

COVID-19 Risk Assessment

Produced by Jack Halsall – Updated on Tuesday 22nd September 2020 by Jack Halsall



Key points (applicable from 24th September):

10 pm means closing, not last orders. The DOORS need to be closed which means last orders need to be called no later than 9:30!

All pubs, bars and restaurants must be table service only this is inside and outside – Managers ensure you have adequate staff – only put a waiter/waitress on for outside areas if the weather is good!

It will now be compulsory for customers to wear face coverings, though not whilst seated and eating or drinking, but when moving around premises (entering, exiting, using facilities etc.).

It will also become mandatory for staff to wear face coverings – Luke is looking at providing everyone with 1 mask but it is then your responsibility to provide your own – everyone MUST have a mask now

Non-compliance with these new regulations will result in £10,000 fines for businesses and £200 for a first offence of not wearing a mask.

Local authorities are being given extra funds to help the policing of these changes and the police will have access to military support, if needed.



INTRODUCTION...

The following assessment looks at ways we can potentially manage the risk of COVID-19. All government guidelines will be followed but this assessment looks at scenarios and how we plan to reduce the risk of COVID-19.

We will provide a main risk assessment and then investigate more specific areas of concern.

This Risk Assessment will be monitored and updated regular following the advice from the government.



COVID-19 MAIN RISK ASSESSMENT

The following assessment looks at how the sites will manage the risk of COVID-19 when they re-open. All government guidelines will be followed.

PEOPLE EXPOSED

Colleagues / Visitors and guests / Contractors / Members of the public

HAZARDS

Spreading COVID-19 amongst staff

By having no additional controls in place then the risks of someone bringing in the disease and spreading it further is possible.

Spreading COVID-19 to the wider public community

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

Increased violence and aggression

The public are not necessarily used to being told what to do in a pub environment. If restrictions are in place this may cause issues.



CONTROL MEASURES

Excellent personal hygiene practices by all employees

All staff members wash their hands at the beginning, during and after shifts. They are actively encouraged to clean their hands after every task completed. Contractors and visitors will be instructed to wash their hands-on entrance to the site Customers will be reminded as well with clear sanitiser stations, visible and with posters and regular toilet checks. Good personal hygiene practices should also be discussed for home life as well so that good personal hygiene is not just practised at work but at home too.

Zoning of working environments

To prevent the risk of cross over and not maintaining social distance, where possible working areas will be zoned. Staff will only be allowed to go into other areas after hand washing and only if totally required.

Maintenance of social distancing (employees and customers)

Where possible for all employees and customers must ensure the government guidelines on social distancing are being implemented where possible. It is regarded by the WHO and the HSE that there may be necessity of some operations where this may not be possible and social utility will be allowed as it is a benefit to the wider majority. All government guidance will be followed when this is issued by the government.

Maintenance of existing property equipment (Glass washers / Dishwashers/ Hot water)

All glass washers, dishwashers and hot water to be maintained. All statutory inspections will continue. If faults are discovered, then they are prioritised for repair.

Reviewing menu and number of covers and times the kitchen is open

To maintain social distancing we will review the menu, number of covers and times the kitchen is open. We will continue to monitor this on 4 weekly basis.



CONTROL MEASURES

Reviewing the back bar

We will regular monitor the back bars to ensure they are installed in such a way that this limits the cross over of any zones for staff members smaller back bars will find this difficult however all reasonable efforts will be made to complete this task.

Seating layout

All seating that can be moved will be positioned in such a way that there is social distancing in line with government guidelines. For fixed seating and where required we will consider closing off every other booth with signage and local enforcement. Both internal and external seating will be considered. This will be reviewed on an ongoing basis.

Hand sanitising stations

We will have a hand sanitizer station located at entrances were traffic flow is high. This with clear posters and signage encourages all types of customers, visitors are to wash and sanitise their hands as they enter and leave the site. Additional hand sanitising stations and reminder posters will be located throughout the pub.

Clear process for operators if they suspect an employee has COVID-19.

