

Risk Assessment for the specific risk of Covid-19

November 9th 2020 GLYN Y WEDDW ARMS

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Version Controls

Version No.	Date	Amendments
V0.1	9/11/20	First draft
V0.11		Amendments following review with MC, GW and EJ.
V1.0	Tbc	Signed off by MC, GW and EJ.

SIGNED OFF BY:

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1.0 Introduction

To comply with current Government requirements for re-opening businesses in the hospitality sector, this document has been developed to form a framework for hospitality businesses to use an industry-specific template to carry out an assessment of risk of COVID-19 in their business and determine the controls necessary to reduce risks to those who work in and enter the premises. It differs to a “normal” risk assessment because this is a unique situation. The hazard, (SARS-CoV-2) is the same throughout, and the risks depend on the activities at various stages of the customer or employee journey in the premises.

This document has been developed as a hybrid of HACCP and a Risk Assessment, taking a step by step approach, to demonstrate that the business has considered the routes people take through the business and the hazard and risks encountered by both customers and the staff at various steps to therefore give confidence to guests, staff and enforcement agencies that due consideration has been given to this serious issue.

This document identifies the routes that people will typically take, either to carry out their jobs or as customers, identify what risks from coronavirus are involved, and subsequently how to take action to reduce these risks. These process steps may then need to be adjusted and reviewed, if it is found that the route or journey needs to be changed to ensure a safer environment, or if the legislation or government guidance changes.

Customers can be advised of actions taken to give confidence that the business has considered everyone’s safety. This will also be useful to ensure that customers know what the new “rules” are so that everyone’s expectations are managed in advance and that there is a reduced risk of any aggressive behaviour during their visit.

The controls noted in this document are over and above the normal food safety and health and safety policies and procedures that are currently in place.

1.1 The Hazard

Covid-19 is a respiratory disease that can invade a host via the respiratory route or via hand to eye / mouth / nose contact.

Any individual may be a symptomless carrier, meaning any of us could be shedding the virus, even without displaying any symptoms and thus we could pass it on either directly or indirectly to others.

- Other difficulties are that recovered cases may be infectious for an undetermined time, and it is not known what level of immunity is conferred on recovered cases. Furthermore, a recovered case who may have immunity may still spread the virus through touching contaminated surfaces and spreading the contamination by their hands.

We therefore must assume that the hazard of SARS-CoV-2 could be present in any staff or visitors to the premises and consider the risk mitigation accordingly.

