

# Hospitality Businesses

## Covid 19 / Coronavirus Specific Risk Assessment

**BUSINESS NAME:** The Steamboat Inn  
**DATE COMPLETED:** 16 April 2021  
**REVISION NUMBER:** 14  
**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 and Service
2. Customers
3. Inn / Premises
4. Deliveries: Food and Drink Stocks
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. For example: staff policy on covid-19
- Signed records of policy and guidance provided. For example: that staff have read/understood all requirements for safety and hygiene related to Covid 19
- Checklist(s) and records. For example: for staff food handling, cleaning of toilets
- Discussions with employees. For example: on Covid symptoms and when not to attend work
- Training. For example: on food hygiene.

### Evidence of measures taken includes:

- Invoices. For example: for staff PPE, disinfectant sprays and hand sanitisers
- Photographs. For example: 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. For example: of toilets
- Testing records. For example: of ventilation units in kitchen
- Training records. For example: on hygiene.

## Update as at the 16<sup>th</sup> April 2021

The Scottish Government has published a:

1. Strategic Framework:  
<https://www.gov.scot/binaries/content/documents/govscot/publications/advice-and-guidance/2020/10/coronavirus-covid-19-protection-levels/documents/covid-19-protection-levels-summary-information-on-what-you-can-and-cannot-do/covid-19-protection-levels-summary-information-on-what-you-can-and-cannot-do/govscot%3Adocument/COVID-19%2Bprotection%2Blevels%2B-%2Bsummary%2Binformation%2Bon%2Bwhat%2Byou%2Bcan%2Band%2Bcannot%2Bdo.pdf>
2. Timetable for easing restrictions: <https://www.gov.scot/publications/coronavirus-covid-19-timetable-for-easing-restrictions/pages/timetable/>

The timetable anticipates that all of mainland Scotland will move to level 3 on the 26<sup>th</sup> April, followed by further changes in May and June.

### **LEVEL 3: HOSPITALITY GUIDANCE**

Restaurants, cafes, pubs and bars will re-open from the 26th April, in line with guidance for indoors hospitality and outdoor hospitality.

Takeaways can still operate as normal, provided food and drink is sold for consumption off premises.

Face coverings and physical distancing rules must be followed.

Hotels and other accommodation providers can still serve food to qualifying guests i.e. key or exempt workers, staying in their premises up to 22:00 (at the discretion of the Inn). Room service, including alcohol, is allowed as normal.

The risk assessment will be updated in line with further guidance as it is published and/or levels introduced by the Scottish Government change.

**1. Staff Members (The Steamboat Inn Team)**

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.	<b>POLICY:</b> 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.  <i>Update April 2021:</i> The Scottish Government advises Scottish people not to share cars, unless they are in the same household – or no other approach is possible.  As the Inn is remote, with limited public transport options, and staff do need to share cars – staff will follow the guidance from Transport Scotland i.e. permitted car sharing where no other alternative exists.	<b>POLICY:</b> Staff travelling on public transport to wear a face covering in line with the policy noted by Transport Scotland unless in the same household.  For members of the team providing transport to another member of the team, this must be in line with Transport Scotland guidance.  <b>PROCESS:</b> Staff have been notified of the Transport Scotland guidance as at April 2021: <a href="https://www.transport.gov.scot/travelling-during-covid-19/advice-on-car-and-vehicle-sharing/">https://www.transport.gov.scot/travelling-during-covid-19/advice-on-car-and-vehicle-sharing/</a>  <i>You should not share a vehicle with anyone from another household, unless you absolutely have to.</i>  <i>If this is the case, you should take the</i>	Kate Reczko

			<p><i>following steps and precautions:</i></p> <ul style="list-style-type: none"> <li>• <i>if sharing a vehicle with anyone from another household, limit the number of people in the vehicle to as few as possible, ideally no more than 2 (applies to adults and children aged 12 and over)</i></li> <li>• <i>use the biggest vehicle available for car sharing purposes</i></li> <li>• <i>occupants should sit as far apart as possible, ideally the passenger should sit in the back seat diagonally opposite the driver, aiming for 2 metre distancing between occupants</i></li> <li>• <i>windows in the car should be opened as far as possible taking account of weather conditions to improve ventilation in the space</i></li> <li>• <i>occupants in the car, including the driver, should wear a face covering provided it does not compromise driver safety in any way</i></li> <li>• <i>occupants should perform hand hygiene before entering the vehicle and again on leaving the vehicle</i></li> <li>• <i>occupants should avoid eating in the vehicle</i></li> </ul>	
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			<ul style="list-style-type: none"> <li>• <i>passengers in the vehicle should minimise any surfaces touched</i></li> <li>• <i>keep the volume of any music/radio to a minimum to prevent the need to raise voices in the car</i></li> <li>• <i>the longer the journey, the higher the risk; keep journey times to the minimum feasible and do not linger in the vehicle before or after the journey itself</i></li> <li>• <i>where non-household members are car-sharing, the car must be cleaned regularly (at least daily) and particular attention should be paid to high risk touch points such as door handles, electronic buttons and seat belts. General purpose detergent is sufficient unless a symptomatic or confirmed case of COVID-19 has been in the vehicle in which case a disinfectant (e.g. chlorine-based product) should be used.</i></li> </ul>	
Symptoms of Covid 19, or exposure to	Member of staff who has or is demonstrating symptoms of Covid 19, and/or lives with	Review of returning staff. <i>Update 14<sup>th</sup> December: Self</i>	<b>POLICY:</b> Staff have signed that that have read and understood the guidance on symptoms and the need for self-isolating –	Kate Reczko