Clear policy and training will be provided on what to do if a member of staff has COVID-19, either suspected at work or within there close family and friends ring. All staff will compete a return to work assessment before coming back to work in the first instance. Staff will follow the sickness policy which has been updated considering COVID-19.

Majority of payments to be taken by contactless method

This will naturally increase as the public are getting used to paying this way. Cash should not be refused but with clear communication from posters we will be encouraging contactless or card payment, Cash should not be refused as this may affect the older or vulnerable categories, but the employee must wash or sanitise their hands after each cash transaction.



CONTROL MEASURES

Training and changing ways of working

Clear staff training needs to be provided for all members on COVID-19 and how to sensibly manage the risks. All staff need to have training on personal hygiene and as a company we may need to consider working practices. Staff will receive COVID-19 specific training and mandatory training will be up to date and within 1 year of completion. Regular updates electronically and via meeting communication will be circulated to all staff so they fully understand what COVID-19 is, how we are going to control it and what the most up to date government guidance is.

Traffic flow and markings to maintain social distance

To help the public maintain a social distance where possible a one-way system and barriers will be introduced to limit the numbers at the bar. This will be difficult to enforce and manage., ultimately this is one of the areas that social utility would apply as by enforcing, it may cause other issues.

Hand wash facilities at the bar

The bar has a hand wash basin to allow staff to wash their hands. This will be cleaned and maintained with soap available.

Adequate supply of all chemicals

Supply chain will be checked and monitored daily to ensure soap and sanitiser are available and all other cleaning options are available.



CONTROL MEASURES

PPE considerations- masks

All staff customers and other external visitors such as suppliers and contractors MUST wear a face covering while moving around the building and using facilities, face coverings can ONLY be removed when seated, eating and drinking.

PPE consideration - Gloves

When all other control measures have been exhausted , then PPE should be considered. It needs to be clear that gloves DOES NOT replace the need for excellent personal hygiene and the washing of hands as the best control measure against COVID-19. By wearing gloves gives false security. If gloves are needed, then the following should be used - 1-In the kitchen blue powder free vinyl gloves. They are food safe and easily detectable 2- For cleaning purposes then latex gloves should be used. They are stronger and more reliable.

Over hand washing

By more frequently hand washing you may be removing the healthy oils and good bacteria that defends against disease. A person may also suffer from hand dermatitis, due to over washing, we will advise staff to use barrier creams.

Violence and aggression risk assessment review

If controls are required (such as social distancing) it is an unfortunate fact that the public do not necessarily like being told what to do and the affects of alcohol differ from person to person, so the likelihood of violence and aggression increases. We will review and ensure all staff refer to the violence and aggression risk assessment adding in any additional control measures as required.



CONTROL MEASURES

Fitness to work forms

Fitness to work form to include signs of COVID-19. This new amended form will be available from the line manager and team members are to complete this before working again for the first time and making it a requirement to notify management if they or household member are displaying symptoms.

Minimising touch points

Pub will have enhanced cleaning but consideration to be given to propping open doors that are not required so this minimises the need to touch them in the 1st place. Internal fire doors DO NOT apply and must be kept closed.

Staff breaks at different times

Staff to have breaks at different times so social distancing can be maintained.



SPECIFIC AREAS OF RISK...

We will now look at specific areas going into further detail on how we plan to reduce the risk of COVID-19. We will look at the following areas;

- ✓ Service Style
- ✓ Customer Journey
- ✓ Back of house and managing staff
- ✓ Management of the garden and external areas
- ✓ Management of public toilets

We will update this risk assessment on a regular basis keeping in line with any updated government guidelines.



COVID-19 MANAGEMENT OF SERVICE STYLES...

PEOPLE EXPOSED

Colleagues / Visitors and guests / Contractors / Members of the public

HAZARDS

Spreading COVID-19 amongst staff

By having no additional controls in place then the risks of someone bringing in the disease and spreading it further is possible.

Spreading COVID-19 to the wider public community

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

Increased violence and aggression

The public are not necessarily used to being told what to do in a pub environment. If restrictions are in place this may cause issues



CONTROL MEASURES

Use of disposable cloths

By using disposable cloths as per the FSMS this will limit the risk of the virus being spread.