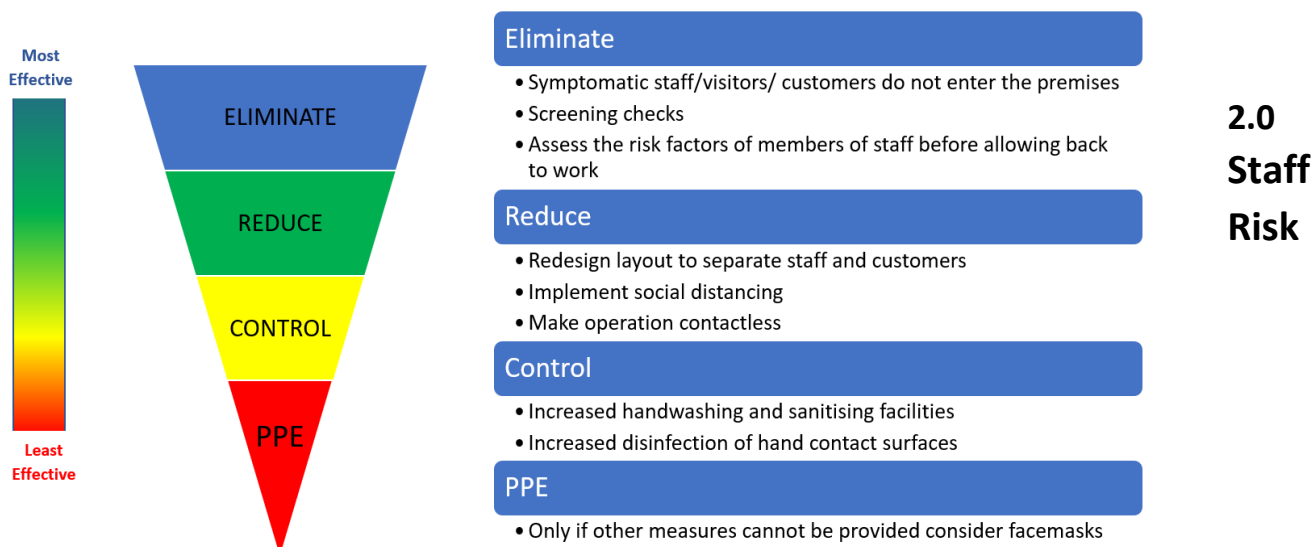
1.2 Known Routes of Transmission

- Direct contact to face – eyes, nose from droplets spraying from an infected person onto another person who is in close contact.
- Contamination via droplets from sneezing and coughing landing on surfaces and then transferring via hands on to eyes and nose and mouth. Other means of secretions getting on to surfaces could be from infected people touching their eyes, nose and mouth and then touching surfaces with contaminated hands.
- Contaminated hands of infected people can transfer the virus directly to others (e.g. handshakes) or on to hand contact surfaces which can be picked up by other people’s hands and transferred to their eyes, nose or mouth

1.3 Main controls

- Social distancing – 2m apart or 16m² per table
- Disinfecting hand contact surfaces
- Hand washing and hand sanitiser use
- Not touching eyes, mouth, or nose with contaminated fingers

1.4 Hierarchy of Controls



Assessment

Item No.	Area	Control
2.1	Before Returning to Work	<p>All employees will be contacted prior to return to discuss their own personal circumstances and whether they are happy to return to work. This is to ensure the safety and wellbeing of them and their families. This pre-return will cover:</p> <ul style="list-style-type: none"> - Their ability to work (e.g. childcare provisions may have changed) - If they are classed as high risk and have been shielding – or live with someone who is <p>Based on the responses, management will take these into consideration when arranging work rotas.</p> <p>.</p> <p>All employees will be provided with details of the contents of this risk assessment, in particular, the elements of how the working environment has changed and how this will impact their role.</p>
2.2	Pre-arrival	<p>As per current guidelines, if an employee is feeling unwell, they should not turn up to work, but call in advance to make the management team aware. They should then follow government guidelines before attempting to return to work.</p> <p>Travel to work:</p> <p>Employees should aim to travel to work avoiding public transport. Employees should aim for their journey to work be direct from their home (e.g. avoid running errands/supermarket shops between leaving home and arriving at work)</p> <p>Front of house staff should dress for work shortly before arriving for their shift (e.g. don't wear the same clothes they did in the Tesco shop earlier to work).</p>
2.3	Arrival	On arrival, if the pub is open to customers, staff should arrive via the

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		<p>Back entrance . Immediately on arrival, they must wash and sanitise their hands . Coats and bags must be left upstairs on coat hooks individually. Front of house will be provided with a pen and pad and wait cloth. This must be kept with them at all times and must not be shared! PPE will be made available to staff and must be worn at all times. Employees should bring their own filled drinks container to limit trips to the bar for refreshments. Where shifts would typically be commencing at the same time, these will be staggered if necessary.</p>
2.4	Uniform Change/Removal	<p>Staff should not arrive in their uniform but get changed in the upstairs store room on arrival. Staff should not leave in their uniform but change before returning home. Staff should wash themselves and their workwear as soon as they get home.</p> <p>If it is not practical to change on the premises, the advice is to change for work at home immediately prior to leaving to travel to start your shift and change out of your workwear as soon as you get home.</p>
2.5	Moving around the building	<p>There will be a one-way flow throughout the building which should be followed when the pub is open to the public. There will be occasions where this is not practical. When this happens, employees are advised to maintain social distancing where practical and wear PPE.</p> <p>The pub is separated into different areas – or ‘zones’. At the start of your shift, you will be advised which zones you are permitted in for the duration of your shift. Example: bar staff will not need to be in the kitchen, kitchen staff should not be behind the bar.</p> <p>Bar area: where possible, only one person should be behind the bar Cellar: only one person in the cellar at any one time Kitchen: the kitchen will be split into separate work zones, with the aim that there is only one employee in each area. Where this is not practical, employees should ensure they are washing and cleaning down surfaces every 20 minutes or more often.</p>
2.6	Kitchen areas	<p>Kitchen staff should aim to remain in their kitchen zone as much as possible. When this is not possible, staff should not loiter in the other zones and return to their workstation as soon as practical</p> <p>Work surfaces should be cleaned down frequently with a personal cloth during the shift and should not be shared.</p> <p>Only one person should be accessing the freezers/fridges at any one time. Handles need to be wiped down frequently.</p> <p>Where possible, only one person should be assigned to working kitchen</p>

