

COVID-19

Risk Assessment

Customer Safety

Hazards
Infection spread by staff with symptoms of COVID-19
Infection spread by customers with COVID-19
Infection spread from surfaces and equipment infected with COVID-19
Who might be harmed
Customers
Staff
Suppliers
Visitors
Controls in place
Customers will be encouraged to use contactless payments where possible, without disadvantaging older or vulnerable customers.
Physical distancing measures will be in place to permit customers and social groups to physically distance whilst queuing, and whilst inside the premises (see physical distancing risk assessment)
Posters and notices will be displayed detailing the rules in place to prevent the risks of infection from COVID-19 at point of entry and throughout the premises. Such posters will include detail of physical distancing and hand washing arrangements
Posters displaying the premises NHS Test & Trace QR code will be displayed within the business preferably at the main point of entry. Customers and visitors will be asked to check-in upon arrival
Where customers and visitors cannot use the NHS Test & Trace QR code then their details will be taken and securely held on file for a period of 21 days
Customers will be refused access to the premises if they refuse to check-in via NHS Test & Trace or provide their details manually
Customers and visitors exhibiting symptoms of COVID-19 will be politely asked to leave the premises for the safety of others
Hand wash stations in public areas and toilet facilities will be stocked with suitable hand soap, hand drying facilities and 60% alcohol hand gel. Hot water will also be available to all hand wash basins
60% alcohol hand sanitising gel stations will be positioned throughout the premises for customers to use. Staff will be encouraged to remind guests of the need to use these gels
All tables will be completely cleared before customers are seated. No tables will be set prior to customers sitting at their table i.e. no cloths, cutlery, crockery, glasses etc. Tables will be cleared and sanitised before seating guests
Tables will be kept clear of any sundry items e.g. table talkers, menu's etc.
Customers will be provided with a QR code enabling them to view the menu on their phones. Hard copy menus are also available but will be single use, disposable copies only. Customers will not have physical contact with the allergy guides – instead it will be explained by staff
Live music will not be played. Additional background music will be kept to a low volume.
Queues will be avoided where possible through the use of a contactless virtual queuing app
All staff will be wearing face coverings unless exempt due to a disability
Staff will undertake weekly testing and provide proof of negative COVID results to management

PPE

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All staff will be wearing face coverings unless exempt due to a disability
Tasks shall be assessed to determine the use of PPE as a method of avoiding COVID-19 infection
Where gloves are deemed necessary as PPE, they must be worn for relevant tasks only. Hand washing rules must be applied as per normal where gloves are not worn
Face coverings will be encouraged where staff use public transport to get to work

Physical Distancing

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Floor markings will be positioned inside the premises to facilitate compliance with current physical distancing advice, particularly in the most crowded areas, such bars offering takeaway
Queues will be avoided where possible through the use of a contactless virtual queuing. Where customers are required to queue to access the premises, the queuing area is to be identified and distance markers placed on the floor at 2 metre intervals
MD's are to regulate the number of people within the building with a one in, one out rule to be operated when full occupancy capacity is reached
The occupancy level of the business is to be reviewed to allow for adequate physical distancing to be achieved and determined and a record of this number kept
Signage is to be placed at the entrance door to advise customers of physical distancing rules within the premises
Where there is more than one point of access, doors will be designated for entry and exit
The layout of the floor and any outside seating, will be adjusted and if necessary reduced, to allow for appropriate physical distancing to be achieved
Signage shall be placed throughout the premises to remind customers of the need to maintain a physical gap to current recommended distances between social groups
Where physical distancing cannot easily be achieved then mitigating controls will be set in place to reduce the risk of face to face seating of different social groups e.g. table layout and screens
There is no bar service available to minimise groups congregating. Full table service will operate in our bars and pubs
No groups of more than 6 people to be admitted

Cleaning

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Paper roll and sanitised cloths and mop heads will be used to clean all hard surfaces, floors, chairs, door handles and sanitary fittings
Manufacturer's instructions will be followed for dilution, application and contact times for all detergents, disinfectants and sanitisers used within the business. Staff will be trained in the effective and safe use of all chemicals
Only company approved cleaning chemicals shall be available for use. These shall include detergents and sanitisers which are effective against enveloped viruses such as COVID-19
'Touch points' will be routinely cleaned using a sanitiser solution and disposable roll on a routine basis of no less than every 30 mins
Customer dining areas will be cleaned and disinfected/sanitised between each seating This will include the sanitising of all hard surfaces i.e. tables & chairs
Customer toilets will be checked to ensure hand washing and hygiene provisions are in- place every 30 minutes
All work surfaces and touch points will be sanitised at the start of the day prior to any activities taking place. All surfaces and touch points will also be cleaned throughout the day and then sanitised as a last task at the end of the working day