Covid 19	another member of their household displaying symptoms or that have tested positively for Coronavirus.	isolation has been reduced from 14 days to 10 days.  <i>Update 16th April 2021:</i> Self isolation continues to be 10 days.	and subsequently not attending the Steamboat for work.	
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 higher or moderate risk band: <a href="https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/whos-at-higher-risk-from-coronavirus/">https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/whos-at-higher-risk-from-coronavirus/</a> .	Review of returning staff.	<b>POLICY:</b> Staff will be requested via the Steamboat policy to discuss this with the proprietors on a case by case/as required basis.	Kate Reczko
Ensure 2m distancing where possible for staff	Adequate distancing between staff when at work.	Review of internal and external workflow, and designated work areas. Review of 2m distance for staff inside the Inn. No staffroom exists requiring distancing arrangements at the Inn.  <i>Update 14th July:</i> Face covering to be worn should 2m be difficult to achieve as more members of the team are returning to work.	<b>PROCESS:</b> 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, as are two members of the team who are family members.  Use of designated entry points.  Use of designated workstations, including: - Kitchen/chef(s) - Kitchen/kitchen porter	Kate Reczko (general).  Kitchen staff – kitchen workstations.  Bar staff – bar workstation and toilets.

			<ul style="list-style-type: none"> <li>- Bar/bar staff</li> <li>- Beer garden/welcome and waiting area and pick-up area.</li> </ul> <p>Handwashing – in line with hygiene guidelines.</p> <p><b>POSTER:</b> Hygiene poster already in kitchen.</p>	
Hygiene when entering the Steamboat and during shift	Potential for contamination at entry points.	Review of key entry points, and walkways within the Inn.	<p><b>PROCESS:</b> Hand sanitiser provided at entry point for the team (side entrance), and to be used by all members of the team. Door handles and any light switches to be regularly cleaned/sanitised. Main door to the Inn will at times be closed e.g. when windy/rainy. Automatic hand sanitiser specially ordered, and has been placed at the front door for use when entering/exiting. Enhanced handwashing – in line with hygiene guidelines.</p> <p><b>SIGNAGE:</b> “Please use the hand sanitiser provided” at the front door and other areas in the Inn.</p> <p><b>TRAINING:</b> Staff have been on health and hygiene courses.</p>	Kate Reczko
Use of face coverings	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, or in proximity to other members of the team.	<p>Review of face coverings.</p> <p><i>Update 14<sup>th</sup> September:</i> Scottish Govt. advice has changed to require face coverings in indoor hospitality, for staff and customers – unless the individual is eating or drinking.</p> <p>Guidance specifically notes:</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 or 2m+ social distancing be possible to maintain, face coverings will be optional. The Inn notes that some exemptions apply for staff e.g. individuals who have a health condition:</p>	Kate Reczko

		<p><i>“Face coverings for customers and staff is now mandatory when entering, exiting and moving around hospitality. There is an exemption for when customers are seated for the service of food and drink and for back of house roles such as kitchen staff or staff who are behind protective screens separating them from customers.”</i></p> <p><i>Update 16<sup>th</sup> April:</i> Scottish Government has permitted an exemption for face coverings from the 21<sup>st</sup> Sep – and this continues to be the case as at 16<sup>th</sup> April 2021.</p>	<p><a href="https://www.gov.scot/publications/corona-virus-covid-19-phase-3-staying-safe-and-protecting-others/pages/face-coverings/#exemptions">https://www.gov.scot/publications/corona-virus-covid-19-phase-3-staying-safe-and-protecting-others/pages/face-coverings/#exemptions</a></p> <p>Physical distancing exemptions also apply as at 16th April 2021:  <a href="https://www.gov.scot/publications/corona-virus-covid-19-tourism-and-hospitality-sector-guidance/pages/frequently-asked-questions-fags/">https://www.gov.scot/publications/corona-virus-covid-19-tourism-and-hospitality-sector-guidance/pages/frequently-asked-questions-fags/</a></p> <p>Face coverings for front of house staff are mandatory, unless they have a health condition.</p> <p>As the Inn will be operating in spring and summer with warmer weather – to manage discomfort or health issues for kitchen staff/back of house staff - the Inn is taking a risk based approach. This means that kitchen and back of house staff may be permitted to work without face coverings. Subject always to risk assessment, the exemptions that apply - and with health and wellbeing uppermost in mind.</p>	
Managing transmission exposure if within 2m of colleagues	Exposure by not being able to observe the 2m distance rule when working alongside colleagues.	Review of workflow and distancing.	<p><b>PROCESS:</b> Management of staff rotas to ensure where possible the same team members work together. Kitchen staff will work side by side. Pick up of food from the table at the front</p>	<p>Kate Reczko</p> <p>Kitchen staff including KP –</p>

