

# COVID-19 RISK ASSESSMENT

This document outlines the risk assessment at the venue in respect to operational actions needed to operate safely during the COVID-19 outbreak.

## COMMUNICATION

Communication of this document and our procedures is important. The operational plan and this template needs to be available in staff areas. Where possible the plan and risk assessment should be done with the manager and factors in place discussed with them. The risk assessment will also need to be placed online so that it is available for all guests to review before they arrive at the venue.

## REVIEW AND ACTION

This document needs to be reviewed every month until further notice. Actions may change and government guidance on controls nationally or locally may be introduced. Where changes are made the document should be updated and relevant actions set.

If actions have been set then these must be carried out as soon as possible. All actions in relation to COVID -19 are classed as high priority.

## COVID -19 RISK ASSESSMENT

HAZARD / RISK	AT RISK	CONTROLS TO BE TAKEN	CONTROLS IN PLACE	ACTION TO BE TAKEN
<p>Spread of Covid-19</p> <p>Pre return of staff to work</p>	<p>Staff members/ Customers</p>	<ul style="list-style-type: none"> <li>• Conduct return to work screening interviews to establish the risk associated with each member of staff</li> <li>• Inform all staff of their responsibilities to themselves, other staff and customers in relation to COVID-19.</li> <li>• Plan for the minimum number of people needed at the venue to operate safely and effectively.</li> </ul>	<ul style="list-style-type: none"> <li>• Declaration forms filled in and kept on site by management. All staff to fill them in before working.</li> <li>• All staff completed COVID-19 awareness CPL course. Certificates kept on site</li> <li>• Operational plan meeting and training session held to work through changes to work</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure all new team members fill in the declaration form and complete online CPL course before first shift. – <b>ON-GOING</b></li> <li>• Have risk assessment and operational plan up in team areas – <b>MANAGER TO ACTION</b></li> </ul>
<p>Spread of Covid-19</p> <p>Before starting shift</p>	<p>Staff member/ Customer</p>	<p>Staff must not work if they, or any of their household, display the COVID-19 symptoms or they have been in close contact with somebody who has the symptoms.</p>	<ul style="list-style-type: none"> <li>• Staff aware of responsibilities of not attending work if unwell</li> <li>• Daily declaration signed each day to confirm fit for work</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure all staff and visitors continue to sign in <b>ON-GOING</b></li> </ul>

HAZARD / RISK	AT RISK	CONTROLS TO BE TAKEN	CONTROLS IN PLACE	ACTION TO BE TAKEN
<p>Spread of Covid-19</p> <p>Entering and moving around the building</p>	<p>Staff/ customer</p>	<ul style="list-style-type: none"> <li>• Remind all staff of social distancing practices.</li> <li>• Remind all staff of the importance of thorough and frequent handwashing at key points</li> <li>• Reducing congestion, for example, by having more entry points to the venue. If you have more than one door, consider having one for entering the building and one for exiting.</li> <li>• Provide handwashing facilities, or hand sanitiser where not possible, at entry and exit points.</li> </ul>	<ul style="list-style-type: none"> <li>• Signage placed around the building to inform and guide staff and customers in their responsibilities</li> <li>• One way system in place using front door as entrance and side door exit.</li> <li>• Doors propped open except fire doors</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor throughout the day customer flow and adjust signage if needed <b>ON-GOING</b></li> </ul>
<p>Spread of Covid-19</p> <p>Staff uniform/personal hygiene</p>	<p>Staff/ customers</p>	<ul style="list-style-type: none"> <li>• staff to wear clean uniform every day</li> <li>• recommendation of returning home routine</li> <li>• staff to wash hands regularly</li> </ul>	<ul style="list-style-type: none"> <li>• All staff in clean uniform each day. Guidance on washing and handling uniform given as part of operational plan.</li> <li>• Drawstring bag provided for staff to use</li> </ul>	<ul style="list-style-type: none"> <li>• Brief new staff on uniform rules when arriving at work <b>ON-GOING</b></li> </ul>