Employee Safety

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Who might be harmed
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Controls in place
Advice will be provided to employees on measures to adopt when travelling to and from work including the wearing of masks if using public transport and cleaning hands on arrival at work and back home
Training will be provided for all employees on new provisions to combat the spread of COVID-19. Staff will apply the controls in place to prevent the risks of infection to each other and our customers
Staff will be trained and regularly reminded of the need to avoid touching eyes, nose, and mouth. Where they do touch their face etc. they should wash their hands immediately
Customers will be encouraged to use contactless payments where possible, without disadvantaging older or vulnerable customers. Staff will wash hands immediately after handling any cash or tips
Hand washing regimes will be in place using soap and hot water for at least 20 seconds. Hand sanitizer with at least 60% alcohol will be used if soap and water are not available
Individual health checks will be completed 1 hour before every shift via our People System, Fourth Hospitality
Training and guidance will be provided on how to communicate our controls to customers/guests and on how to deal with any person/s who fail to adhere to the controls in-place
Touch points such as door handles, tills, card machines, keyboards, touchscreens, telephones, surfaces and handrails and trays, will be cleaned and sanitised every 30 minutes with a 2-stage cleaning process
Dirty surfaces will be cleaned with soap and water/detergent before disinfection with a sanitiser
The use of PPE will be carefully assessed. All front of house staff will wear a face covering unless exempt for medical reasons. The use of gloves will only be considered for essential tasks where personal hygiene standards are not considered to be a suitable control.
As far as reasonably possible, physical distancing to current recommended standards will be maintained between employees at work
Used uniform will be placed in designated containers and be laundered by a professional company
Staff will be encouraged to avoid the use of public transport to get to work. Where they do have to use public transport then they will be advised to follow government guidelines
Rota planning will take into account arrival at work time with times staggered to avoid large groups arriving at any one time. Rota planning will also look to achieve a Team A and Team B approach
Records of staff rota's will be retained for a minimum of 21 days to assist with the NHS Test & Trace Scheme operation
Detailed health questionnaires are completed after periods of absence
Staff will be permitted to self-isolate where required following contact with NHS Test & Trace
Staff will undertake weekly testing and provide proof of negative COVID results to management

Table Service

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Controls in place
Customers will be encouraged to use contactless payments where possible, without disadvantaging older or vulnerable customers. Staff will wash hands immediately after handling any cash or tips
Staff will be trained to stand back from the table when talking with customers and will not lean over tables to speak with customers
Staff will take drinks and food to tables using trays where necessary. Trays will be left on the table for customers to distribute drinks around their table
Staff will ensure that they operate the highest standard of personal hygiene at all times when serving tables
When serving customers, staff will serve from the side and will not lean over tables or overreach in front of customers. Where necessary, staff will ask customers to remove or place items on trays

Outdoor Seating

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Controls in place
Customers will be encouraged to use contactless payments where possible, without disadvantaging older or vulnerable customers
Physical distancing measures will be in place to permit customers and social groups to physically distance whilst using outdoor seating
Customers exhibiting symptoms of COVID-19 will be politely asked to leave the premises for the safety of others
Hand sanitiser stations will be positioned at the entrance to the external seating area with a notice requesting that customers sanitise their hands before sitting
All tables will be completely cleared before customers are seated. Cutlery, sauces etc. will not be available at the tables. Tables will be clear of any sundry items such as table talkers etc
Customers will be provided with a QR code enabling them to view the menu on their phones. Hard copy menus are also available but will be single use, disposable copies only. Customers will not have physical contact with the allergy guides.
Staff will take drinks and food to tables using trays where necessary. Trays will be left on the table for customers to distribute drinks around their table. Staff will exhibit good manual handling techniques whilst carrying trays of drinks
Trays used to carry drinks and food to tables will be deep cleaned every 30 minutes and sanitised immediately if touched by a customer