			<p>of the kitchen area – to the side of the workstation of one of the chefs.</p> <p>Team members bringing in anything to the kitchen e.g. dirty plates, access a separate and different part of the kitchen from the workstation of the chef.</p> <p>For delivery of items to the KP, staff and the KP to use their face covering when 2m might be difficult to maintain (note – there is a hatch between the sink for use by the KP and chefs).</p> <p>The cellar and dry store areas have been designated for use by one member of the team only due to restricted space. In the event that additional members of the team are in these areas, face coverings to be worn.</p> <p>Regular disinfectant and cleaning of all workstations and frequently touched surfaces - including the chef workstations, KP and dishwasher areas, food pick up points, and bar staff workstation(s). Hand sanitisers provided for staff internally, and externally.</p>	<p>kitchen areas.</p> <p>Bar staff – bar and toilets.</p>
Hygiene of items used to prepare and serve food – washing - and food service process.	<p>Managing hygiene now that non disposable plates, crockery etc is being reintroduced.</p> <p>Managing transmission exposure when serving food and drinks.</p>	<p>Review of how service will be conducted.</p> <p><i>Update 14<sup>th</sup> July:</i> The Inn returned to use of crockery, cutlery and glasses (not disposable). Items</p>	<p><b>PROCESS:</b> Crockery, cutlery and glasses (not disposable) will be used, except for takeaway food (when/if available). These items – including all food preparation and cooking items - are to be washed in line with Govt. guidance i.e.</p>	Kate Reczko

		<p>were provided to tables only when food was served.</p> <p><i>Update 16th April 2021:</i> The Inn will provide metal based salt and pepper on tables, which are to be disinfected between customers. Other items will be provided to customers when served food and/or drinks.</p>	<p>industrial dishwasher that operates at 60c where possible – and in hot soapy water for wooden items and other items that might warp in the dishwasher, or be too large for the dishwasher e.g. pots.</p> <p>Good hand hygiene guidance applies when unloading the dishwasher, and handling items that have been washed – and when picking up crockery, cutlery and glasses for use when serving.</p> <p>Good hand hygiene by chefs and the KP. Regular disinfectant and cleaning of workstation(s), and frequently touched surfaces.</p> <p>Food and drinks will be served to tables. Food and cutlery and glasses provided when food is served.</p> <p>Menu boards will be used externally. Laminated menus to be provided, and to be disinfected between use.</p> <p>Metal salt and pepper on tables, to be disinfected between use.</p>	
Hygiene and cleaning – tables and chairs	Cleaning of tables and chairs between use	<p>Review of cleaning protocol.</p> <p><b>NEW:</b> <i>16th April 2021:</i> A sign will be placed on each table that is has been disinfected and ready for use. This is to aid cleaning by staff, and also to signal to customers that cleaning has taken place prior to</p>	<p><b>POLICY:</b></p> <p>Staff to clean tables and chairs prior to and between use, after which a sign will be placed on the table that it has been disinfected.</p>	Kate Reczko

		them being seated.		
Hygiene and cleaning - toilets	Hygiene for use of toilets by customers and staff	<p>Review of available toilet facilities, and cleaning regime.</p> <p><i>Update 14<sup>th</sup> July:</i> Scottish Government guidance is that toilet cleaning must be more regular. Link and reference at the end of this risk assessment.</p>	<p><b>PROCESS:</b></p> <p>With more customers as the Inn is open inside and out, there will be regular cleaning of the toilets – and a record kept and displayed i.e. by whom, and the time. Cleaning frequency is every 15 minutes preferred, and not less than three times per hour.</p> <p>There are three toilets available – and these will be open as required and in line with the number of customers.</p>	Kate Reczko
Background music in the Inn	Minimising the need for customers to raise their voices or shout.	<p>From 7<sup>th</sup> August background music was not permitted under current guidance.</p> <p><i>Update 14<sup>th</sup> December:</i> Low level background music is permitted, with a recommended audio (not by dB levels) check, and ongoing recalibration as required.</p> <p><i>Update 16<sup>th</sup> April 2021:</i> As above.</p>	<p><b>PROCESS:</b></p> <p>Staff have been trained on guidance re low levels of background music.</p>	Kate Reczko
Group sizes and households	Managing the maximum number of individuals in a group booking, in line with Scottish Government guidelines.	<p><i>Update 16<sup>th</sup> April 2021 (based on Level 3):</i></p> <p>INDOORS. The maximum number of people you can meet indoors in a restaurant, café, pub or bar is 6 which can be from up to 2 separate households.</p>	<p><b>PROCESS:</b></p> <p>Staff have been trained to understand the constraints on group sizes and maximum number of households in any one booking.</p>	Kate Reczko

