

Hospitality Businesses

Covid 19 / Coronavirus Specific Risk Assessment

BUSINESS NAME: The Steamboat Inn
DATE COMPLETED: 06 July 2020
REVISION NUMBER: 3
DATE FOR REVIEW: Post any reviews/substantial changes by the Scottish Govt.
REVIEW CONDUCTED BY: Audrey Weir of Norton Weir Professional Services & Katarzyna Reczko as Co-proprietor of the Steamboat Inn

Key Assessment Areas:

1. Staff
2. Customers
3. Inn / Premises
4. Deliveries / Food and Drink
5. Carsethorn Community

Controls have been implemented via:

- Risk assessment relevant to the business i.e. this document, which will be kept under review
- Written policy e.g. for hand hygiene
- Checklist(s) and records e.g. for staff food handling, cleaning of toilets
- Discussions with employees e.g. on Covid symptoms and when not to attend work
- Training e.g. on distancing from each other and customers
- Signed records of policy and guidance provided e.g. that staff have read/understood all requirements for safety and hygiene related to Covid 19.

Evidence of measures taken includes:

- Invoices e.g. for staff PPE, disinfectant sprays and hand sanitisers
- Photographs e.g. of external signage, risk assessment certificate, 2m distancing marks in toilets where applicable/if used by more than person at a time, poster on hygiene in kitchen
- Inspection records e.g. of toilets
- Testing records e.g. of ventilation units in kitchen
- Training records e.g. on hygiene.

1. Staff

What we Have Assessed	Risk factor(s)	Risk Assessment Comments	Risk Control(s) in Place	Responsible Person
Staff exposure to coronavirus outside of work	Member of staff living with a key worker or worker(s) exposed to a larger population of people, including member of staff that has taken on such a role whilst furloughed.	Review of returning staff. No member of staff returning to work is understood to have this exposure.	POLICY: Staff policy on coronavirus notes the requirement for staff to make the proprietors aware.	Kate Reczko
Staff travelling to and from work	Member of staff that travels to work on public transport or with another member of staff.	Review of returning staff. Some members of staff are expected to use public transport. As the Steamboat is remote and public transport limited, there may be some circumstances where members of the team travel together, or transport will be provided by the proprietors or another member of the team.	POLICY: Staff travelling on public transport to wear a face covering in line with the policy noted by Transport Scotland. Two members of the kitchen staff will travel together, and as they are both single and live alone – have formed an “extended household”. For members of the team providing transport to another member of the team that is not part of their household, face coverings to be worn when 2m distance is not possible.	Kate Reczko
Symptoms of Covid 19, or exposure to Covid 19	Member of staff who has or is demonstrating symptoms of Covid 19, and/or lives with another member of their household displaying symptoms or that have tested positively for Coronavirus.	Review of returning staff. Three members of the team are expected to return initially, and all will be provided with information on symptoms via the policy of the Inn.	POLICY: Staff have signed that that have read and understood the guidance on symptoms and the need for self-isolating – and not coming to the Steamboat to work.	Kate Reczko
Staff with pre-existing medical conditions or risk factors for Covid	Member of staff with any pre-existing medical condition or other risk factor for Covid that puts them into a high or	Review of returning staff. Staff will be requested via the Steamboat policy to discuss this with the proprietors on a case by	POLICY: Staff with moderate risk factors can go to work, if they cannot work from home.	Kate Reczko

	<p>moderate risk band: https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/whos-at-higher-risk-from-coronavirus/.</p>	<p>case/as required basis. One returning person has a daughter with asthma, and as a result might not return to work – TBC.</p>		
<p>Ensure 2m distancing where possible for staff</p>	<p>Adequate distancing between staff when at work.</p>	<p>Review of internal and external workflow, and designated work areas. Review of 2m distance for staff inside the Inn. In the event of illness, no contract staff will be used, a further employee who has been furloughed will be asked to return. No staffroom exists requiring distancing arrangements at the Inn.</p>	<p>PROCESS: Staggered arrival times, with 2m distance for any staff members arriving at the same time (as above - members of staff may use public transport and as a result might have less control over arrival time). Two members of kitchen staff who are single and live alone – and will travel and work together – are forming an extended household. Use of designated entry point, to the side of the Inn. Use of designated workstations: <ul style="list-style-type: none"> - Kitchen/chef(s) - Bar/bar staff - Beer garden/welcome and waiting area and pick-up area. Handwashing – in line with hygiene guidelines. POSTER: Hygiene poster already in kitchen.</p>	<p>Kate Reczko (general). Kitchen staff – kitchen workstations. Bar staff – bar workstation and toilets. Kate and Blazej Reczko – beer garden.</p>
<p>Hygiene when entering the Steamboat and during shift</p>	<p>Potential for contamination at entry points.</p>	<p>Review of key entry points and one way system for customers accessing the Inn to use the toilets (as appropriate/section 2 below).</p>	<p>PROCESS: Hand sanitiser provided at entry point for the team (side entrance), and to be used by all members of the team. Door handles to be regularly cleaned/sanitised. Main door to the Inn will at times be closed e.g. when windy. Automatic hand sanitiser specially ordered, and will be placed at the front door for use</p>	<p>Kate Reczko</p>

