



The Royal Oak

Cogenhoe

Risk Assessment as at: 28 September 2020

Prepared By: Mrs Kath Garner

COMPANY:	The Royal Oak	LOCATION:	Cogenhoe, Northamptonshire	ASSESSMENT DATE:	28 September 2020
				REVIEW DATE:	Following change to Government direction
OPERATION:	General Risk Mitigation	COMPLETED BY:	Kath Garner	REFERENCE No:	RO003

What are the Hazards?	Who Might be Harmed and How?	What is Being Done to Mitigate this Risk?	Risk Rate Now	What Additional Actions are Required?	Who is to Conduct this Activity? When is it to be Done By	What will be the Residual Risk
Slips, Trips & Falls	Staff, customers, contractors and delivery people slipping, falling and tripping	<ul style="list-style-type: none"> <li>• Only clean floors out of hours.</li> <li>• Clean up spills immediately using correct materials and leave floor dry.</li> <li>• Keep work areas clean, dry and tidy.</li> <li>• Provide and use drip catchers.</li> <li>• Maintain all equipment to prevent leaks.</li> <li>• Provide good lighting in all areas.</li> <li>• Ensure all access points to the cellar are closed and locked at all times when not in immediate use.</li> <li>• Keep stairs and passage ways clear.</li> <li>• Secure all rugs and carpets.</li> <li>• Use secured doormats during wet weather.</li> <li>• Leave no loose or trailing cables.</li> <li>• Ensure all steps and stairs have non-slip finishes.</li> <li>• Ensure all outside areas, paths and pavements are, where possible, flat and smooth and where they are not indicate this using clear signage.</li> <li>• Brief staff on these procedures and instruct them to supervise customers, contractors and delivery personnel in accordance with these procedures.</li> <li>• Correct footwear is to be worn by all staff at all times.</li> </ul>				
Bar Activities	Staff, customers, contractors and delivery personnel may injure	<ul style="list-style-type: none"> <li>• Clear glasses, crockery and bottles and immediately after use.</li> <li>• Only wash and dry glasses and crockery in designated areas.</li> </ul>				

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	themselves on bar stock, glasses, crockery and on associated equipment.	<ul style="list-style-type: none"> <li>Only store glasses, bottles, barrels and crockery in designated areas.</li> <li>Only trained personnel are to operate, change and handle optics, bottles, glasses, crockery and barrels.</li> <li>Store barrels and boxes safely and securely and only in designated areas.</li> </ul>				
Falls from Heights	Staff, contractors and delivery personnel could fall down stairs, off decking and into the cellar.	<ul style="list-style-type: none"> <li>Check hatches are closed and secured when not in use.</li> <li>Prevent unauthorised access to hatches when they are in use.</li> <li>Ladders are to be suitable for the work to be conducted, secured top and bottom when in use, used by trained, fit and healthy staff and all use of ladders is to be directly supervised.</li> <li>Contractors working at height are to be correctly qualified, certified and in-date.</li> <li>All banisters, deck balustrades and all other fall prevention barriers are to be inspected at least quarterly and are to be fit for purpose at all times.</li> </ul>				
Cellar Activities	Staff, contractors and delivery personnel could injure themselves while working in or accessing the cellar	<ul style="list-style-type: none"> <li>Only qualified personnel are to access and work in the cellar.</li> <li>All hazards are to be clearly marked.</li> <li>No work or to be done or access attempted without first turning on adequate lighting.</li> <li>No one is to work in the cellar alone without first informing the Duty Manager who is then to make regular checks to ensure staff remain safe.</li> <li>All cellar activity work is to be conducted by qualified, in-date personnel.</li> <li>Adequate and appropriate MHE is to be used when moving stock into or around the cellar.</li> </ul>				
Violence	Staff, contractors and delivery personnel may face	<ul style="list-style-type: none"> <li>Staff are to adhere to the legal requirement not to sell alcohol to intoxicated people.</li> </ul>				

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	injury and / or stress from aggrieved customers, visitors, neighbours or passers-by.	<ul style="list-style-type: none"> <li>• Staff are to be trained in conflict resolution and on how to de-escalate heated situations.</li> <li>• Police should conduct regular visits and staff should know how to summon the police.</li> <li>• An incident log is to be kept and maintained.</li> <li>• A list of barred customers is to be maintained in log.</li> <li>• Cashing-up is to be conducted during closed hours and out of site.</li> <li>• All external doors are to have at least 2 locks or bolts and all are to be well maintained and serviceable.</li> <li>• All incidents are to be promptly and thoroughly investigated.</li> </ul>				
Kitchen Activities	Staff, contractors and delivery personnel could injure themselves while working in or accessing the kitchen.	<ul style="list-style-type: none"> <li>• Only qualified and / or authorised personnel are to access and / or work in the kitchen.</li> <li>• All hazards are to be clearly marked.</li> <li>• No work or to be done or access attempted without first turning on adequate lighting.</li> <li>• No one is to work in the kitchen alone without first informing the Duty Manager who is then to make regular checks to ensure staff remain safe.</li> <li>• All kitchen activity is to be conducted by qualified, in-date personnel.</li> <li>• Adequate and appropriate MHE is to be used when moving stock into or around the kitchen.</li> <li>• Clean-up spills immediately using correct materials and leave the floor dry.</li> <li>• Keep work areas clean, dry and tidy.</li> <li>• Provide and use drip catchers.</li> <li>• Maintain all equipment to prevent leaks, damage and injury.</li> <li>• Provide good lighting in all areas.</li> </ul>				



