27/10/20</p>	<p>Remind ALL staff</p>

<p>4.5 Entertainment</p>	<p>To maintain social distancing when providing entertainment within, or outside restaurants, pubs, bars and similar venues that serve food and drink</p> <p><i>For many restaurants, pubs and bars providing entertainment such as recorded music, live sports broadcasts, quizzes, live musicians or comedians are an important part of their business.</i></p>	<ul style="list-style-type: none"> • Only 1 person to be in lean to at any one time • Maximum of 2 people in main kitchen at any one time whilst observing social distancing of at least 1m+ (back to back or side by side working). <p>At this time we are not able to permit live music or performances.</p> <p>For the same reason vaping is no longer permitted inside the building</p> <p>Background music will be played inside at low levels so as not to encourage customers to raise their voices or sing in order to reduce increased risk of transmission through aerosol transmission.</p>	<p>FOH staff to note</p>	
<p>4.6 Meetings</p>	<p>Reduce transmission due to face-to-face meetings and maintain social distancing in meetings</p>	<p>Weekly Happy hour (Friday 5-6pm). Customers are encouraged to book a table for happy hour. We can only allow up to customer occupancy as detailed in this document, and no vertical drinking either inside the premises or in the beer garden.</p> <p>Staff meetings (when they need to occur) will take place outside and maintain social distancing.</p>	<p>Happy hour attendees to be made aware</p>	<p>22/09/20 27/10/20</p>
<p>4.7 Back of house common areas</p>	<p>Maintain social distancing while using common areas</p>	<p>We do not have any back of house common areas</p>		
<p>4.8 Accidents, security and other incidents</p>	<p>Prioritize safety during incidents</p>		<p>All staff to be aware</p>	<p>22/09/20 27/10/20</p>

	<ul style="list-style-type: none"> <i>In an emergency, an accident, provision of first aid social distancing is not required if it would be unsafe or prevent assistance.</i> 	<p>In first aid or emergency situations, where social distancing cannot be maintained the staff member in attendance will sanitize hands and apply a face covering where practical to do so. At the earliest opportunity following the incident and prior to any other task they will pay special attention to washing their hands and if necessary changing their clothes.</p>		
<p>5. Cleaning the workplace</p> <p>5.1 Before reopening</p>	<p>Make sure that any venue that has been closed or partially operated is clean and ready to restart including</p> <ul style="list-style-type: none"> An assessment of all sites that have been closed before restarting work Cleaning procedures and providing hand sanitiser before restarting work 	<p>All inside areas have been thoroughly cleaned and sanitised in preparation for reopening.</p> <p>All hand contact surfaces have been cleaned, and unnecessary items removed.</p> <p>Hand sanitiser is available at entrances, bar area, behind bar (for staff members) and in toilets as well as on every table inside the building.</p> <p>Kitchen areas have been thoroughly cleaned including the use of steam cleaning.</p> <p>Toilets have been thoroughly cleaned and paper hand towels put in place for customers to dry their hands. Additional bins have been put in place as well as hourly toilet check displayed in each toilet area.</p>	<p>HM</p> <p>HM</p> <p>TL & HM</p> <p>HM</p>	<p>22/09/20</p> <p>27/10/20</p>