Use of disposable napkins

When passing the plate to the individual the server will either have plates on a tray or hold it via a disposable napkin, so no contact is made by the server.

People wait to be seated

By seating families together we can control the numbers within the site at any one time and clearly explain the options available to the customer.

Table Service

Table service will be mandatory customers will not be able to order from the bar.



CONTROL MEASURES

Hand washing

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

Maintaining social distance when serving food

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

Minimising contact points

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

Sanitation of tables

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

Clearing of glasses and plates

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

Training and key members

The member of staff who is sitting people down and controlling the numbers, will be well trained and confident in the role. The communication skills is key, so this is going to be someone in a Manager / Supervisory role, or someone being observed by someone in a manager / supervisory role.



COVID-19 MANAGEMENT OF CUSTOMER JOURNEY...

PEOPLE EXPOSED

Colleagues / Visitors and guests / Contractors / Members of the public

HAZARDS

Spreading COVID-19 amongst staff

By having no additional controls in place then the risks of someone bringing in the disease and spreading it further is possible

Spreading COVID-19 to the wider public community

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

Increased violence and aggression

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CONTROL MEASURES

Clear signage

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

Menus and one touch cutlery

The menus will be online, customers will be urged to follow a link to use the menu on mobile devices. Menus will also be available if required. Cutlery and condiments will be brought to the table by the server. Sachets will be used as one use and the customer receives the sauces; they require. Menus will be cleaned and sanitised after every use.

Hand sanitiser available

Hand sanitiser will be at every high traffic entrance and exit for the public to use. Additional hand sanitising areas will be around the pub.

Training of staff

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

Social distancing enforced

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

Limited food menu offering

A smaller menu is being offered so the kitchen can be run with maximum two persons in it but where possible 1 person so social distancing can be maintained. This will be explained to customers as they are seated or via additional posters.



COVID-19 MANAGEMENT OF BACK OF HOUSE AND MANAGING STAFF

PEOPLE EXPOSED

Colleagues / Visitors and guests / Contractors / Members of the public

HAZARDS

Spreading COVID-19 amongst other staff members

By not having any controls in place the virus will spread amongst the staff and then on to their families

Spreading COVID-19 into the wider public community

With no controls the virus could easily spread into the wider community and their families

Spreading COVID-19 through poor contractor control

Even though this risk assessment looks at the BOH and staff, contractors will enter these areas and therefore if no controls are in place the risk of the virus spreading to other parts of the country will increase



CONTROL MEASURES

New COVID-19 training and refresher training

All Mandatory training to be refreshed if not done so within 1 year. All staff will complete specific COVID-19 training before the site re- opens this will be refreshed regular and updated to meet the government guidelines.

Enhanced personal hygiene and enhanced cleaning

All staff will be reminded and instructed on the importance of hand washing in dealing with this virus. Staff are expected to wash their hands on entrance to the site, each time they come back in and in between a task (as a guide hands need to be washed every 15 minutes while at work) Cleaning of hard surfaces and all touch points will be enhanced and should be cleaned around the site every 60 minutes.

Facilities to wash hands to be available

There are dedicated hand wash sinks. These must not be covered over or have poor access.

Where social distance cannot be achieved for a specific reason

There will be times where social distance will be difficult for a few seconds. The risk of the virus spreading is through face to face continuous contact within 2m for 10 minutes. So if you do have to collect something from the kitchen - ask the cook to step back, do not directly face them. If you must pass someone in a corridor, pass back to back not face to face. Simple controls will minimise the risk.

Contractor control

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



CONTROL MEASURES

Reduced menu and kitchen opening times

To allow social distancing in the kitchen the menu has been reduced to allow this to be completed by two-person max.

Cellar safety

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

The use of PPE

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

Sharing of equipment

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

Staff uniforms

Uniforms should be cleaned before every shift and staff encouraged to change into their uniform on site and then remove it before leaving site. Uniform should be washed after every shift.