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		<ul style="list-style-type: none"> <li>• Staff are only to carry raw ingredients, hot and cold food and all other associated materiel within the limit of their physical capabilities.</li> <li>• Correct safety and protective clothing and footwear is to be worn by all kitchen staff at all times.</li> <li>• Only trained and authorised personnel are to operate, clean or service cookers, hobs, grills, ovens, filters, fans, fryers, blenders, knives and any other kitchen appliance (including hot and cold water supplies and gas).</li> <li>• All personnel with access to the kitchen are to know and be confident in appliance and water emergency shut-down procedures.</li> <li>• All food is to be purchased, transported, stored, prepared, cooked, served and disposed of in accordance with national law and officially endorsed HACCP Plans.</li> </ul>				
Transport	Staff, contractors, delivery personnel and guests may be injured by vehicles accessing or passing the property.	<ul style="list-style-type: none"> <li>• Reversing vehicles are to be supervised by driving teams when possible.</li> <li>• If hi-visibility clothing is available it is to worn by driving teams during all carpark activities.</li> <li>• Gates to the carpark are to be closed on Monday when the property is closed.</li> </ul>				
Garden and External Spaces	Staff, contractors, delivery personnel and guests may be injured when accessing and / or using outside areas, external spaces and the garden.	<ul style="list-style-type: none"> <li>• Keep all external spaces clean, tidy, in good repair and clearly sign-posted at all times.</li> <li>• Secure all out-of-bound areas and clearly label them as such.</li> <li>• Provide adequate machinery and tools to maintain outside areas; train personnel to use this equipment correctly; only let trained personnel use it; supervise its use.</li> <li>• Maintain all equipment in a good state of repair.</li> <li>• Provide good lighting in all areas.</li> </ul>				

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		<ul style="list-style-type: none"> <li>• Keep stairs and passage ways clear.</li> <li>• Provide non-slip surfaces where slip hazards exist.</li> <li>• Use secured doormats during wet weather.</li> <li>• Leave no loose or trailing cables.</li> <li>• Ensure all outside areas, paths, pavements, car parks and associated areas are as free from trip hazards as is reasonable.</li> <li>• Brief staff on these procedures and instruct them to supervise customers, contractors and delivery personnel in accordance with these procedures.</li> </ul>				
Manual Handling	Staff, contractors and delivery personnel could injure themselves when lifting heavy loads.	<ul style="list-style-type: none"> <li>• Use MHE to move heavy loads whenever possible.</li> <li>• Teach all staff correct lifting techniques.</li> <li>• Use correct lifting techniques at all times.</li> <li>• Use 2 or more people to lift and move heavy loads.</li> </ul>				
Cleaning and Repair Activities and Preparing for Events  (including changing light bulbs, the use of ladders and step-ladders, decorating, switching on appliances, using hoses, lighting and operating fires)	Staff could injure themselves when cleaning, repairing, preparing for events and operating fires.	<ul style="list-style-type: none"> <li>• Use correct cleaning and repair products, correct equipment and correct PPE at all times when cleaning, repairing, preparing for events and / or lighting fires, and use them in accordance with operating, storage and disposal instructions.</li> <li>• Do not clean or repair above 2m without correct training and equipment.</li> <li>• All cleaning and repairing above 2m is to be conducted by trained and qualified personnel.</li> <li>• Follow HAZMAT procedures when handling chemicals / HAZMAT or when cleaning chemical and / or hazardous material spills.</li> <li>• All cleaning of voids, ceiling spaces, confined spaces and shelves above 1.75m is to be directly supervised.</li> </ul>				

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		<ul style="list-style-type: none"> <li>Care is to be taken on wet floors and when handling wet equipment, stock and materiel to prevent spills, slips and trips.</li> <li>All repairs are to be conducted by trained, qualified and in-date personnel using the correct equipment and procedures.</li> <li>Powered equipment is to be stored, used, operated and charged in accordance with the manufacturers operating instructions.</li> <li>Check all wiring, water and gas fittings and supplies at least every 5-years for serviceability. Gain and maintain certificates of safety and compliance.</li> <li>Show staff where water and gas shut-off valves and the electricity fuse boxes are and rehearse them in closing down these systems using these control points.</li> <li>All cut off systems are to be accessible at all times.</li> <li>Only light and operate fires in accordance with the Royal Oak Fire Risk Assessment.</li> </ul>				
Gas	Staff and others could be at risk from fire and explosion if gas equipment is not stored, maintained and operated correctly.	<ul style="list-style-type: none"> <li>All gas appliances are to be installed, operated, serviced and maintained in accordance with the manufacturer's instructions.</li> <li>Staff are to be trained to recognise and report faults.</li> </ul>				
CO2 Leakage	Staff may be injured by CO2 when charging and / or changing CO2 powered equipment.	<ul style="list-style-type: none"> <li>Only correctly trained and certified staff may change CO2 operated machinery.</li> <li>The CO2 operating environment must be maintained in accordance with BBPA guidelines.</li> <li>The cellar must be adequately ventilated at all times.</li> </ul>				
Pressurised Equipment	Risk of explosion from over-pressurised pump	<ul style="list-style-type: none"> <li>All pressurised systems must be installed, maintained and operated in accordance with the most up-to-date BBPA Code of</li> </ul>				