			<p>when entering/exiting. Enhanced handwashing – in line with hygiene guidelines. TRAINING: Staff have been on health and hygiene courses.</p>	
<p>Managing transmission exposure if within 2m of colleagues or customers</p>	<p>Exposure by not being able to observe the 2m distance rule when picking up food, delivering food and drinks to customers and/or clearing tables.</p>	<p>Review of workflow in kitchen area and distancing therein. Review of face coverings. Review of how service will be conducted outside.</p>	<p>PROCESS: Same team working at all times (will change if a member of the team is ill). Kitchen staff will work side by side (facing the wall) when two members of the team are both inside. Pick up of food from the table at the front of the kitchen area – to the side of the workstation of the chef. Regular disinfectant and cleaning of chef workstation, and bar staff workstation(s). Staff bringing in anything to the kitchen from outside access a different part of the kitchen from the workstation of the chef. Face coverings used when directing customers to tables, and taking orders for food and drinks* – in the event that 2m distance cannot be maintained. Continued use of takeaway food containers, introduction of use of plastic cutlery (not provided previously for take-away only service), and sachets of condiments. Food, cutlery and condiments will not be on tables, but provided when food is served. Plastic glasses for drinks. Set up of area for delivery of food and drinks, and pick up by customers.</p>	<p>Kate Reczko Kitchen staff – kitchen. Bar staff – bar and toilets. Kate and Blazej Reczko - beer garden.</p>

			<p>Regular disinfectant of food and drink collection surface.</p> <p>Customers asked to dispose of finished take-away items in bins.</p> <p>Additional bins provided in the external space (beer garden).</p> <p>Hand sanitisers provided for staff internally, and at new waiting area for customers.</p> <p>PPE: *Staff have been provided with face coverings for circumstances where 2m distance might not be possible to observe.</p> <p>NOTE: Should 2m social distancing be possible to maintain, face coverings will be optional.</p> <p>Where 2m is not possible, face coverings will be worn, unless those individuals have formed an "extended household".</p>	
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2. Customers

What we Have Assessed	Risk factor(s)	Risk Assessment Comments	Risk Control(s) in Place	Responsible Person
Social distancing: on arrival and when parking	Managing the potential for too many cars - precluding safe distancing. Managing distancing of locals and visitors that walk to the Steamboat. Safe distancing in available outside spaces.	Review of how bookings will be taken, and customer flow on arrival, when being seated – and when leaving the Inn.	<p>BOOKING CONDITIONS: Customers will be asked to book a table. Tables – including for e.g. for walk-ins - will only be allocated by staff when there is sufficient capacity. In the event of an overspill, people will be asked to either:</p> <ul style="list-style-type: none"> - Stay in their cars - Return by a certain time of the day/evening. <p>SIGNAGE: Sign put up to ask people to stay in cars until clear to exit, and then to ensure 2m distance from others not in their household. TRACK AND TRACE: Information on people booking will be taken and retained for four weeks (or less/as per Govt. guidance). This will include the name of the lead person booking, their contact number, and postcode, plus the table the booking group was allocated to. Data for all guests will be taken at the point that this is within Scottish Govt. guidelines.</p>	Kate and Blazej Reczko
Managing number of customers and distancing between tables	Managing customer flow, and safe distancing in available outside space.	Review of what happens when customers exit cars, arrive at the waiting area, and as they are allocated to their tables.	<p>PROCESS: Waiting area for customers established. Customers to wait to be told which is their allocated table. All tables numbered. All tables reserved pending booking. Table arrival times staggered via booking times. Tables set a minimum of 2m apart, including</p>	Kate and Blazej Reczko