		<p>OUTDOORS. The maximum number of people you can meet in an outdoors area of a café, pub or bar is 6 which can be from up to 6 separate households.</p> <p>Children under the age of 12 from these households do not count towards the total number of people.</p> <p>* Where an individual household includes more than 8 people they can continue to meet as a household in hospitality premises, although the venue may impose a smaller group limit.</p>		
Bookings from Individuals with a level 4 or above postcode	Driving down infection rates.	<p><i>Update 16<sup>th</sup> April 2021:</i></p> <p>The Scottish Government has mandated when at level 3 that “You must not travel into or out of Level 4 local authority areas except for essential reasons.”</p> <p>Exemptions apply e.g. for a pre planned wedding/life event, or as a necessary worker.</p> <p><a href="https://www.gov.scot/publications/coronavirus-covid-19-guidance-on-travel-and-transport/#exceptions">https://www.gov.scot/publications/coronavirus-covid-19-guidance-on-travel-and-transport/#exceptions</a></p>	<p><b>POLICY:</b> The Steamboat requests a postcode from the lead on each booking. Exceptions to levels and restrictions apply e.g. essential workers/essential travel/life events.</p> <p><b>PROCESS:</b> Staff training.</p>	Kate Reczko
Table Service	Driving down infection rates. UK	Table service is now required in all	<b>POLICY:</b>	Kate Reczko

	wide policy.	settings. The Inn has two areas for drinks, to manage numbers when tables are at capacity. Drinks are served to customers i.e. table service only/no standing - all customers seated.	Table service only.  <b>SIGNAGE:</b> Signs on tables.	
Closing Time	Driving down infection rates. UK wide policy.	<i>Update 16<sup>th</sup> April 2021:</i> The Scottish Govt has revised guidance for Level 3. “Restaurants, cafes, pubs and bars can open indoors until 20:00 and outdoors until as per local licensing hours.  The Inn is adopting a policy of closing by 20:00 indoors and outdoors, and for serving residents in accommodation.	<b>POLICY:</b> All areas – indoor and outdoor - to be closed by 20:00.  <b>PROCESS:</b> Staff training.	Kate Reczko
Food and Alcohol Service	Complying with rules re food and alcohol in line with the Strategic Framework	<i>Update 16th April 2021:</i> The Scottish Govt has noted at level 3 that food and soft drinks may be served indoors, and alcohol – without the need for food – outdoors.	<b>POLICY:</b> Outdoors: alcohol permitted.  Indoors: alcohol not permitted.	Kate Reczko
Takeaways	Ensuring food for guests in accommodation, and for the local community.	<i>Update 16th April 2021:</i> The Scottish Govt has revised guidance and takeaway food can continue to served, and picked up indoors – rather than from an external door or hatch.  Ongoing good hygiene, distancing	<b>POLICY:</b> Takeaway food will be available during the hours published on the Steamboat Inn website and/or Facebook site. Pre-order only. Pick up will be at a designated time – which will be staggered to assist social distancing. Pick up from indoors – or a door/window	Kate Reczko

		and queue management policies.	at the Inn, subject to the discretion of the Inn.	
Weddings and Funerals/Life Events	Ensuing compliance with current guidance from Scottish Government.	<p><i>Update 16th April 2021:</i> The Scottish Govt has revised guidance.</p> <p>Specific life events (e.g. wedding receptions), may continue (with alcohol) - as per current meeting rules i.e.</p> <ul style="list-style-type: none"> <li>- 50 person limit</li> <li>- Alcohol can be served</li> <li>- Tables set up can be at 1m – at the discretion of the Inn, but a sign is required if that approach is in use at any time</li> <li>- Max households apply i.e. 2 indoors per table and up to 6 outdoors per table, excluding under 12s.</li> </ul>	<p><b>POLICY:</b> Prebooked weddings to continue, including inside the Inn with optional alcohol service.</p> <p>NOTE: As at 16<sup>th</sup> April, the Scottish Government has not clarified/specified a closing time for life events indoors (previously 22:00).</p>	Kate Reczko
Staff Records	Maintaining staff records to support Test and Protect	<p><i>Update 16th April 2021:</i> Staff Names, Contact Phone Number, Dates and Times at Work.</p>	<p><b>POLICY:</b> Retain staff records in support of Test and Protect</p>	

## 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	Review of how bookings will be taken, and customer flow on arrival, when being seated – and when leaving the Inn.	<b>BOOKING CONDITIONS:</b> 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	Kate and Blazej Reczko

	customers (locals and visitors) that walk to the Steamboat. Safe distancing in available outside and inside spaces.		<p>sufficient capacity.</p> <p>In the event of an overspill, people will be asked to either:</p> <ul style="list-style-type: none"> <li>- Stay in their cars</li> <li>- Return by a certain time of the day/evening.</li> <li>-</li> </ul> <p><b>SIGNAGE:</b> Sign put up to ask customers to remember 2m distance.</p>	
Managing number of customers and distancing between tables	Managing customer flow, and safe distancing in available outside and inside space.	<p>Review of customer flow.</p> <p><i>Update 14<sup>th</sup> July:</i> Although the Scottish Government has permitted a 1m distancing dispensation, the Steamboat Inn has opted to maintain the larger distance of 2m between tables.</p> <p>This approach i.e. to remain at 2m despite a long standing exemption, has been adopted for the safety and wellbeing of customers and the team at the Inn.</p>	<p><b>PROCESS:</b> Customers to wait to be told which is their allocated table.</p> <p>All tables numbered.</p> <p>All tables reserved pending booking.</p> <p>Table arrival times staggered via booking times.</p> <p>Tables set 2m apart.</p> <p>Some chairs removed at internal tables to enable clear walkways.</p> <p>No moveable bar chairs in the internal bars (x 2) - to enable the Scottish Government policy of “no standing at the bar”. All customers to be seated.</p> <p>No picnic blankets allowed in the beer garden (permitted in prior years) to ensure 2m distance.</p> <p><b>SIGNAGE:</b> 2m distancing reminder, and 2m marked as a physical reminder.</p> <p>Signage asking customers to wait to be seated and allocated their table.</p> <p><b>POLICY:</b></p> <p>In the event that the Inn later adopts 1m</p>	Kate and Blazej Reczko