<p>5.2 Keeping the venue clean</p>	<p>Keep the venue clean and prevent transmission by touching contaminated surfaces</p> <p>Also 5.4</p> <p>Also 5.4</p>	<p>Accommodation for guests have been thoroughly cleaned with all soft furnishing also cleaned.</p> <p>All water outlets have been regularly flushed/run throughout closed period and daily in the week prior to reopening.</p> <p>When customers leave the table it will be cleared, sanitised along with the contact surfaces of the chairs.</p> <p>Glasses and bar equipment are cleaned in the glass washer and wiped dry with clean galss towels which are changed for each period of service and laundered at 60 degrees . FOH staff to sanitise their hands before and after this task.</p> <p>All spirit bottles are wiped over at the end of a shift</p> <p>All other hand contact areas, inside areas, bar, light switches, door handles will be cleaned by FOH staff periodically as well as at the end of every work period as well as at the start of the day.</p> <p>Outside tables and hand surface areas will be cleaned each day prior to the start of the work period and between each customer group using the table (using the red card/green card system</p> <p>FOH staff sanitise their hands after collecting used glasses and dishes.</p> <p>FOH staff will sanitise their hands before and after touching cash from customers and before and after using the touch screen till and till drawer.</p> <p>Mobile card reader will be wiped down after each use.</p>	<p>HM</p> <p>HM</p> <p>All FOH staff to note</p> <p>FOH staff</p> <p>FOH staff</p> <p>FOH staff HM</p> <p>HM</p> <p>FOH staff</p> <p>FOH staff</p>	<p>22/09/20 27/10/20</p> <p>27/10/20</p> <p>22/09/20 27/10/20</p>
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<p>5.3 Keeping the kitchen clean</p>	<p>Cleaning of accommodation between guests</p> <p>To ensure the highest hygiene standards are operated in kitchen areas</p> <p>Also 5.4</p>	<p>Disposable menus are being used. Where they are in good condition they will be stored in a box and quarantined for 72 hours prior to being reused (supports our environmental ethos).</p> <p>Accommodation will be aired for at least 1 hour, all hand touch surfaces will continue to be thoroughly cleaned. Cleaning checklist to be reviewed to ensure that all areas are included. Linen is laundered at 60 degrees. Cleaner will adhere to increased frequency of handwashing and sanitisation during the cleaning process.</p> <p>Refreshments are in single use sealed sachets and wiped over prior to being left for guests, along with the container they are held in.</p> <p>Kitchen staff will wash their hands with increased frequency during the work period. (also 5.4)</p> <p>Kitchen staff will wash their hands prior to handling plates and cutlery and between each food preparation task.</p> <p>There is a designated bin in the lean to area for used dish towels. Dish towels are washed daily at 60 degrees and dish clothes are disposed of daily.</p> <p>Additional cleaning regime is in place – all containers removed from the fridge are wiped down/sanitised prior to being returned to the fridge.</p> <p>All dishes and tools used during a work period must be washed, dried and put away at the end of the service. We are operating a clear work surface policy in the kitchen.</p> <p>All hand surfaces including fridge doors and handles, cooker handles and taps handles are to be wiped down/sanitised at the</p>	<p>FOH staff</p> <p>FOH staff</p> <p>HM</p> <p>Kitchen staff</p> <p>Kitchen staff</p> <p>Kitchen staff</p> <p>Kitchen staff</p> <p>Kitchen staff</p>	<p>Remind FOH staff</p> <p>22/09/20 27/10/20</p> <p>27/10/20</p> <p>22/09/20</p> <p>22/09/20 27/20/20</p> <p>Remind ALL kitchen staff</p>
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	<p>Also 5.4</p>	<p>end of a work period. This is in addition to our normal end of service cleaning processes.</p> <p>Daily record sheets are to be completed and stored as usual in the appropriate folder/designated area and each kitchen staff member will have their own pen that they are responsible for cleaning at the start and end of each work period.</p> <p>Staff member to update the stock board in the kitchen having cleaned the wipeboard pen before and after use.</p>	<p>Kitchen staff</p> <p>All staff</p> <p>All staff</p>	<p>22/09/20 27/10/20 Remind ALL kitchen staff</p>
<p>5.5 Changing Rooms and showers</p> <p>5.6 Handling goods, merchandise, other materials and onsite vehicles</p>	<p>Minimize the risk of transmission in changing rooms and showers</p> <p>Reduce transmission through contact with objects that come into the venue and vehicles at the worksite</p>	<p>Not applicable. We do not have changing rooms and showers used by staff and customers.</p> <p>We are continuing with our cleaning procedures for goods and merchandise entering the site. Staff member receiving delivery of products will remove outer packaging (where practical to do so), wipe down and store appropriately.</p> <p>Shared equipment: beer pumps (kegs and cast) and soft drinks dispenser gun are wiped down regularly and staff members sanitise their hands before each use.</p> <p>Bag and box cider taps are wiped down at every work period and staff members sanitise their hands before and after use.</p>		<p>22/09/20 27/10/20</p> <p>Remind ALL kitchen staff</p> <p>22/09/20 27/10/20</p> <p>Remind FOH staff</p>

<p>6. Personal Protective Equipment (PPE) and face coverings</p> <p>6.1 Face coverings</p>	<p>PPE protects the user against health or safety risks at work.</p> <p>Where you are already using PPE in your workplace to protect against nonCovid-19 risks, you should continue to do so.</p> <p>All staff in front of house areas are required to wear face masks at all times.</p> <p>All customers (unless exempt), are required to wear face coverings in order to enter the building, as well as when moving around the building. Customers may remove face coverings only once they are seated at a table in order to eat or drink.</p> <p>Additional and updated signage has been put in place in all relevant areas</p> <p>Front of house staff to remind customers upon entering the building and refuse entry to those not wearing a face covering unless the customer declares an exemption.</p>			<p>22/09/20</p> <p>22/09/20</p> <p>22/09/20</p>
<p>7. Workforce Management</p> <p>7.1 shift patterns and working groups</p> <p>7.2 Work-related travel</p> <p>7.3 Communications and training</p>	<p>Please see where already cross referenced earlier in document</p> <p>Please see where already cross referenced earlier in document.</p> <p>Make sure all workers understand Covid-19 related safety procedures</p>	<p>No additional action required</p> <p>No additional action required</p> <p>As previously stated all workers will receive a Covid-19 induction prior to their first shift, this will include sharing the contents and actions from this Risk Assessment and specific discussions</p>	<p>TL & HM</p>	<p>22/09/20</p> <p>27/10/20</p> <p>27/10/20</p>