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	systems or damaged cylinders.	<p>Practice and have an in-date installation and maintenance certificate.</p> <ul style="list-style-type: none"> <li>• Only trained and qualified staff may operate and change pressurised systems.</li> <li>• Cleaning containers must be capable of accepting the maximum pressure of the system and labelled to avoid confusion with other cleaning products.</li> <li>• Certificates must state the date of the next system service.</li> <li>• All damage must be reported immediately.</li> <li>• The minimum number of gas cylinders must be kept on the property and all are to be sourced from official suppliers.</li> <li>• Pressurised cylinders must be stored upright and in a way such that it prevents damage, minimise risk and such that it minimises collateral damage in the case of an explosion.</li> </ul>				
Noise	Staff suffering hearing damage from live and recorded music.	<ul style="list-style-type: none"> <li>• Locate speakers away from bar staff.</li> <li>• Allow staff to take regular breaks to reduce noise exposure.</li> <li>• Provide staff with ear plugs.</li> </ul>				
Fire	Staff and others could be at risk from fire, burns and smoke inhalation.	<ul style="list-style-type: none"> <li>• Complete a fire risk assessment.</li> <li>• Conduct regular checks of fire escapes and access to them to guarantee speed of access and ease of operation.</li> <li>• Train staff and rehearse them in fire evacuation drills.</li> </ul>				
Working with Young People	Staff could be at risk by impacting the welfare, rights and freedoms of young people.	<ul style="list-style-type: none"> <li>• Only employ, hire, retain or otherwise use the services of young people in accordance with national law, national child protection guidelines and business best practice.</li> <li>• Train adult staff in the management and care of young people.</li> </ul>				



# RISK ASSESSMENT INDUCTION SHEET

Serial	Name	Date that Risk Assessment was Read	Signature
(a)	(b)	(c)	(d)
1	Katherine Garner	3 July 2020	
2	Colin King	3 July 2020	
3	Taryn0Blue King	3 July 2020	
4	Julia Moore	3 July 2020	
5	Emma Jones	3 July 2020	
6	Katy Neil	3 July 2020	
7	Elloitt Barnes-Ward	3 July 2020	
8	Joel Duneonson Greeves	3 July 2020	
9	Alfie Wreford	3 July 2020	
10	Jams Allen	3 July 2020	
11			
12			
13			
14			

# Royal Oak, Cogenhoe

## COVID-19

Risk Assessment and Risk Mitigation Measures

COMPANY:	The Royal Oak	LOCATION:	Cogenhoe, Northamptonshire	ASSESSMENT DATE:	28 September 2020
				REVIEW DATE:	Following change to Government direction
OPERATION:	Coronavirus (COVID-19) Mitigation	COMPLETED BY:	Kath Garner	REFERENCE No:	CV002

HAZARD	RISK LEVEL	CONTROL MEASURES	NEW RISK LEVEL	NEW CONTROLS REQUIRED	TARGET DATE
<p>Outbreak of Coronavirus COVID-19</p> <p>Risk to: All persons</p>	High	<p>Remind colleagues and customers daily only to visit the pub if they are well and no one in their household is self-isolating.</p> <p>The management will display signage at the entrances of the pub to remind customers of the risks posed by Corona Virus and of the measures in place at The Royal Oak to mitigate residual COVID-19 risk.</p> <p>Every person wishing to use the pub will be required to provide the following information to enable staff to assist Government Track and Trace activity should an outbreak of COVID-19 be linked to activity at The Royal Oak:</p> <p><b>Full Name</b></p> <p><b>Mobile Telephone Number</b></p> <p><b>Names of People in the same Group</b></p> <p>This information will be registered in a Visitor's Book and will only be accessed in the event of a linked outbreak of COVID-19.</p> <p>The Royal Oak will display a COVID-19 Compliance Certificate at every entrance to the pub.</p>	Medium	Review latest Government / World Health Organisation guidance and update as required.	On-going

HAZARD	RISK LEVEL	CONTROL MEASURES	NEW RISK LEVEL	NEW CONTROLS REQUIRED	TARGET DATE
<p>Poor Communications / Failure to educate staff and customers</p> <p>Risk of: Infection control</p> <p>Risk to: All persons</p>	High	<p>The management has initiated an on-going system of communication and education to educate staff on the risks posed by Corona virus and of the measures management is taking to mitigate these risks.</p> <p>All management and staff are to completed the Virtual Courses Prevent COVID-19 course (<a href="https://www.virtual-college.co.uk/courses/prevent-covid-19-free-training">https://www.virtual-college.co.uk/courses/prevent-covid-19-free-training</a>) prior to the pub opening and have conformation of their successful completion of the course recorded for retention and reference by the management of the Royal Oak.</p> <p>The following have completed the course:</p> <p>Katherine Garner Colin King Taryn-Blue King Julia Moore Emma Jones Katy Neil Elloitt Barnes-Ward Joel Duneonson Greeves Alfie Wreford Jams Allen</p> <p>Prior to opening management ran a training day on-site for all staff at which the COVID-19 management policy, safety and new operating procedures were discussed and demonstrated in detail. Rehearsals took place.</p> <p>Additional measures included development of a set of bespoke COVID-19 risk mitigation measures and messaging the local community to outline the key points of these.</p> <p>The Royal Oak actively promotes good hand and respiratory hygiene and the strict implementation</p>	Medium	<p>Review latest Government / World Health Organisation guidance and update as required.</p> <p>Consideration should be given displaying of posters on "cough etiquette", hand and respiratory hygiene.</p> <p>Consideration should be given to the displaying of posters on emerging best practice as this information becomes available.</p> <p>Changes to government policy may require additional training and rehearsal days.</p>	On-going