			distancing between tables – at its discretion and as permitted by the Scottish Government exemption – then signage will be put up informing customers of that change and that zone.	
Customer Data	Data to be taken in support of and compliance with Test and Protect.	<p>Review of data to be retained.</p> <p><i>Update 22nd Dec:</i> For non takeaway food only. “In order to support NHS Scotland’s Test and Protect service, it is mandatory for all hospitality businesses – such as pubs, restaurants and cafes – to gather, record and retain minimal contact information from non-takeaway customers, visitors and staff.”</p> <p><i>Update 16th April 2021:</i> The name of each customer, or when customers are attending as a small household group, the contact details for one member of that group – a ‘lead member’.</p> <p>Details to be taken:</p> <ol style="list-style-type: none"> <li>a. A contact phone number for each customer, or for the ‘lead member’ of a small household group</li> <li>b. Date of visit and arrival and, where possible, departure time</li> </ol>	<p><b>TEST AND PROTECT:</b> Information on individuals booking for non takeaway food will be taken and retained as per Govt. guidance.</p> <p>This will include either:</p> <ol style="list-style-type: none"> <li>1. All names of individuals over 16 – for larger groupings outdoor of multiple households;</li> <li>OR</li> <li>2. The name of the lead person booking.</li> </ol> <p>Details to be taken: contact phone number, date and time of arrival - and postcode, plus the table the booking group was allocated to.</p> <p>Data will be retained in line with the GDPR policy of the Steamboat Inn.</p>	

		<p>c. Postcode – to manage compliance with levels plus guidelines on travel from England/Wales/Northern Ireland and any overseas visitors (acute risk countries).</p>		
<p>Hygiene of tables, seating, menus, crockery, cutlery and glasses</p>	<p>Maintaining good hygiene before customers arrive, and after customer leave - and any new customer(s) are allocated to that table and seating.</p>	<p>Review of approach for hygiene at tables, and serving.</p> <p><i>Update 10th November:</i> Paper menus being swapped for laminated menus, to allow sanitisation between use.</p>	<p><b>PROCESS:</b> Chairs and high chairs to be disinfected (spray) before and after use.</p> <p><b>PROCESS:</b> Tables to be disinfected before use, and between customers (spray). Menu board established externally. Laminated menus to enable sanitisation between use.</p> <p>To maintain the best standard of hygiene:</p> <ul style="list-style-type: none"> <li>- No cutlery on tables</li> <li>- No condiments other than salt and pepper on tables.</li> </ul> <p><b>NEW:</b> Metal salt and pepper on tables, to be sanitised between use.</p> <p><b>NEW:</b> Tables will now have a “disinfected” sign after cleaning prior to use and between use.</p> <p>Required items (as appropriate) will be provided when food and drinks are served.</p>	<p>Kate and Blazej Reczko</p>

			Hygiene pump action bottles of sanitiser on tables for customer use.	
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><b>PPE:</b> 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.</p> <p><b>PROCESS:</b> 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 2m might not be possible to observe. Externally, a table has been set up for pick-up and payment, with 2m distance from the member of staff on duty. Menu boards in use externally. Laminated menus in use. Hand sanitisers provided for staff, and also for customers use (on tables).</p>	Kate and Blazej Reczko
Use of face coverings by customers	Managing distancing, and in particular when booking an internal table or using the internal toilets.	<p>Review of current Scottish Government advice on use of face coverings by members of the public.</p> <p><i>Update 14<sup>th</sup> September:</i> Scottish Govt. advice has changed to require face coverings in indoor hospitality, for staff and customers – unless the individual is eating or drinking.</p> <p><i>Update 23<sup>rd</sup> September:</i> Use of face coverings for</p>	<p><b>PROCESS:</b> Customers are asked to use face coverings when entering the Inn, moving around, and/or using toilets - unless they are eating or drinking. Face coverings will be provided on request, should customers not have access to their own when visiting the Steamboat.</p> <p>The Inn notes that some exemptions apply for customers e.g. individuals who have a health condition: <a href="https://www.gov.scot/publications/coronavirus-covid-19-phase-3-staying-safe-and-protecting-others/pages/face-">https://www.gov.scot/publications/coronavirus-covid-19-phase-3-staying-safe-and-protecting-others/pages/face-</a></p>	Kate and Blazej Reczko