<p>7.3.2 Ongoing communications and signage</p>	<p>Make sure all workers are kept up to date with how safety measures are being implemented or updated</p>	<p>regarding impact on the individuals working practice. This will be held outside and maintain social distancing.</p> <p>Regular telephone welfare call to touch base and support workers as well as provide an opportunity for feedback on practicality and effectiveness of working practices.</p> <p>Government/ officially approved posters to reinforce key messages displayed around premises.</p> <p>All workers to be notified of updates of the risk assessments and any likely impact on their working practice as soon as reasonably achievable.</p>	<p>TL Ongoing</p> <p>TL</p> <p>TL</p>	<p>All staff to read and sign updated RA</p>
<p>8. Inbound and outbound goods</p>	<p>Maintain social distancing and avoid surface transmission when goods enter and leave the site, especially in high volume situations, for example distribution centres, dispatch areas.</p>	<p>Please see previous sections in relation to receiving deliveries and takeaway services.</p> <p>No additional actions required.</p>		

Risk Assessment control table: The following table is a checklist for your risk assessment. If you answer “no” for any item you should provide further information on what alternative actions you are able to take to mitigate the risk.

	Control implemented (please tick Y/N)	Yes	No	If a control has not been employed, what alternative control / actions taken to resolve
1.0	CUSTOMER			
1.1	Customer encouraged to pre-book tables.	√		
1.2	Walk-ins permitted if tables are available.	√		
1.3	Vertical drinking will not be permitted	√		
1.4	Put tape on floor parallel to bar to ensure safe social distance of anyone working behind the bar using 1m+			
1.5	Need to manage door during peak periods to ensure customers are not bunching inside the pub. Queuing at entrance or in car park might be necessary & social distancing may need to be encouraged via the door host.		√	Queueing system in place at front of building, FOH staff manage customers entering the building Additional staff employed for peak times
1.6	Service area must be set up to maintain social distancing, some tables & chairs removed or clearly marked as out of use.	√		
1.7	A single customer entrance has been identified with a separate exit door to ensure one-way flow of customers. Signage makes this clear.	√		
1.8	Alternative access point may be necessary for persons with impaired mobility. Ensure a plan is in place & team are aware of this.	√		Reasonable adjustments will be made as required by customers, managed by FOH staff.
1.9	Customer toilets are managed for single entry or sufficient urinals, hand wash sinks & toilet cubicles are taken out of use to maintain social distancing.	√		
1.10	Pinch points where social distancing cannot be maintained have been identified & suitable precautions employed. **Insert detail controls below or make a note if there are no pinch points	√		Pinch point at gateway to extended outside area, operating one in one out thoroughfare with priority to those entering the extended outside area. Pathway to be kept clear
1.11	If possible, open windows etc. to increase flow of external air into building.	√		Assessed for each work period and managed accordingly for adverse weather and customer comfort

	Control implemented (please tick Y/N)	Yes	No	If a control has not been employed, what alternative control / actions taken to resolve
2.0	TEAM			

2.1	Team members can stagger breaks & take them away from customers or at least maintain social distancing.	√		
2.2	Team members have been allocated to specific shift teams. Switching between teams should not take place unless absolutely necessary and only with approval.	√		
2.3	Team meetings will occur outside with social distancing. Any necessary one to one meeting must observe social distancing.	√		
2.4	All staff members are assigned to a specific work areas and the work areas are set up to minimize contact with colleagues.	√		
2.5	Keep uniforms clean. This gives customers confidence.	√		
3.0	BAR SET UP			
3.1	All areas are table service only with drinks ordered, paid for and served at the table. Drinks are served on a tray which is cleaned after each use. Bar staff to sanitise their hands between each task. Spirit bottle, wine bottles and hand pumps should be cleaned & sanitised at the end of each shift or on change over.	√		
4.0	KITCHEN SET UP			
4.1	Social distancing must be maintained in the kitchen. If this is not possible, then only one person to work in each kitchen area. More preparation & cleaning time may be required outside of trading hours.	√		Signage displayed to remind staff – 22/09/20