HAZARD	RISK LEVEL	CONTROL MEASURES	NEW RISK LEVEL	NEW CONTROLS REQUIRED	TARGET DATE
		<p>of COVID-19 infection control procedures.</p> <p>Updates are provided to all staff as government advice changes. Staff are to be in receipt of the most up-to-date information from Management before beginning work.</p> <p>A copy of this Risk Assessment and associated direction will be made available to the public on the pub's website and the pub's Facebook page.</p>			
<p>Personal Hygiene</p> <p>Risk of: Infection control</p> <p>Risk to: All persons</p>	High	<p>People should cover their mouth and nose with a tissue (not their hands) when they cough or sneeze. The used tissue should then be placed in a bin immediately.</p> <p>People should then wash their hands with soap and hot water for a minimum of 20 seconds. CATCH IT, BIN IT, KILL IT.</p> <p>People should wash their hands at least every 30 minutes using hot water and soap or use hand sanitiser gel if soap and water are not available.</p> <p>In addition, persons should try to avoid close contact with other people i.e. no shaking of hands etc.</p> <p>Staff will be aware of this requirement at all times and remind customers of it.</p> <p>Screens will be erected inside the Royal Oak to segregate staff and customer areas and to stop the spread of COVID-19 between these groups.</p>	Medium	<p>Review latest Government / World Health Organisation guidance and update as required.</p> <p>Ensure there is a ready supply of hot water, soap and also paper towels / hand drying facilities and rubbish bins.</p>	On-going
<p>Staff member with symptoms / close contact with persons with symptoms</p> <p>Risk of:</p>	High	<p>A staff member or customer experiencing symptoms similar to those present with the coronavirus (cough, sore throat, fever, breathing difficulties, chest pain), or who has had close contact with someone experiencing these symptoms, must not come to the pub.</p>	Medium	<p>Review latest Government / World Health Organisation guidance and update as required.</p>	On-going



HAZARD	RISK LEVEL	CONTROL MEASURES	NEW RISK LEVEL	NEW CONTROLS REQUIRED	TARGET DATE
<p>Flu-like symptoms, Pneumonia, Breathing difficulties, Death</p> <p>Risk to: All persons</p>		<p>Staff members should contact their GP / Government helpline to notify them of their travel, current status and to receive further advice.</p> <p>The staff member or customer should then contact the pub management and update them in relation to their condition and advice they have been given.</p> <p>If the staff member or customer is advised by medical professionals to self- quarantine they must do so, and only return to work / the pub when the incubation period is over and symptoms have gone.</p> <p>If a staff member or customer becomes unwell with coronavirus related symptoms whilst on site they must make their way home immediately and inform the Management by telephone when they have done so.</p> <p>The person will be advised to liaise with their GP / Government helpline to seek further advice and are to ensure they reduce the likelihood of infecting other persons at all times i.e. may be advised not to use public transport etc.</p> <p>The working area of any staff member who suspects they may have contracted Coronavirus (including welfare facilities) will be subject to a “deep clean” in accordance with Government guidance.</p> <p>All other staff will be advised of any persons within the workplace who have shown signs of the infection and who are being tested for Coronavirus. However, the individual's identity will not be disclosed during any communication / updates to staff.</p>			

HAZARD	RISK LEVEL	CONTROL MEASURES	NEW RISK LEVEL	NEW CONTROLS REQUIRED	TARGET DATE
<p>Persons returning from travel in a High-Risk area</p> <p>Risk of: Infection control</p> <p>Risk to: All persons, including work colleagues</p>	High	<p>Staff and customers must follow Government advice if they have returned from travel overseas.</p> <p>This requires such people to “self-quarantine” for 14 days even if they do not have any of the symptoms.</p> <p>The management also advises these individuals not to return to work until after the incubation period is over and/or any symptoms have gone.</p>	Medium	Review latest Government / World Health Organisation guidance and update as required.	On-going
<p>Higher Risk Group</p> <p>Risk of: Infection control</p> <p>Risk to: Elderly, Pregnant women, Pre- existing medical conditions</p>	High	<p>Members of the public considered to be in the 'high-risk' category are advised to remain at home and not to visit the pub.</p> <p>All clients and members of staff in, or who consider themselves to be in a 'high-risk' category must inform the management of this before coming to or immediately on arrival at the pub.</p>	Medium	Review latest Government / World Health Organisation guidance and update as required.	On-going
<p>Cleaning</p> <p>Risk of: Infection control</p> <p>Risk to: All persons</p>	High	<p><b>General</b></p> <p>A cleaning regime is in place at the pub with dedicated cleaning protocols to ensure the workplace, including welfare facilities are serviced and suitably clean before opening and on a regular basis while the pub is open.</p> <p>All windows and doors will be open and remain open to encourage the circulation of fresh air.</p> <p>Every person entering The Royal Oak will be required to disinfect their hands at entrances (main and toilet entrances) using the resources available and to wear a face covering.</p>	Medium	<p>Review latest Government / World Health Organisation guidance and update as required.</p> <p>Consideration should be given to increasing the frequency of cleaning of frequently-touched communal areas, including door handles, kitchens, toilets, showers, bin lids, light switches, handrails and hot-desk keyboards, phones</p>	On-going

HAZARD	RISK LEVEL	CONTROL MEASURES	NEW RISK LEVEL	NEW CONTROLS REQUIRED	TARGET DATE
		<p><b>Work Stations</b></p> <p>Staff will be asked to disinfect their working areas at least every 30-minutes. All contact hazards are to be cleaned after each use to prevent cross-contamination.</p> <p><b>Customer Seating</b></p> <p>As customers leave a table staff will clean that table and its associated seats with disinfectant ready for the next customers.</p> <p><b>Tables</b></p> <p>Tables inside will be laid as guests take their seats to prevent contamination of cutlery and crockery when customers are not present. Tables will be cleared completely and disinfected between customer sittings.</p> <p><b>Toilets</b></p> <p>All toilets have been fitted with internal locks to facilitate a single use system.</p> <p>Toilets will operate a one-in one-out system. A sign will be displayed on the outside toilet door and customers entering to use that toilet are to turn the sign so the word 'occupied' is facing the next arrival. After using the toilet facilities customers will be asked (via signage) to turn the sign to 'empty' before returning to their seats.</p> <p>In addition, staff will conduct cleaning activity to disinfect toilets at least once every hour and to replenish disinfectant resources should this be required.</p>		and desks.	