HAZARD / RISK	AT RISK	CONTROLS TO BE TAKEN	CONTROLS IN PLACE	ACTION TO BE TAKEN
<p>Spread of Covid-19</p> <p>Deliveries</p>	<p>Staff/ delivery drivers</p>	<ul style="list-style-type: none"> <li>• Make arrangements with suppliers to allow safe delivery of goods to the premises.</li> <li>• A safe and hygienic area is made available in the delivery area (specify) for deliveries to be left</li> <li>• When the delivery is checked, the driver must step away for 2m.</li> <li>• Remove external packaging and discard, wash hands</li> <li>• Wash hands after putting deliveries away</li> <li>• Determine if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example, carrying out services at night.</li> </ul>	<ul style="list-style-type: none"> <li>• Deliveries done into a designated area.</li> <li>• Staff instructed to wear gloves handling deliveries</li> <li>• Deliveries need to be wiped or washed before putting away removing gloves once done.</li> <li>• Delivery drivers are instructed on our operational plans</li> </ul>	<ul style="list-style-type: none"> <li>• New delivery drivers will need instructing of guidelines <b>ON-GOING</b></li> <li>• New staff members will need to be made aware of operational plan for deliveries <b>ON-GOING</b></li> </ul>
<p>Spread of Covid-19</p> <p>Front of house</p>	<p>Staff/ Customers</p>	<ul style="list-style-type: none"> <li>• Review layouts and processes to allow staff to work further apart from each other.</li> <li>• Only where it is not possible to move working areas further apart, arranging people to work side-by-side or facing away from each other rather than face-to-face. Where this is not possible, using screens to separate people from each other.</li> <li>• Use floor tape or paint to mark areas to help people keep to a 2m distance.</li> <li>• 2m must be kept between staff and customers See section on social distancing page 27.</li> <li>• A suitably high Perspex / plexiglass screen is used to separate staff and customers where 2m cannot be achieved.</li> <li>• Step back after placing foods / drinks / payment machine in front of the customer</li> <li>• Wash hands or use sanitiser after handling used crockery / cutlery etc from cleared tables.</li> </ul>	<ul style="list-style-type: none"> <li>• Where possible only one member of staff working in a particular area as creating departments not possible</li> <li>• Tables spread for social distancing, where tables can't be spread out they are closed for use</li> <li>• Staff instructed on using PPE when handling dirty items</li> <li>• Floor stickers used to mark queue for outside drinks orders</li> <li>• Perspex screens installed on the bar area</li> </ul>	<ul style="list-style-type: none"> <li>• Full covid training on FOH operation needed for each new member of the team <b>ON-GOING</b></li> </ul>

HAZARD / RISK	AT RISK	CONTROLS TO BE TAKEN	CONTROLS IN PLACE	ACTION TO BE TAKEN
		<ul style="list-style-type: none"> <li>• Encouraging use of contactless ordering from tables where possible</li> <li>• Tables and chairs should be cleaned and disinfected in-between customers.</li> <li>• Condiments and unused tableware removed and replaced.</li> <li>• Sign put on table advising either ready for use or not to be used till cleaned.</li> <li>• Ensure as much ventilation as possible</li> <li>• Limiting access to venues for people waiting for or collecting takeaways. Setting out clear demarcation for 2m distances for customers queuing. Asking customers to wait outside or in their cars.</li> <li>• Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.</li> </ul>	<ul style="list-style-type: none"> <li>• Signage places around the building including card payment only instructions</li> <li>• No seat no service policy instructed</li> <li>• Touchpoints are cleaned every hour</li> </ul>	
<p>Spread of Covid-19</p> <p>Cellar</p>	<p>Staff</p>	<ul style="list-style-type: none"> <li>• One person at a time in the cellar</li> </ul>	<ul style="list-style-type: none"> <li>• Staff instructed to have only one person in the cellar and bottles storerooms at any one time.</li> <li>• Priority signage to allow priority to those leaving the area</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure signage is clear to all team members all the time <b>ON-GOING</b></li> </ul>
<p>Spread of Covid-19</p> <p>Office</p>	<p>Staff</p>	<ul style="list-style-type: none"> <li>• One person at a time in the office</li> <li>• Disinfect any equipment using a suitable disinfecting wipe before and after using – remember the office phone, desk, keyboard and mouse.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff instructed to have only one person in the office area at any one time.</li> <li>• Equipment to be wiped down regularly</li> </ul>	<ul style="list-style-type: none"> <li>• Review office occupancy and if a problem put up signage to instruct 1 person at a time <b>REVIEW ON-GOING</b></li> </ul>
<p>Spread of Covid-19</p> <p>Toilet</p>	<p>Staff/ Customers</p>	<ul style="list-style-type: none"> <li>• Queuing system so people in the queue do not cause a risk to others whilst waiting.</li> </ul>	<ul style="list-style-type: none"> <li>• Open toilet doors so customers can view who is in them.</li> </ul>	<ul style="list-style-type: none"> <li>• Review queues and if there is a problem ask customers to wait outside, consider any additional signage if needed</li> </ul>