Item No.	Area	Control
		equipment (microwave, fryers). When this is not practical, staff must ensure that handles are wiped down regularly
2.7	Equipment and Machinery	<p>Front of house – FOH staff will be required to keep their own pen and pad and copy of the specials</p> <p>Bar Staff – will be required to keep their own pen, pad and copy of the specials.</p> <p>Tills – only one person should be using one till in any session. The nominated users will be assigned by management. If others do need to use the till, they should wipe down the cover prior to use and wipe down again afterwards.</p> <p>Coffee Machine – one person will be assigned the coffee duties at any one time. When this is not practical other users should wipe the handles down immediately before and after use.</p> <p>Phone – one bar person will be assigned phone duties at any one time. If they are unable to answer the phone, where this is not possible it either should be left and use 1471 to call the person back or is sanitised immediately after use.</p> <p>Kitchen Staff – chefs are recommended to use their own knives where possible. They should avoid the sharing of utensils. Utensils in constant use should be washed on a regular basis.</p>
2.8	Deliveries and Contractors arriving on the Premises	<p>Deliveries – request to all suppliers that where possible, deliveries are made when the pub is closed to the public.</p> <p>Staff are reminded to maintain social distancing when accepting deliveries. Staff must wash hands once a delivery has been accepted and put away.</p> <p>Contractors – where a contractor is required on the premises, they will be asked where possible, to visit when the pub is closed to the public. They will be asked to wash their hands upon arrival and staff will maintain social distances for the duration of their visit.</p>
2.9	Other areas to consider with specific controls	<p>Garden/outside areas No additional risks are identified specifically for the garden/patio outside area but social distancing 2m required.</p> <p>Kid's playground area Will remain closed but regularly reviewed.</p> <p>Televisions and music: Sports or any other activity which will increase the likelihood of shouting or singing should be avoided, no live music is allowed only quiet background music and no jukeboxes.</p>
2.10	Staff toilet use	Staff should use only the upstairs toilet and the disabled toilet(key)
2.11	Interactions with Customers	<p>Taking orders at tables: orders must be taken at tables and from a distance of at least 1 metre plus. Employees must not loiter and engage in further conversation with customers wait staff will deliver the drinks to the table. Customers will be asked to take their drinks off the trays.</p> <p>Delivering food and drinks to tables:</p>

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		<p>For drink orders, Drinks will be delivered on trays. Wait staff will place the tray of drinks on the table and step back, asking the customers to remove the glasses. Customers will be asked to remove the items from the trays themselves while the wait staff step back. This means wait staff will not have touched the glassware. Once the tray is empty, the wait staff will collect and remove, wiping it down when returning to the tray stack.</p> <p>For food orders, these will be placed promptly by the wait staff, using cloths and the wait staff will step back promptly.</p> <p>Clearing tables: wait staff will where possible/practical, ask customers to place their empty crockery/glasses to the end of the table for its safe removal or put on a collection table if possible.</p> <p>Returning glasses: these will be placed in the glasswash room only - staff will drain and stack them into the glasswasher.</p> <p>Returning plates: these will be placed inside the kitchen. The kitchen staff will scrape and stack prior to washing as usual.</p> <p>Outside: There will be a glass and crockery return station, where customers can return empty glassware and crockery to the station which the wait staff will maintain. This is not practical for indoors so will not be installed.</p> <p>Returning glasses: these will be put in glasswash room by wait staff. The bar staff will drain and stack them in the glasswasher</p> <p>Returning crockery: these will be placed inside the kitchen. The kitchen staff will scrape and stack prior to washing.</p>
2.12	Interactions with Colleagues	<p>Interaction with colleagues cannot be avoided. Where possible, handovers should be undertaken standing side by side and not face to face, 1 metre plus apart where possible.</p> <p>Where staff are part of the same household then the social distancing measure do not apply, and staff can work closer together. However, if one member of the household shows symptoms, then all members of the household must isolate. The person showing symptoms for 7 days and rest of the household for 14 days.</p>
2.13	Use of the Office cupboard Spirits cupboard	<p>Unless part of their role or requested by Martin Cook, employees should not be in this area.</p> <p>hands must be cleaned if entering to fetch spirits or change(safe handle)</p> <p>Any equipment / surfaces used must be wiped down before and after use, e.g. laptop, printer, door handles</p>
2.14	Upstairs store Rooms/changing rooms	<p>Staff are asked to minimise personal items that are brought into work. Employees that will be changing in the storerooms must keep all their belongings together in one place and not littered everywhere.</p>