HAZARD	RISK LEVEL	CONTROL MEASURES	NEW RISK LEVEL	NEW CONTROLS REQUIRED	TARGET DATE
		<p>The same staff will encourage customers to sanitize their hands before and wash their hands after using toilet facilities.</p> <p>Pub management has also increased the frequency of the cleaning of communal areas and has directed staff to disinfect these areas with a sanitiser/antibacterial cleaner. Particular attention is to be given to shared equipment and hand contact surfaces including work surfaces, tables, chairs, switches, door handles, push plates on doors, toilets, hand towel dispensers, taps etc.</p>			
<p>Social distancing</p> <p>Risk of: Infection control</p> <p>Risk to: All persons</p>	High	<p>Government direction remains extant – all members of staff and customers are to observe and adhere to the 2m spacing rule (or 1m with additional mitigation measures in place (such as the wearing of a face covering)) if absolutely necessary and 2m cannot be achieved). Where spacing has been closed to 1m it must be increased to 2m as soon as possible thereafter.</p> <p>The public spaces of The Royal Oak have been reconfigured to meet this requirement.</p> <p>All staff are all responsible for reminding visitors to the pub of this requirement and are to police it, as far as they are able without infringing the rules themselves, at all times.</p> <p>Customers are responsible for the behavior of their own children and social distancing rules must be adhered to at all times.</p> <p>In the event of bad weather outside customers may enter the pub until dedicated spaces are full at which time no more people will be allowed into The Royal Oak until someone leaves. The pub will then operate a one-in one-</p>	Medium	Review latest Government / World Health Organisation guidance and update as required.	On-going

HAZARD	RISK LEVEL	CONTROL MEASURES	NEW RISK LEVEL	NEW CONTROLS REQUIRED	TARGET DATE
		<p>out system from then on.</p> <p><b>Numbers of Customers by Identified Space</b></p> <p>It has been calculated that the maximum number of customers allowed on the premises of The Royal Oak (inside and outside) while maintaining social distancing of 2m (or a minimum of 1m with additional mitigation measure in place) is as follows:</p> <p><b>Outside Gardens:</b> 75 + 75</p> <p><b>Decking:</b> 36 on 6 tables</p> <p><b>Inside Drinking:</b> 15</p> <p><b>Inside Eating:</b> 28</p> <p>The Royal Oak will not allow customer numbers to exceed these figures. Mitigation measures are in place to ensure the total numbers identified above can use The Royal Oak as safely as possible within mandated Government guidelines.</p> <p>A maximum of 6 customers may gather in one space; social distancing is to be observed at all times.</p> <p>One space is defined as a table or designated area identified as such by signage at The Royal Oak.</p> <p><b>The Kitchen</b></p> <p>The minimum number of staff are to be in the kitchen at all times and consideration should be given to providing dedicated work spaces, equipment access and roles within the kitchen to allow social distancing to be maintained.</p>			



HAZARD	RISK LEVEL	CONTROL MEASURES	NEW RISK LEVEL	NEW CONTROLS REQUIRED	TARGET DATE
		<p>The kitchen should operate a 'one-way' system whenever possible.</p> <p>Contact between staff at 'handover' points is to be minimized at all times.</p> <p><b>Drinking</b></p> <p>Any customer wishing to order a drink may only do so by entering the property wearing a face covering.</p> <p>Orders are to be given to bar staff at the bar within marked areas to maintain social distancing.</p> <p>Having ordered, customers are to return to their seats (inside or outside on the decking) and wait for bar staff to bring them their drinks.</p> <p>A maximum of 6 people may share one table outside.</p> <p>Tables may not be moved.</p> <p>Social distancing must be observed at all times while people are sharing tables or space.</p> <p>Access (entry and exit) to the outside drinking area will be via the Car Park only.</p> <p>Empty glasses are to be left at tables once finished; staff will clear these as required.</p> <p>Customers should not attempt to re-use glasses or hand empty glasses to staff.</p>			

HAZARD	RISK LEVEL	CONTROL MEASURES	NEW RISK LEVEL	NEW CONTROLS REQUIRED	TARGET DATE
		<p>Empty glass containers are only to be handled by staff wearing PPE. Glasses are to be loaded into the glass washer only by staff wearing PPE. Staff required to collect glasses from tables or the gardens are only to do so while wearing PPE.</p> <p>Customers will not be allowed to enter the pub to drink or eat except as follows.</p> <p><b>Drinking Inside</b></p> <p>Customers entering the pub to drink may only do so via the rear entrance by the Gentlemen's toilets and must leave by the front entrance in the bar.</p> <p>Customers entering the pub, for whatever reason, are to wear a face covering at all times until they are seated.</p> <p>Customers may only drink inside if they are able to occupy a table and are to adhere to social distancing rules at all times if they do so. Once at a table they may remove their face covering.</p> <p>Orders for those drinking in the pub will only be taken, and can only be paid for at the dedicated, marked area at the Dining Room end of the bar.</p> <p>Once poured, drinks will be taken to tables by bar staff. Customers may not collect drinks from the bar themselves.</p> <p>Empty glasses are to be left on tables. Staff will collect glasses for cleaning and clean tables before a different group of customers can occupy that table.</p>			

HAZARD	RISK LEVEL	CONTROL MEASURES	NEW RISK LEVEL	NEW CONTROLS REQUIRED	TARGET DATE
		<p><b>Eating Outside:</b></p> <p>Customers wishing to eat outside at the pub may only do so on the deck.</p> <p>Customers eating outside may only do so at tables or within available space so long as social distancing rules can be maintained.</p> <p>A maximum of 6 people may share one table. Tables may not be moved. Social distancing must be observed at all times while people are sharing tables or space.</p> <p>Access (entry and exit) to the outside eating area will be via the Car Park only.</p> <p>Menus will be available inside the pub. Customers are to wear a face covering in the pub when collecting menus.</p> <p>Customers are to order food at the bar inside the pub and are to wear a face covering in the pub when doing so.</p> <p>When food is ready a member of staff will bring the food from the kitchen and place it on the table occupied by the customer.</p> <p>Food will be placed in that area by members of staff in the most convenient / safest way for staff and customers; this means food is unlikely to be placed next to individual customers.</p> <p>Empty cutlery and crockery should be stacked together by customers then staff will remove the pile for cleaning.</p>			