HAZARD / RISK	AT RISK	CONTROLS TO BE TAKEN	CONTROLS IN PLACE	ACTION TO BE TAKEN
		<ul style="list-style-type: none"> <li>• Clear signage asking customers to observe social distancing both on corridors and in the toilet area.</li> <li>• Consider leaving some doors open where not necessary for fire or other safety purposes to reduce hand contact.</li> <li>• <b>Self-closing fire doors must not be propped open.</b></li> <li>• Monitoring compliance with social distancing rules, which must be in place and all staff made aware.</li> <li>• Clear signage asking customers to wash their hands</li> <li>• Tape off every other urinal.</li> </ul>	<ul style="list-style-type: none"> <li>• Sanitisers up near toilet entrances</li> <li>• instructions on washing hands within toilet area.</li> </ul>	
<p>Spread of Covid-19</p> <p>Kitchen</p>	<p>Staff/ Customers</p>	<ul style="list-style-type: none"> <li>• Recognising that cleaning measures are already stringent in kitchen areas, consider the need for additional cleaning and disinfection measures.</li> <li>• Wash hands before handling plates and cutlery.</li> <li>• Continuing high frequency of hand washing throughout the day.</li> </ul>	<ul style="list-style-type: none"> <li>• COVID specific touchpoint cleaning rota rolled out for use throughout the day.</li> </ul>	<ul style="list-style-type: none"> <li>• Manager to ensure there is a weekly sheet printed off and completed, items missed are done the next day, monitor at all times <b>ON-GOING</b></li> <li>•</li> </ul>
<p>Spread of Covid-19</p> <p>Hotel</p>		<ul style="list-style-type: none"> <li>• Remove all loose soft accessories – cushions/throws/eiderdowns/runners. They could harbour germs and are not cleaned between guests</li> <li>• Remove any non-essential hard accessories and hand-out pre-sanitised, as guests request. Air-con units/fans/trouser presses/ironing boards</li> <li>• Identify essential items such as kettles/hairdryers which will stay in the room and become part of the cleaning regime</li> <li>• Appropriate PPE for housekeeping staff</li> <li>• Ventilate wherever possible</li> <li>• Remove crossover of any items between guests</li> <li>• Remove all local attraction leaflet stands/charity boxes/books etc</li> </ul>	<ul style="list-style-type: none"> <li>• All F&amp;F and cushions, throws removed and put into storage</li> <li>• Guest info folders removed, and info sheet disposable kept in the room</li> <li>• Room tray contents reduced and spare available upon request</li> <li>• PPE provided for cleaning the rooms</li> <li>• Staff instructed on cleaning process</li> <li>• Breakfast pre-order and restocking</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor and check standards in rooms <b>ON-GOING</b></li> </ul>