Item No.	Area	Control
		The door handles will be wiped down at the start and end of every day. Employees are asked to wash and sanitise their hands often.
2.15	Leaving Work	Employees are requested to wash their hands before leaving the workplace and are recommended to shower/ wash immediately upon returning home.
2.16	When a member of staff or their immediate family feel unwell	<p>Staff should follow the existing process if they become to feel unwell at work.</p> <p>Alert one of the managers who will arrange for the employee to be isolated and arrange for them to return home.</p> <p>Staff have been advised to ensure they are aware of the current symptoms of covid-19.</p> <p>If a member of staff has symptoms of Covid-19 then the following actions will be carried out:</p> <ul style="list-style-type: none"> • Separate the ill person from others by at least 2m • Dial 111 or use 111 online to obtain the correct advice if necessary • If possible, the ill person should wear a face covering. <p>If the staff member does need to self-isolate ensure that this takes place and they do not return to the workplace until it is safe to do so ensuring no one of their household has symptoms etc.</p> <p>Advise staff to be tested where appropriate.</p>

3.0 Customer Journey

Item No.	Area	Control
3.1	Capacity	<p>Tables have been removed and those remained spaced to allow for the 2-metre distance to be observed.</p> <p>Staff have been advised not to move the tables from their position. Customer signage will advise the same.</p> <p>If staff observe furniture being moved, they will ask the customer to refrain from doing so.</p> <p>Any breaches by customers will mean they are asked to leave.</p> <p>Bar stools have been removed from the bar area, to avoid customers trying to sit at the bar.</p> <p>In the event of inclement weather, if customers can be seated indoors in time then they will be moved indoors. If there is no space inside, they will have to get wet or go home.</p> <p>Signage ahead of booking will explain this.</p>
3.2	Booking	<p>Customers are informed that booking is strongly advised as they are likely to be turned away if we do not have sufficient space to accommodate them and maintain social distancing safely.</p> <p>Booking arrival times will be staggered to avoid arriving en masse.</p> <p>No bookings of more than four people to one table is allowed both inside and outside to aid social distancing and tables cannot be moved from their</p>

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		<p>current positions by staff or customers.</p> <p>If customers arrive early and their table is not available, they may be asked to wait in their cars until it is.</p> <p>Customers must be advised that their table is booked for a set amount of time(two hour time slots) at which point they will have to leave. This will be made clear to customers at the time of booking and is to ensure the flow of customers is minimised at cross over times.</p> <p>As per government requirements, we will advise that their contact details of all their party will be taken and stored for 3 weeks and identification verification is needed in the event that we are asked for their details as part of the government’s track and trace programme via our wifi login or a QR code that can be scanned-likewise anyone without a mobile device their details can be taken on file with pen and paper.</p> <p>If it rains, customers will have to be sat down inside, not stood up loitering, or under the covered area outside but must all maintain social distancing. If this cannot be achieved, they will be asked to leave.</p>
3.3	Arrival – outside the property	<p>When allowed inside Customers will be asked to enter via the bottom car park entrance or side entrance out of season.All customers and staff must wear facemasks whilst moving around but not whilst sat at a table. Clear signage will be in place outside the entrances showing customers what to expect and how we expect them to behave when on the premises. Signage will also request that customers should not enter if they are feeling unwell.</p> <p>Instruction via our website and facebook considered to be used on social media to demonstrate what the key changes are – both for them and what we are doing as employers.</p>
3.4	Arrival – entering the property	<p>Where practical, doors into the pub will remain open, avoiding multiple door handle touching.</p> <p>Customers will be met, asked to sanitise hands before being shown promptly to their table, where the new processes will be explained e.g. one-way system,use of facemasks,track and trace,verified identification, toilets, asking customers to remain seated, table service only. This will not be required on subsequent visits, unless reminders are required</p> <p>Families will be asked to look after their children to ensure that social distancing is maintained.</p> <p>If customers fail to follow the guidelines, they may be asked to leave.</p>
3.5	Moving around / walking to tables	<p>Customers will be expected to stay seated at all times, moving only for journeys to the toilet(and a facemask must be worn)- when only one member of the party should go (e.g. only one party member should go to to the toilet at a time unless accompanying children).</p> <p>Customers should follow the one-way system in order to minimise contact with other patrons and staff.</p>
3.6	At the Bar	<p>Customers must not try to order or sit at the bar-table service only to avoid unnecessary social contact.</p> <p>Drinks will be delivered by wait staff and payment taken at the table.</p>
3.7	Ordering Food	<p>Menus will be printed and laminated. These will be cleaned before and</p>