HAZARD	RISK LEVEL	CONTROL MEASURES	NEW RISK LEVEL	NEW CONTROLS REQUIRED	TARGET DATE
		<p>Customers should not attempt to hand dirty crockery or cutlery to staff.</p> <p>Crockery and cutlery are only to be handled by staff wearing PPE. All are to be loaded into the washer only by staff wearing PPE. Staff required to deliver or collect food to tables or the gardens are only to do so while wearing PPE.</p> <p><b>Eating Inside</b></p> <p>Customers wishing to eat inside at The Royal Oak may only do so in a maximum group size of 6 per table.</p> <p>Customers eating in the pub are to wear a face covering at all times unless seated.</p> <p>The pub will be marked with an entry / exit point linked by a walkway. Customers entering the pub to eat may only do so via the rear (garden) entrance and must leave by the front door in the bar.</p> <p>Customers may only eat inside if they are able to occupy a table and are to adhere to social distancing rules at all times if they do so.</p> <p>Once a table has been allocated customers must move immediately to that table and sit. Staff will arrive to take drinks orders and lay the table as soon as possible thereafter.</p> <p>Orders for those eating in the pub will only be taken at the customer's table and can only be paid for at that table.</p>			

HAZARD	RISK LEVEL	CONTROL MEASURES	NEW RISK LEVEL	NEW CONTROLS REQUIRED	TARGET DATE
		<p>Food will be brought to tables when it is ready and placed at that table by members of staff in the most convenient / safest way for staff and customers; this means food may not be placed next to individual customers.</p> <p>Empty cutlery and crockery should be left in place by customers for removal by staff for cleaning. Customers should not attempt to hand dirty crockery or cutlery to staff.</p> <p>Crockery and cutlery are only to be handled by staff wearing PPE. All are to be loaded into the washer only by staff wearing PPE. Staff required to deliver or collect food to tables or the gardens are only to do so while wearing PPE.</p> <p>Movement by customers through the Pub, for what ever reason, is to adhere to the movement control system in place (marked on the floor). Social distancing is to be maintained at all times.</p> <p><b>Take-Away Food</b></p> <p>Customers ordering take-away food may only do by telephone and must collect their food from the pub.</p> <p>Having ordered and paid for their food by telephone customers are to use the rear (garden) entrance of the pub to collect their order. On entering the pub by this entrance customers are to wear a face covering and follow lines marked on the floor to guide them to the right of the bar where they should wait, distanced from others waiting by 2m.</p>			



HAZARD	RISK LEVEL	CONTROL MEASURES	NEW RISK LEVEL	NEW CONTROLS REQUIRED	TARGET DATE
		<p>Once staff bring them their order customers are to exit the pub by front door in the bar.</p> <p><b>Deli</b></p> <p>Customers using the deli may only do using the rear (garden) entrance to the pub. On entering the pub by this entrance customers are to wear a face covering and follow lines marked on the floor to guide them to the left of the bar where they may wait, read menus and order.</p> <p>Orders are to be paid for using contactless payment or exact cash – no change will be given.</p> <p>Produce cards and cash are only to be handled by staff wearing PPE.</p> <p>Once staff give customers their produce and customers have paid they are to exit the pub by the front door in the bar.</p> <p><b>Queuing</b></p> <p>No 'drinking' clients will be allowed inside the pub unless they are able to seat themselves at tables.</p> <p><b>Carparking:</b></p> <p>All carpark spaces are to be used. Social distancing is to be maintained as customers move to and from their cars.</p> <p><b>Contravention</b></p> <p>Any customer who refuses, or who continually breaks any of these risk mitigation measures will be asked to leave.</p>			

HAZARD	RISK LEVEL	CONTROL MEASURES	NEW RISK LEVEL	NEW CONTROLS REQUIRED	TARGET DATE
		Failure to leave will result in the police being called for support.			
<p>Corporate Protection</p> <p>Risk of: Infection control, Eyes, mouth and nose</p> <p>Risk to: Individuals dependent on tasks performed</p>	High	<p><b>Staff</b></p> <p>All food and drink orders will be taken at the bar. Staff are to remain behind safety screens and wear appropriate PPE at all times when working in the pub.</p> <p>Staff delivering or collecting food and dirty glasses will be offered PPE commensurate with these tasks and will be trained to use it safely.</p> <p>All inside drinks may only be ordered and paid for at the dedicated area (Dining Room end of the bar).</p> <p>All drinks, having been ordered and paid for, will be delivered to client tables by bar staff in PPE.</p> <p>All inside food and drink orders for people eating inside are to be taken at tables.</p> <p><b>Customers</b></p> <p>Customers may only pay using contactless card payment or cash.</p>	Medium	Review latest Government / World Health Organisation guidance and update as required.	On-going
<p>Personal Protective Equipment</p> <p>Risk of: Infection control, Eyes, mouth and nose</p> <p>Risk to:</p>	High	<p><b>General</b></p> <p><b>Wearing of Gloves</b></p> <p>Where the management has identified the wearing of gloves is a requirement of the job an adequate supply will be provided. Staff will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely.</p>	Medium	<p>Review latest Government / World Health Organisation guidance and update as required.</p> <p>Staff and the public to be reminded that wearing of gloves is not a substitute for</p>	On-going