	Control implemented (please tick Y/N)	Yes	No	If a control has not been employed, what alternative control / actions taken to resolve
	KITCHEN SET UP CONTINUED			
4.2	Record here, number who can work in kitchen. Do not include staff collecting food for service. <div style="border: 1px solid black; width: 40px; height: 20px; display: inline-block; text-align: center; margin-left: 100px;">2</div>	√		Each working in dedicated area of kitchen with 1m+ social distancing.
4.3	All tools, equipment and crockery and cutlery to be washed, dried and put away at the end of each shift. Clear work surface policy	√		

4.4	Do not share pens when completing due diligence paperwork.	√		
4.5	Disposable gloves should be worn for taking in food deliveries & then discarded once this task is complete. Remembering to wash hands after use.	√		
4.6	Only one person in walk in storage space at a time.	√		
4.7	Do not allow delivery drivers to enter the BOH (Back of House) area.	√		
5.0 HAND SANITISER DISPENSES				
5.1	Should be installed FOH (front of house) and BOH (back of house).	√		
5.2	At customer & team member entrance.	√		
5.3	Adjacent to working till, one for team & another for customers.	√		
5.4	BOH in location for frequent use.	√		Kitchen staff encouraged to increase frequency of handwashing as preference to hand sanitizing
6.0 REDUCE CONTACT				
6.1	Card and contactless payment only payments accepted	√		Cash only accepted if exact amount proffered, no change is given
6.2	Identify a single till where customers can order & pay for food. Put tape on floor to identify social distancing requirements.	√		No longer applicable as all areas table service only – 22/09/20
6.3	Touch screen till, till drawer will be used by staff that have sanitized their hands. Mobile card machine, which is cleaned after each use.	√		
6.4	Any cash transactions should ask customer to place cash on the plate and step back following social distancing throughout the transaction, change provided from a clean float on a clean plate. Cash quarantined for 72 hours in a cash tin.	√		No longer applicable as card/contactless payment only

	Control implemented (please tick Y/N)	Yes	No	If a control has not been employed, what alternative control / actions taken to resolve
REDUCE CONTACT CONTINUED				
6.5	Customers will be expected to remain seated; food & drink will be taken to their table	√		Revised and updated – 22/09/20
6.6	FOH to deliver plated food & drinks to tables & to collect used crockery & glassware. In such circumstances social distancing cannot be maintained. Keep	√		Revised and updated - 22/09/20

	contact time with customers to a minimum. Ensure adequate face masks/coverings are worn at all times in front of house areas.			
7.0	TABLE SET UP & TURNING			
7.1	Tables will be left empty between customers.	√		
7.2	Cutlery & condiments will be brought to table at same time food is served.	√		
7.3	Single use napkins only	√		
7.4	Clear, clean & sanitise tables & chair backs (where customers may have touched them) between each party of customers.	√		
7.5	If necessary, return table & chairs to safe distance from others.	√		Revised – clear signage displayed advising customers not to move orientation of chairs etc
7.6	Wear gloves and use glass trays to collect empty glasses. Do not put fingers where customers mouths have been.	√		Revised and updated – Staff to sanitize their hands after collecting used glasses, gloves not mandatory
7.7	Always wash/sanitise hands after clearing tables & glassware.	√		
7.8	A pedal bin with close fitting lid, must be provided for staff to dispose of face masks & disposable gloves.	√		Revised and updated – not applicable, suitable bin is available as may be required.
8.0	CLEANING MONITOR			
8.1	Touching of some surfaces is unavoidable. Frequent cleaning with suitable sanitizer will kill the virus if it is on the surface	√		
8.2	Use your nominated cleaning sanitiser	√		
8.3	Increase frequency of cleaning of all surfaces that are frequently touched. These include door push plates & handles, till buttons, card machines & office keypads, toilet handles & all taps, tables & chairs.	√		

I declare this business is compliant with Covid-19 Secure guidelines & can safely trade and I have reviewed the Risk Assessment with each member of my team as outlined below.

SIGNED:		PRINT NAME:	
DATE:		JOB TITLE:	

Team:

By signing I agree and understand the controls that I must follow as outlined in the Risk Assessment above

TEAM MEMBER NAME	SIGNATURE	DATE
Helen Murray		
Jonathan Skipper		
Ruth Brown		
Andrew Taylor		
Will Murray		
Maddy		