		customers remains mandatory by the Scottish Government – other than when eating or drinking.	<a href="#">coverings/#exemptions</a>	
Use of internal toilets in the Inn	Managing health and hygiene for customers and for staff.	Review of access, flow, distancing in toilets, and cleaning.	<p><b>PROCESS/ACCESS and FLOW:</b> Front doors to the Inn will be open where possible to minimise touching of the doors and handles (closed e.g. when windy/rainy). Automatic hand sanitiser specially ordered, and has been placed at the entry to the toilets for use by customers when entering/exiting.</p> <p><b>SIGNAGE:</b> Some cubicles and toilet basins have been marked off as inaccessible to maintain distancing.</p> <p><b>PROCESS/CLEANING:</b> Toilets cleaned thoroughly before service starts. Staff will clean toilets no less than three times per hour. No removable baby mat, only the one fixed to the wall in the disabled accessible toilet. More frequent cleaning rota per Scottish Government guidelines.</p> <p><b>PROCESS/HYGIENE in TOILETS:</b> The number of toilets open will be aligned to customer numbers. Disabled accessible toilet, gents and ladies are likely to be open when the outside and inside tables are operating at full or near full capacity. Some cubicles and hand sinks have been marked as inaccessible to maintain safe</p>	Kate and Blazej Reczko

			<p>distancing.</p> <p>Dryers are being temporarily switched off as there is a risk that they can disperse droplets. Paper towels have been 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.	<p>Review of payment processes.</p> <p><i>Update 23<sup>rd</sup> September:</i> The Inn had a challenge with the payment device not having a WiFi signal in all areas of the Inn. To best risk manage the situation, the Inn has invested in two new payment machines – from a new provider – to enable contactless payment signal throughout the Inn.</p>	<p><b>BOOKING CONDITIONS:</b> Customers to use contactless payment where possible, or bring cash including required amounts of change if that is not possible.</p> <p><b>PROCESS:</b> Where paper cash or coins are used – and as not all customers have access to a payment card – tills are in use by staff with good hand hygiene practices by staff. Payments to be taken at tables.</p>	Kate and Blazej Reczko
Symptoms of Covid 19, or exposure to Covid 19	Customer 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.	<p>Review of customer exposure to other groups and staff.</p> <p><i>Update 14<sup>th</sup> December:</i> The self isolation period has been reduced from 14 days to 10 days.</p> <p><i>Update 16<sup>th</sup> April 2021:</i> Remains at 10 days.</p>	<p><b>BOOKING CONDITIONS:</b> To protect 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.</p> <p><b>PROCESS:</b> Anyone displaying symptoms, will be requested to leave.</p>	Kate and Blazej Reczko
Driving down	Driving down infection rates.	<i>Update 10<sup>th</sup> December:</i> The Inn is	<b>POLICY:</b> The Inn is open as per it's published	

infection rates (23 <sup>rd</sup> Sep/Updated 10 <sup>th</sup> November): Customers	UK wide policy.	operating its opening hours in line with Scottish Govt. guidance, and as published on its Facebook page.	hours, which are in line with Government guidelines: <a href="https://www.facebook.com/TheSteamboatInn/">https://www.facebook.com/TheSteamboatInn/</a> <b>SIGNAGE:</b> Notices reminding customers about table service only, to wear a face covering when not seated, and to sanitize their hands.	
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### 3. Inn/Premises

What we Have Assessed	Risk factor(s)	Risk Assessment Comments	Risk Control(s) in Place	Responsible Person
Deep clean prior to re-opening	Cleanliness of premises as the Inn has been in lockdown for three months with the exception of take-way service for locals only.	Review of cleaning regime and further cleaning prior to opening. Ongoing cleaning regime.	<b>PROCESS:</b> Continued cleaning by the proprietors during the second lockdown period to maintain the premises via regular deep cleans - in anticipation of re-opening indoors and outdoors.	Kate and Blazej Reczko

			<p>For the take-away service prior to the beer garden opening, continued use of fryers, ovens and microwave, pots and pans etc.</p> <p><i>Update 16<sup>th</sup> April:</i> Staff are returning to work to serve indoors and outdoors.</p> <p><b>PROCESS:</b> All staff training is being conducted on Tuesday 20<sup>th</sup> April 2021.</p>	
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).	<p><b>PROCESS:</b> Dates checked to be in date before use.</p> <p>Food and drink required for the larger numbers of customers after lock-down restrictions have eased restocked as required/customer numbers increase.</p>	Kate and Blazej Reczko

#### 4. Deliveries to the Inn

What we Have Assessed	Risk factor(s)	Risk Assessment Comments	Risk Control(s) in Place	Responsible Person
Method for deliveries at the Inn	Contactless deliveries. Hygiene when placing items into storage areas.	Review of deliveries, and processes during delivery.	<p><b>PROCESS:</b> No signature for delivery using third party pen/folder or handheld device.</p> <p>Distance maintained of 2m when deliveries arrive.</p> <p>Use of face coverings when 2m might</p>	Kate and Blazej Reczko

			be difficult to maintain. Items delivered when moved into storage by members of the team, are followed by handwash/hand sanitiser in line with hygiene guidelines thereafter.	
Method for sanitising food and drink when taken into the Inn	Management of contamination risk related to delivery of 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: <a href="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">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</a> Also: <a href="https://www.foodstandards.gov.scot/consumers/food-safety/coronavirus#Advice%20on%20infection%20control%20when%20handling%20food">https://www.foodstandards.gov.scot/consumers/food-safety/coronavirus#Advice%20on%20infection%20control%20when%20handling%20food</a>	<b>PROCESS:</b> 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 and Blazej Reczko