HAZARD	RISK LEVEL	CONTROL MEASURES	NEW RISK LEVEL	NEW CONTROLS REQUIRED	TARGET DATE
Individuals dependent on tasks performed		<p><b>Respiratory Protective Equipment</b></p> <p>Public Health guidance on the use of PPE (personal protective equipment) to protect against COVID-19 relates to health care settings. In all other settings individuals are asked to observe social distancing measures and practice good hand hygiene however, staff may utilise Respiratory Protective Equipment if they wish – Management at The Royal Oak will make this equipment available on request.</p> <p><b>Staff</b></p> <p>The management will provide gloves, coverings and face visors to staff. All the PPE will be disposed of safely at the end of each day apart from the visors which are to be named and sanitized for use the following week.</p> <p>Staff are to wash hands thoroughly for at least 20-seconds before putting face coverings on and before and after removing it.</p> <p>When wearing a face covering staff should avoid touching it to avoid cross-contamination.</p> <p>Staff should change their face covering if it becomes damp or it has been touched.</p> <p>Staff should continue to wash hands regularly and change / wash face coverings daily.</p>		good hand washing.	

HAZARD	RISK LEVEL	CONTROL MEASURES	NEW RISK LEVEL	NEW CONTROLS REQUIRED	TARGET DATE
<p>Mental Health</p> <p>Risk of: Mental health issues</p> <p>Risk to: All persons</p>	High	<p>Management will promote mental health &amp; wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help.</p>	Medium	<p>Review latest Government / World Health Organisation guidance and update as required.</p> <p>Line managers will offer support to staff who are affected by Coronavirus or who have a family member affected.</p> <p>Regular communication of mental health information and the operation of an 'open-door' policy.</p>	On-going
<p>Reputational damage</p> <p>Risk of: Damage to brand, Increased scrutiny, Increased stakeholder friction</p> <p>Corporate</p>	High	<p>Ensure all pub activity is being carried out is in accordance with Government legislation and guidelines nationally and regionally and in accordance with any local restrictions or hotspot mitigation measures.</p> <p>Frequent, proactive liaison with all stakeholders to ensure free-flowing, comprehensive, inclusive dialogue occurs, and has the ability to occur at all times.</p>	Medium	<p>Monitor all regular and emerging media and communications channels to identify emerging risk.</p> <p>Identify and establish mechanisms to gain the initiative on all emerging risk.</p>	
<p>Skin care and occupational health</p> <p>Risk of: Skin conditions, infection control</p> <p>All persons</p>	Medium	<p>A high level of personal hygiene and skin care must be observed at all times.</p> <p>Management will provide hand wash facilities / products at entrances and at toilets in the market. Staff are to avail themselves of these facilities at regular intervals throughout the working day.</p> <p>It is the responsibility of staff to use skin care / sanitising products in accordance with operating instructions.</p>	Low	<p>Consideration should be given to the provision of hand sanitisers in medium-risk areas i.e. adjacent to reception, hot-desks, welfare facilities, etc</p>	On-going

## Key Links:

- <https://www.gov.uk/coronavirus>
- Virtual Courses Prevent COVID-19 free course - <https://www.virtual-college.co.uk/courses/prevent-covid-19-free-training>)
- Public Health Advice - <https://www.publichealth.hscni.net/news/covid-19-coronavirus>
- Public Health Authority Guidance - <https://www.publichealth.hscni.net/>
- Hand Washing Guidance - <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>
- Communications - <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>
- Social Distancing Guidance - <https://www.publichealth.hscni.net/news/covid-19-coronavirus>
- Social Distancing Guidance for Vulnerable People - <https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people>
- HSE Face Coverings Guidance - <https://www.hse.gov.uk/news/face-covering-ppe-rpe-coronavirus.htm>
- HSE Guidance for Drivers, transport, delivery - <https://www.hse.gov.uk/news/drivers-transport-delivery-coronavirus.htm>
- HSENI Mental Health Guidance Coronavirus - <https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/www.hseni.gov.uk/stress>
- Health and Safety advice - <https://www.hse.gov.uk/news/coronavirus.htm>
- Hand washing - <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>
- Self-isolation - <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>
- Social distancing - <https://www.gov.uk/government/publications/full-guidance-on-staying-at-home-and-away-from-others> Includes pdf document to download.
- Coronavirus FAQ's - <https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do>
- Guidance for employers & businesses - <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19>
- Guidance for employees - <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-guidance-for-employees>
- Guidance on food delivery and takeaway - <https://www.cieh.org/policy/coronavirus-covid-19/resources/>
- Health and Safety Executive guidance on Corona Virus - <https://www.hse.gov.uk/news/working-safely-during-coronavirus-outbreak.htm>
- Working safely during COVID-19 in shops and branches - <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches>
- Guidance on Face coverings - [file:///C:/Users/juliac/Downloads/FSA-DEFRA-face-coverings%20\(1\).pdf](file:///C:/Users/juliac/Downloads/FSA-DEFRA-face-coverings%20(1).pdf)
- <https://assets.publishing.service.gov.uk/media/5eb96e8e86650c278b077616/Keeping-workers-and-customers-safe-during-covid-19-restaurants-pubs-bars-takeaways-230620.pdf>

## Risk Matrix Summary Explained

The numbers in the table below are calculated thus: Severity x Likelihood = Risk.