HAZARD / RISK	AT RISK	CONTROLS TO BE TAKEN	CONTROLS IN PLACE	ACTION TO BE TAKEN
		<ul style="list-style-type: none"> <li>• Clean and sanitise card machine between uses, relocate to maintain social distance where possible or provide a physical barrier between staff and guests</li> <li>• Communicate checking in/out details (check-out times etc) on a black-board in the foyer or by the door</li> <li>• Mark out with tape the appropriate distance between guests checking in</li> <li>• Hand the guest a small clear bag with coffee/tea/biscuits in as a visual sign that this is a fresh transaction every day. They should no longer be in rooms</li> <li>• Consider mitigating risks giving priority to one directional flow so people are clear (usually people coming downstairs). Have a note explaining this at both ends of any stairway or corridor gives clarity.</li> <li>• Breakfast buffet to be suspended</li> <li>• Allow a visible space for putting the keys and make it clear to guests via signage that all these keys will be disinfected prior to re-use.</li> </ul>	<p>forms handed out at check in and guidance given to the guest</p> <ul style="list-style-type: none"> <li>• Screens up at bar where guest checks in.</li> </ul>	
<p>Spread of Covid-19</p> <p>Capacity</p>	<p>Staff/ Customers</p>	<ul style="list-style-type: none"> <li>• Define the maximum number of customers that can reasonably follow social distancing at the venue. Considering total indoor and outdoor space, specific venue characteristics such as furniture as well as likely pinch points and busy areas.</li> <li>• Make sure this number is never exceeded – an effective way of establishing capacity swiftly to be in place</li> <li>• Planning for maintaining social distancing in the event of adverse weather conditions, being clear that customers cannot seek shelter indoors unless social distancing can be maintained.</li> </ul>	<ul style="list-style-type: none"> <li>• Max capacity worked out and signage put up at front door</li> <li>• Management informed to monitor and refuse service if capacity is reached in any area.</li> <li>• Outside and inside can be stopped independently not effecting other areas from trading as long as overall</li> </ul>	<ul style="list-style-type: none"> <li>• Manager to walk around and monitor capacity limits in all areas <b>ON-GOING</b></li> </ul>

HAZARD / RISK	AT RISK	CONTROLS TO BE TAKEN	CONTROLS IN PLACE	ACTION TO BE TAKEN
			capacity hasn't been reached	
Spread of Covid-19  Customer information	Staff/ Customer	<ul style="list-style-type: none"> <li>• Provide clear guidance on social distancing and hygiene to people on or before arrival, for example, through online booking forms and on-site signage and visual aids.</li> <li>• Informing customers that they should be prepared to remove face coverings safely if asked to do so by police officers and staff for the purposes of identification.</li> <li>• Providing written or spoken communication of the latest guidelines to both workers and customers inside and outside the venue.</li> <li>• Consider the needs of those with protected characteristics, such as those who are visually impaired.</li> <li>• Ensuring the latest guidelines are visible in selling and non-selling areas.</li> <li>• Encouraging workers to remind customers to follow social distancing advice and clean their hands regularly.</li> <li>• Nobody should enter the business if they have the symptoms of Covid-19</li> </ul>	<ul style="list-style-type: none"> <li>• Signage placed on arrival to the pub informing customers what to do and what to expect</li> <li>• Information put on social media and websites</li> <li>• Staff training given to walk through the operational plan.</li> <li>• Plan and risk assessment available for team to review</li> </ul>	<ul style="list-style-type: none"> <li>• Update customer guidance as government and company guidance changes</li> </ul>
Spread of Covid-19  Suspected infection	Staff/ Customers	<ul style="list-style-type: none"> <li>• Hotel rooms should be left empty for 72 hours before staff enter to clean</li> <li>• clean and disinfect all high frequency touch points in the public areas in the hotel as per your Covid Secure Risk Assessment and new operating procedures:</li> </ul>	<ul style="list-style-type: none"> <li>• Procedure in place and staff informed what to do if a case is found at the pub</li> <li>• Rooms closed and 111 informed</li> <li>• Full clean and sanitisation done on infected area</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure all staff are aware and report immediately any issues <b>ON-GOING</b></li> </ul>