## 5. Community

What we Have Assessed	Risk factor(s)	Risk Assessment Comments	Risk Control(s) in Place	Responsible Person
Visitors to Carsethorn and the Inn	Visitor and/or member of staff who has symptoms or has been diagnosed with coronavirus visiting Carsethorn.	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.	<b>STAFF POLICY/BOOKING CONDITIONS:</b> 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	Kate Reczko

			<p>contact with someone with symptoms or the virus. Tables will be numbered and only available when booked, and contact details of visitors taken.</p> <p><b>RISK ASSESSMENT:</b> Risk assessment conducted, and controls identified and implemented. Risk assessment updated regularly in line with any changes announced in covid guidelines.</p> <p>This risk assessment being the 14<sup>th</sup> update since restrictions were introduced.</p>	
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**Risk Assessment Informed By:**

1. **Scottish Government Strategic Framework/Levels (April 2021):** <https://www.gov.scot/binaries/content/documents/govscot/publications/advice-and-guidance/2020/10/coronavirus-covid-19-protection-levels/documents/covid-19-protection-levels-summary-information-on-what-you-can-and-cannot-do/covid-19-protection-levels-summary-information-on-what-you-can-and-cannot-do/govscot%3Adocument/COVID-19%2Bprotection%2Blevels%2B-%2Bsummary%2Binformation%2Bon%2Bwhat%2Byou%2Bcan%2Band%2Bcannot%2Bdo.pdf>

2. **Scottish Government Timetable for Easing Restrictions (April 2021):** <https://www.gov.scot/publications/coronavirus-covid-19-timetable-for-easing-restrictions/pages/timetable/>
3. **Scottish Government Hospitality Guidance (April 2021)/Physical distancing exemptions:** <https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/frequently-asked-questions-faqs/>
4. **Transport Scotland/Car sharing (April 2021):** <https://www.transport.gov.scot/travelling-during-covid-19/advice-on-car-and-vehicle-sharing/>
5. **Scottish Government Life Events (16<sup>th</sup> April 2021):** <https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/wedding-receptions-and-funeral-wakes/>
6. **Scottish Government/Test and Protect (16<sup>th</sup> April 2021):** <https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/collecting-customer-contact-details/>
7. **Scottish Government/Food Standards (16th March 2021):** <https://www.foodstandards.gov.scot/publications-and-research/publications/covid-19-guidance-for-food-business-operators-and-their-employees>
8. **UK Government/Food Businesses Re-opening Checklist (13th April 2021):** <https://www.food.gov.uk/business-guidance/reopening-checklist-for-food-businesses-during-covid-19>
9. **Scottish Government (22 December) – Level 4 Guidance - including takeaway food:** [https://www.gov.scot/publications/coronavirus-covid-19-protection-levels/pages/protection-level-4/?gclid=Cj0KCQiAoab\\_BRCxARIsANMx4S5rtHbTE1K-Vfd2IQSe2rIAnd23EtLpgGfjev9KyQpvPh2fxzarU3MaAlt9EALw\\_wcB](https://www.gov.scot/publications/coronavirus-covid-19-protection-levels/pages/protection-level-4/?gclid=Cj0KCQiAoab_BRCxARIsANMx4S5rtHbTE1K-Vfd2IQSe2rIAnd23EtLpgGfjev9KyQpvPh2fxzarU3MaAlt9EALw_wcB)

10. **Scottish Government (19 December) – Guidance for the Festive Period for Hospitality and Tourism:** <https://www.gov.scot/news/new-guidance-issued-for-the-festive-period/>
11. **Scottish Government (14 December) – Change in self isolation period – to 10 days:** <https://www.gov.scot/news/reduction-in-self-isolation/>
12. **Scottish Government (12 December) – Music in hospitality venues:** <https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/background-music-and-sound/>
13. **Scottish Government (10 December) – Level 1 Guidance:** <https://www.gov.scot/publications/coronavirus-covid-19-protection-levels/pages/protection-level-1/>
14. **Scottish Government (10 December) – Forward looking guidance from the 23<sup>rd</sup> to 27<sup>th</sup> December:** <https://www.gov.scot/publications/coronavirus-covid-19-guidance-for-festive-period/>  
*NOTE: Temporary Change added as Appendix I to this risk assessment.*
15. **Scottish Government (02 November, updated 10 November) – Level 2 Guidance:** <https://www.gov.scot/publications/coronavirus-covid-19-protection-levels/pages/protection-level-2/#history>
16. **Scottish Government (01 November 2020) - Travelling around Scotland:** <https://www.gov.scot/publications/coronavirus-covid-19-guidance-on-travel-and-transport/>
17. **Transport Scotland/Car Sharing (November 2020):** <https://www.transport.gov.scot/travelling-during-covid-19/advice-on-car-and-vehicle-sharing/>

18. **Scottish Government (23<sup>rd</sup> October) – New Strategic Framework:**  
<https://www.gov.scot/binaries/content/documents/govscot/publications/strategy-plan/2020/10/covid-19-scotlands-strategic-framework/documents/annex-2-hospitality-measures/annex-2-hospitality-measures/govscot%3Adocument/annex-2-hospitality-measures.pdf>
  