Severity						Risk Level		
Likelihood	Minor (1)	Major (2)	Critical (3)	Fatal (4)	Multiple Fatalities (5)	Level Control Measures Suffice  (Low)	Reduce The Risk As Soon As Possible  (Medium)	Control Measure Should Be Applied  (High)
Improbable (1)	1	2	3	4	5			
Remote (2)	2	4	6	8	10			
Possible (3)	3	6	9	12	15			
Probable (4)	4	8	12	16	20			
Frequent (5)	5	10	15	20	25			

### Likelihood

1. Improbable - not likely to be true or to happen
2. Remote - having very little connection with or relationship to occurring, appearing, or done infrequently and irregularly
3. Possible -
4. Probable - likely to happen or be the case
5. Frequent - occurring or done many times at short intervals

### Severity

1. Minor - Nips, cuts, skin rash, no lost time
2. Major - Requires Professional First Aid Advise (on site)
3. Critical - Requires Professional Medical Attention, take to Hospital
4. Fatal - Fatal
5. Multiple Fatalities - Multiple Fatalities

### Disclaimer

This is a dynamic Risk Assessment for dealing with the current COVID-19 situation in the workplace. It is not likely to cover all scenarios so stakeholders should consider producing their own risk assessments to cover COVID risk in their own, unique circumstances.

The responsibility for Health & Safety at The Royal Oak, Cogenhoe (and for carrying out associated risk assessments) rests with the management of The Royal Oak and, as such, it is the management's responsibility to ensure risk assessments are suitable and sufficient and that controls are implemented and are regularly updated.

The management of the Royal Oak takes all reasonable measures to identify and mitigate risk at the pub but this does not release staff and the public from their responsibility to assess risks to and to protect their own health and safety at all times – a requirement which, ultimately, must always lie with the individual.

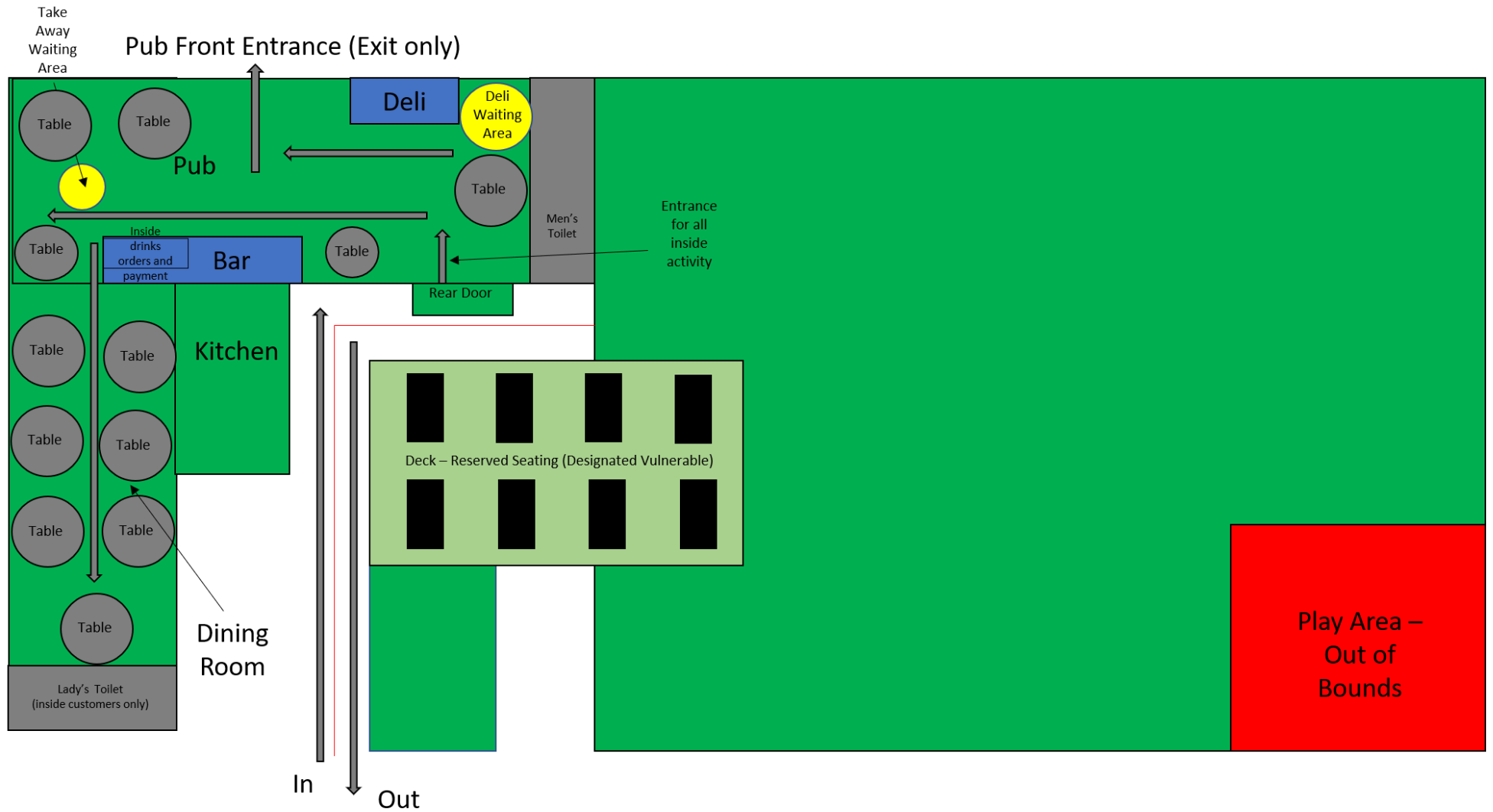
Having published this document, it is the responsibility of recipients to comply with the measures it mandates at all times and to raise any non-compliance and residual risk identified to staff and management of the Royal Oak at the earliest opportunity.



OUTLINE MITIGATION PLAN



MITIGATION SCHEMATIC – INDICATIVE ONLY





# 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](http://www.hse.gov.uk) or 0300 003 1647)