Item No.	Area	Control
	and Drink	<p>after being handed to customers. Menus will also be on display in the wall mounted frames and on the website. One menu per table only is advised. Menus will be kept behind the bar – so customers cannot help themselves.</p> <p>Menus will be the responsibility of the wait and bar staff. On occasions that disposable menus are occasionally provided (weekends), customers will be asked to take them home with them.</p> <p>Wait staff will take food orders at the table to start with until inside is open and orders taken at desk behind a screen with an orderly socially distanced queueing area.</p>
3.8	Going to the Toilet	<p>Locks have been installed on the outer door of the toilets, ensuring that only one person (or family) may use the toilets at any one time. Signage will be on display to advise customers as to lock the outer door – and not the one on the stall.</p> <p>Queueing for the toilet In the scenario that a queue forms for the toilet, signage, including floor markings will advise customers to maintain a safe distance. If the queue exceeds three people, staff will politely request that they sit down until the queue subsides. This will be reviewed after opening and any additional controls will be considered in order to mitigate any issue arising.</p> <p>Cleanliness of toilets There will be a cleaning schedule to sign every half an hour where delegated staff are to spray virucidal disinfectant on all taps, sinks, toilet seats pans, hand dryers and door handles and check soap dispensers are adequately filled. These tasks must be completed whilst using PPE. Cleaning staff in the mornings must likewise wear PPE at all times.</p>
3.9	Paying	<p>Contactless will be recommended and payments undertaken at the table. Cash can be taken if needed and wait on staff will carry a small float to reduce unnecessary journeys and reduce contact.</p>
3.10	Leaving the Premises	<p>Customers will be asked to leave via the main front doors or the snug end exit to reduce passing by .</p>

4.0 Additional Cleaning and Hygiene Controls

Item No.	Area	Control
4.1	Keeping the Venue Clean	<p>Daily cleaning to continue, paying additional focus on touch points such as door handles. Touchpoints such as handles and doors will be sprayed and wiped every 20 minutes (or at appropriate intervals, depending on customer volumes) Staff will be asked to sanitise/wash hands often</p>

Item No.	Area	Control
4.2	Keeping the Kitchen Clean	Normal cleanliness standards will be adhered to, with surfaces and utensils cleaned as you go.
4.3	Handwashing, Hand Sanitisation Stations and Toilets	Hand sanitisers will be placed across the premises, paying particular attention to entrances and outside the toilets. Soap will be checked in toilets and topped up daily, or more frequently if necessary
4.4	Staff /store Room/staff toilet	Door handles will be wiped regularly Staff should change in this area only. Staff toilet will be cleaned daily as part of the cleaning schedule. Paper towelling to be used and put in bin provided and use hand sanitiser.
4.5	Fruit Machine	This will remain switched off until further notice
4.6	Live Music	No live music events will take place until guidance changes from the government and when it is safe to do so
4.7	Condiments and Cutlery	These will be brought to the table once food has been ordered. Condiments will be in sachet form and delivered on request. Tables will be empty when customers arrive. Any sachets not used will be stored upstairs for 72 hours before being re-used.