Zoning

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



COVID-19 MANAGEMENT OF GARDEN & EXTERNAL AREAS

PEOPLE EXPOSED

Colleagues / Visitors and guests / Contractors / Members of the public

HAZARDS

Spreading the virus to staff and to the wider public community

If no controls are put in place within the garden area it could increase the risk of passing on to others the virus

Slips trips and falls

With more people in the garden the risk of slips and trips will increase

Violence and aggression

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

Dealing with adverse weather

The site needs to consider how it is going to deal with people in the garden if it suddenly starts raining



CONTROL MEASURES

Moving tables to maintain social distance

Tables in the garden will need to be reviewed on a regular basis to be in line with government guidelines. Some will be able to be moved to allow more seating and others will have to be taped off or removed altogether to maintain social distancing. Once tables are in place these are not to be moved by the general public clear signs will communicate this.

Hand hygiene

Sanitiser stations will be at the entrance to the site

Protecting staff

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

Manage the numbers within the garden area

We will check the weather each day so we are aware of what to expect, as this may influence the numbers we accept. If the garden is busy and it rains, there will be clear signage explaining we can not guarantee inside seating to complete food or drink. In addition food and drink purchased for the consumption outside will be at the consumers risk and no refund will be offered due to the change in weather.



COVID-19 MANAGEMENT OF PUBLIC TOILETS

PEOPLE EXPOSED

Colleagues / Visitors and guests / Contractors / Members of the public

HAZARDS

Assisting the spread of COVID -19 for staff and the public

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

Slips trips and falls

This is still a risk within this area

Drug misuse

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



CONTROL MEASURES

Enhanced cleaning checks

The toilet area will be inspected every 60 minutes and all touch surfaces like door handles, locks , taps, will be sanitised. There is a form to log the check the compliance.

Propping access doors open

Often a toilet area has an access door area before the main toilet door. To minimise contact points this door will be propped open.

We will consider people privacy is not affected by doing this

Monitoring and supervision

The area needs to be monitored to ensure no gatherings are taking place

Signage to the consumer

We must be realistic that this is going to be a very difficult area to manage and control. Signage will help to ask customers to remember social distancing - wash your hands - if you pass someone go back to back.

Hand sanitiser available

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



COVID-19 MANAGEMENT OF FIRST AID

The following risk assessment looks at how first aid can continue safely while the potential risk of COVID-19 is still present. There will be someone who takes control of the situation, knows to call 999, and offers only simple first aid, such as a plaster. We have no legal obligation to the public although morally we would of course offer first aid to a member of the public if they required it. Each incident will be unique so the First Aid person must complete their own dynamic risk assessment at the time (does not have to be documented) and most incidents can be treated as a normal incident. An accident report will be completed in full.

PEOPLE EXPOSED

Colleagues / Members of the public

HAZARDS

First aid Person being exposed to COVID 19

If no controls are in place, then the risk of the potential of exposure does increase

Help not being offered over fears of contamination

Some people may be afraid to deal with a first aid incident however this risk assessment hopes to alleviate that fear

Unable to maintain social distancing

Depending on the incident there may be a time the social distancing rule cannot be applied.



CONTROL MEASURES

Follow your training

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

For minor incident - Step back

To maintain the social distancing rule for simple first aid incidents talk the individual through the process. i.e. you place a plaster on the table, they take it and apply it. For most incidents, the social distancing rule can be maintained

Understanding what close contact means

Close contact means being within a 2M distance for more than 10 minutes, if this is the scenario then the risk of contracting COVID-19 does increase, hence the social distancing rule. Does not mean to say you cannot catch it less than 10 minutes if someone within 2M is Asymptomatic, just means the risk increases. However the majority of first aid incidents will be short and brief.

Talk family members through how to apply items

If needed, for example a child, ask the parent to apply the plaster or the ice pack

Enhanced hand washing and personal hygiene

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

PPE / Face coverings - Last Resort

Their may be the odd incident where the social distancing rule cannot be maintained or the person offering first aid feels uncomfortable. If this is the case a simple face covering may suffice, or a face shield may be used. Note - we do not need NHS grade as this will be a unique incident and if you must get that close and a family member cannot help then it is most likely to be a 999 call.