			<p>from parking area at the front of the Inn. No picnic blankets allowed in the beer garden (permitted in prior years) to ensure 2m distance. SIGNAGE: 2m distancing reminder, and 2m marked as a physical reminder. Sign asking customers to wait to be seated and allocated their table number.</p>	
Hygiene of tables and seating, Accessibility of tables and seating	Maintaining good hygiene before customers arrive, and after customer leave and any new customer(s) are allocated to that table and seating.	Review of approach for hygiene at tables and for seating. Also for accessibility.	<p>PROCESS: Chairs from inside the Inn and high chairs to be disinfected (spray) before and after use. Also rotated where possible with 72 hours before subsequent use by another customer where numbers of chairs permit. PROCESS: Tables to be disinfected before use, and between customers (spray). Menu board established, however paper menus available if requested by customers. No cutlery on tables. No condiments on tables. No menus on table. Hygiene pump action bottles of sanitiser on tables for customer use.</p>	Kate and Blazej Reczko
Health and hygiene when taking orders and interacting with staff	Managing health considerations wherein staff come within 2m of customers e.g. to deliver a highchair, or take orders.	Review of process for taking orders, and when serving and clearing.	<p>PPE: Staff have been provided with face coverings for circumstances where 2m might not be possible to observe e.g. when taking orders, or delivering orders. NOTE: Where recommended social distancing can be maintained, face masks will be optional. PROCESS: Food and drinks will be delivered to customers, observing the 2m distancing approach reflected elsewhere in the risk assessment i.e. use of face coverings where</p>	Kate and Blazej Reczko

			<p>2m might not be possible to observe. A pick up point has also been established. Table set up 2m for pick-up and payment, 2m from nearest workstation of members of staff. Continued use of takeaway food containers, introduction of use of plastic cutlery (not provided previously for take-away only service), and sachets of condiments. Food, cutlery and condiments will not be on tables, but provided when food is served. Plastic glasses for drinks. Customers asked to dispose of finished take-away items in bins. Additional bins provided in the external space (beer garden). Hand sanitisers provided for staff, and also for customers use (on tables).</p>	
Use of internal toilets in the Inn	In the event that customers are allowed inside the premises to use the toilets, managing health and hygiene for customers and for staff.	Review of access, flow, distancing in toilets, and cleaning.	<p>PROCESS/ACCESS and FLOW: Front doors to the Inn will be open where possible (closed e.g. when windy) to minimise touching of the doors and handles. One way system established with customers accessing from the front of the Inn, and exiting from the side of the Inn to allow distancing between users. One person per toilet policy (noted on booking terms). No removable baby mat, only the one fixed to the wall. To be cleaned as required. Automatic hand sanitiser specially ordered, and will be placed when received at toilet areas for use by customers when entering/exiting.</p>	Kate Reczko

			<p>PROCESS/CLEANING: Toilets cleaned before service starts. Staff will spray handles and doors between customers.</p> <p>Also the baby changing fixed table in the disabled toilet.</p> <p>More frequent cleaning rota in toilets.</p> <p>PROCESS/HYGIENE in TOILETS: The number of toilets open will be aligned to customer numbers.</p> <p>Disabled toilet, gents and ladies are likely to be open when the outside tables are operating at full or near full capacity.</p> <p>Dryers are being temporarily switched off as there is a risk that they can disperse droplets.</p> <p>Paper towels ordered and are being introduced.</p> <p>Disinfectant sprays for use by staff as well as by customers inside the toilets.</p> <p>Hand sanitiser for use by customers and staff inside the toilet areas.</p>	
Payment by customers	Minimising contact with cash, contactless where possible, and disinfection of handheld payment terminals when the amount of spend is greater than allowed via contactless.	Review of payment processes and cleaning of devices.	<p>BOOKING CONDITIONS: Customers to use contactless payment where possible, or bring cash including required amounts of change if that is not possible.</p> <p>PROCESS: Where cash is used, to be placed into payments bucket which is not touched/emptied for 72 hours.</p> <p>Where contactless payment via card is not possible, disinfect via spray the handheld payment terminal before use and between customers.</p>	Kate Reczko
Symptoms of	Customer who has or is	Review of customer	BOOKING CONDITIONS: To protect staff,	Kate Reczko

Covid 19, or exposure to Covid 19	demonstrating symptoms of Covid 19, and/or lives with another member of their household displaying symptoms or that have tested positively for Coronavirus.	exposure to other groups and staff.	customers – in the same way as staff – have been asked not to come to the Steamboat if they have symptoms or been in contact with anyone with symptoms / positively tested for Covid. PROCESS: Anyone displaying symptoms, will be requested to leave.	
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3. Inn/Premises

What we Have Assessed	Risk factor(s)	Risk Assessment Comments	Risk Control(s) in Place	Responsible Person
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Deep clean prior to re-opening external tables	Cleanliness of premises as the Inn has been in lockdown for three months with the exception of take-away service for locals only.	Review of cleaning regime and need for further cleaning as additional staff are returning, and customers might be permitted by Govt. to use the internal toilets. No use of regular plates, glasses, serving dishes at the moment. As not required immediately, these will be cleaned when needed - to ensure maximum cleanliness of items to be used by customers.	PROCESS: Continued cleaning by the proprietors during the lockdown period to maintain the premises via regular deep cleans. In anticipation of re-opening. For the take-away service, continued use of fryers, ovens and microwave, pots and pans etc. Take-away service will continue with disposable plates, glasses and cutlery for the time being.	Kate Reczko
Food and drink stocks	Out of date items, storage conditions of items with long dates, and turnover of stock	Review of stock arrangements and dates (best before/use by).	PROCESS: Dates checked to be in date before use. Food and drink required for the larger numbers of customers after lock-down restrictions ease will be restocked as required.	Kate Reczko