19. **Scottish Government (8<sup>th</sup> October) – New Measures for Hospitality by Location, Including Wedding & Takeaway Exemptions:**  
<https://www.gov.scot/publications/coronavirus-covid-19-additional-measures-october-2020/>
  
20. **Food Standards Scotland. Updated guidance (8<sup>th</sup> October):** [https://www.foodstandards.gov.scot/downloads/COVID-19 -  
FSS Guidelines for Food Business Operators and their Employees.pdf](https://www.foodstandards.gov.scot/downloads/COVID-19_-_FSS_Guidelines_for_Food_Business_Operators_and_their_Employees.pdf)
  
21. **First Minister (7<sup>th</sup> October 2020): Hospitality changes inside and outside of the central belt:** <https://www.gov.scot/publications/coronavirus-covid-19-update-first-ministers-speech-7-october-2020/>
  
22. **Scottish Government (from 23<sup>rd</sup> September 2020): Coronavirus (COVID-19)/Car Sharing:** <https://www.gov.scot/publications/coronavirus-covid-19-phase-3-staying-safe-and-protecting-others/pages/getting-around/>
  
23. **Transport Scotland/Car Sharing (from 23<sup>rd</sup> Sep 2020):** <https://www.transport.gov.scot/coronavirus-covid-19/transport-transition-plan/advice-on-how-to-travel-safely/>
  
24. **Scottish Government (from 23<sup>rd</sup> September 2020): Coronavirus (COVID-19)/Face Coverings:** <https://www.gov.scot/publications/coronavirus-covid-19-phase-3-staying-safe-and-protecting-others/pages/face-coverings/>
  
25. **Scottish Government (from 23<sup>rd</sup> September 2020): Coronavirus (COVID-19)/Booking and Group Sizes and Households:**  
<https://www.gov.scot/news/new-measures-to-drive-down-infection-rate/>

26. **Scottish Government (from 23rd September 2020): Coronavirus (COVID-19)/Table Service:** <https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/hospitality-statutory-guidance/>
27. **Scottish Government (from 14th September 2020): Coronavirus (COVID-19):** <https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/hospitality-statutory-guidance/>
28. **Scottish Government (21<sup>st</sup> August 2020): Revised guidance on use of face coverings and background music in the Inn:** <https://www.gov.scot/publications/coronavirus-covid-19-what-you-can-and-cannot-do/pages/shopping-eating-and-drinking-out/>
29. **Scottish Government (7th August 2020): Coronavirus (COVID-19): Scottish workbook 2020:** <https://www.gov.scot/publications/scottish-covid-19-workbook-2020/>. NOTE: No sector advice card for the hospitality sector as at 14<sup>th</sup> September 2020.
30. **Scottish Government: Use of Face Coverings and Visors (10<sup>th</sup> July)/Phase 3:** <https://www.gov.scot/publications/coronavirus-covid-19-phase-3-staying-safe-and-protecting-others/pages/face-coverings/>
31. **UK Government Guidance for Face Coverings and Visors (9<sup>th</sup> July). Close contact services:** <https://assets.publishing.service.gov.uk/media/5ef2889986650c12970e9b57/working-safely-during-covid-19-close-contact-services-090720i.pdf>
32. **Scottish Government: Guidance for Tourism and Hospitality/Phase 3:** <https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/overview/>
33. **Scottish Government Guidance on Contact Information for Customers. Test and Protect:** <https://www.gov.scot/binaries/content/documents/govscot/publications/advice-and-guidance/2020/06/coronavirus-covid-19-tourism-and->

[hospitality-sector-guidance/documents/test-and-protect---hospitality-poster-a4/test-and-protect---hospitality-poster-a4/govscot%3Adocument/00660269\\_SGV%2BTest%2B%2BProtect\\_Hospitality%2Bposter%2BA4\\_72859.pdf](https://www.gov.scot/publications/coronavirus-covid-19-phase-2-staying-safe-and-protecting-others/documents/test-and-protect---hospitality-poster-a4/test-and-protect---hospitality-poster-a4/govscot%3Adocument/00660269_SGV%2BTest%2B%2BProtect_Hospitality%2Bposter%2BA4_72859.pdf)

34. **Scottish Government Guidance - Toilet Cleaning:** <https://www.gov.scot/publications/coronavirus-covid-19-public-and-customer-toilets-guidance/pages/hygiene-measures/>
  
35. **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>
  
36. **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/>
  
37. **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/>
  
38. **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: 29<sup>th</sup> May 2020.
  
39. **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/>

40. **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](https://www.foodstandards.gov.scot/downloads/FSS_COVID-19_summary_checklist_for_restarting_food_businesses.pdf)
41. **UK Government Use of Face Coverings:** <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery>
42. **Scottish Government Use of Face Coverings:** <https://www.gov.scot/publications/coronavirus-covid-19-phase-2-staying-safe-and-protecting-others/pages/face-coverings/>
43. **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 – handling food:  
<https://www.foodstandards.gov.scot/consumers/food-safety/coronavirus#Advice%20on%20infection%20control%20when%20handling%20food>