4. Deliveries

What we Have Assessed	Risk factor(s)	Risk Assessment Comments	Risk Control(s) in Place	Responsible Person
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Method for deliveries at the Inn	Contactless deliveries. Hygiene when placing items into storage areas.	Review of deliveries, and processes during delivery.	PROCESS: No signature for delivery using third party pen/folder or handheld device. Distance maintained of 2m when deliveries arrive. Items delivered are moved into storage, followed by handwash in line with hygiene guidelines thereafter.	Kate and Blazej Reczko
Method for sanitising food and drink when taken into the Inn	Any contamination on delivery on food, food packages, and/or drinks e.g. cans and bottles.	Review of potential for contamination by the virus of food or drink surfaces. Review of Food Standards Scotland Guidance re covid and hygiene/food handling: https://www.foodstandards.gov.scot/consumers/food-safety/coronavirus/questions-and-answers-covid-19#7.%20How%20to%20handle%20packaged%20and%20unpacked%20foods%20to%20minimise%20the%20risk%20of%20becoming%20infected%20with%20COVID-19 Also: https://www.foodstandards.gov.scot/consumers/food-safety/coronavirus#Advice%20on%20infection%20control%20when%20handling%20food	PROCESS: Wash down of vegetables and fruits before being used. Wash or disinfectant spray of cans and bottles. Retain food cupboard staples for 72 hours before use, and where not possible – decant to clean container(s) - followed by handwash in line with hygiene guidelines thereafter. Good food hygiene standards in place as per food standards guidance.	Kate Reczko

5. Community

What we Have Assessed	Risk factor(s)	Risk Assessment Comments	Risk Control(s) in Place	Responsible Person
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<p>Visitors to Carsethorn and the Inn</p>	<p>Visitor and/or member of staff who has symptoms or has been diagnosed with coronavirus visiting Carsethorn.</p>	<p>The Inn is a vital part of the local community, and this risk assessment has been conducted to ensure adherence to Government guidance and health and hygiene considerations.</p>	<p>STAFF POLICY/BOOKING CONDITIONS: Staff and customers have been reminded of symptoms and Government guidance on coronavirus, and asked not to visit if they have symptoms or could have been in contact with someone with symptoms or the virus. Tables will be numbered and only available when booked, and contact details of visitors taken. RISK ASSESSMENT: Risk assessment conducted, and controls identified and implemented.</p>	<p>Kate Reczko</p>
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Risk Assessment Informed By:

1. **UK Government Guidance for Food Businesses:** <https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19>

2. **UK Health and Safety Executive: Risk Assessments for Food Businesses:**
Food Preparation: <https://www.hse.gov.uk/risk/casestudies/pdf/foodprep.pdf>
Managing Risks and Risk Assessments: <https://www.hse.gov.uk/simple-health-safety/risk/>

3. **Scottish Government Roadmap / Eating and Drinking Out:**
<https://www.gov.scot/publications/coronavirus-covid-19-what-you-can-and-cannot-do/pages/shopping-eating-and-drinking-out/>

4. **Food Standards Scotland / COVID-19 Guidance for Food Business Operators and Their Employees:**
<https://www.foodstandards.gov.scot/publications-and-research/publications/covid-19-guidance-for-food-business-operators-and-their-employees>
Updated version: 29th May 2020.

5. **Scottish Government Going to Work / Hygiene:** <https://www.gov.scot/publications/coronavirus-covid-19-phase-2-staying-safe-and-protecting-others/pages/going-to-work/>

6. **CHECKLIST:RE-STARTING FOOD BUSINESS OPERATIONS DURING COVID-19:** https://www.foodstandards.gov.scot/downloads/FSS_COVID-19_summary_checklist_for_restarting_food_businesses.pdf

7. **UK Government Use of Face Coverings:** <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery>

8. **Scottish Government Use of Face Coverings:** <https://www.gov.scot/publications/coronavirus-covid-19-phase-2-staying-safe-and-protecting-others/pages/face-coverings/>

9. **Food Standards Scotland / Food hygiene:** <https://www.foodstandards.gov.scot/consumers/food-safety/coronavirus/questions-and-answers-covid-19#7.%20How%20to%20handle%20packaged%20and%20unpackaged%20foods%20to%20minimise%20the%20risk%20of%20becoming%20infected%20with%20COVID-19>

Also:

<https://www.foodstandards.gov.scot/consumers/food-safety/coronavirus#Advice%20on%20infection%20control%20when%20handling%20food>