



COVID Secure Template Risk Assessment

Introduction

This document is a guide to assist you in completing your COVID Secure risk assessment to protect your customers and the people that work in your business. It is designed to help you to identify the controls which are appropriate for your business. You do not have to use this document if you have completed your own risk assessment.

This guide has been prepared taking into consideration the current Government guidelines at the time of writing. These guidelines are constantly being updated, so it is important that continue to follow the advice that is issued and any changes to the Regulations and update your risk assessment accordingly.

Your local EHO may wish to see your risk assessment. It is recommended that once it is completed, you keep it available for inspection.

How to use this document

The risk assessment template is split into 2 sections:

- Preventing the virus from entering the business, and
- Reducing the risk of transmission

In each section, the central column will list some suggested control measures. You should read through each one and decide if this will work in your pub. In the third column 'controls in my business' place tick next to the ones which you can implement. Delete the ones that are not applicable and add your own ideas which will work better for you. You must then train your team so that they understand what is required of them.

Floor plan

It is recommended that you complete a sketch plan of your business. A plan will help you to establish one-way systems for entering and exiting, queueing and gaining access to toilets to avoid cross overs. You can mark which tables can and cannot be used to achieve the social distancing requirements. It is helpful to think about the customer journey and staff journey when deciding what controls are needed:

Customer Journey

Pre-booking

Arrival

Queuing outside

Entering the business

Finding a table inside / outside

Ordering food and drinks

Bar service

Food and drink service

Staff Journey

Before returning to work

Pre-arrival

Arrival

Uniform change

Bar set up and staffing

Kitchen – menu

Kitchen – staffing

Deliveries / contractors

Clearing tables	Front of House
Using the toilets	Cleaning
Paying	Using the office
Leaving the business	Leaving work
Takeaway / delivery	Staff feeling unwell / test and trace

Risk Assessment

Name of business: Minster Inn, Marygate, York

Hazard

COVID-19, is a respiratory disease caused by a virus that gets into the lungs. It does this directly from droplets spraying from an infected person onto another person and entering the eyes, nose or mouth. Usually this will be face to face close contact i.e. within 1m. If the infected person coughs or sneezes, the droplets can travel further.

Droplets can also land on surfaces and infected people after touching their eyes, nose and mouth can also contaminate surfaces. Others who then touch those surfaces or shake hands with an infected person can then transfer the virus to their own eyes, nose and mouth via their hands.

In the early stages of infection most people don't have any symptoms but can be shedding virus particles. Latest data suggests that seven out of 10 of those who have tested positive for coronavirus had no symptoms at all. We must therefore treat everyone as a potential carrier of the virus.

COVID-19 causes an illness which may be asymptomatic, mild, moderate, severe or fatal and this could affect staff, customers, contractors, suppliers and visitors to the business.

Main Controls:

- Making sure that people with symptoms do not enter the business
- Social distancing
- Increasing the frequency of cleaning hand contact surfaces
- Increasing the frequency of hand washing and practising respiratory hygiene

Temperature Testing, Face Coverings and Gloves

The precautionary use of additional PPE beyond what is usually worn is not recommended. They can lead to a false sense of security and social distancing and hand washing are much more effective controls.

Face coverings only provide some benefit if everyone wears them and in small enclosed spaces e.g. on buses and trains this is now required. They do encourage wearers to touch their face more regularly and they need safe disposal. Medical grade PPE is in short supply and should not be worn

outside clinical settings. Gloves will be contaminated the same way that bare hands are. They are only effective if they are replaced after each use. Effective washing of hands when they may have been contaminated is the best control measure.

Temperature testing staff should be treated with caution. It is not an accurate way of determining if someone is free from COVID-19. Infra-red thermometers do not have a high degree of accuracy, there is a risk of false negatives (i.e. high temperature for other reasons) and as above, up to 70% of people carrying COVID-19 do not have any symptoms and not everyone experiences a high temperature as a symptom of COVID-19.

Step	Suggested Control Measures	Controls in My Business
Preventing the virus from entering the businesses.	<ul style="list-style-type: none"> • Return to work interviews by phone to identify employees who should not return i.e. the high-risk shielding group and those who live with them. • Ongoing Personal Risk Assessments for new and expectant mothers and those who are at increased risk of severe illness from COVID-19. Reasonable adjustments must be made, and they must take extra care in observing social distancing whilst at work. • Staff must not come to work if they have the COVID-19 symptoms and must self-isolate for 7 days or if someone they live with has the symptoms (14 days self-isolation). • If they develop symptoms whilst at work, they must inform their manager and go directly home, apply for an NHS test and self-isolate for 7 days. • Uniforms and work clothes must freshly laundered and not be worn on public transport. If public transport is used, staff must change into their work clothes on arrival. • Measures will be put in place to ensure that customers are as far as reasonably practicable free from COVID-19 before entering the business including: <ul style="list-style-type: none"> ○ A notice should be displayed requesting that customers do not enter if they have symptoms of COVID-19. ○ Hand sanitiser placed at entrances with a notice to encourage customers to use them before entering. • All contractors and visitors must abide the rules of personal hygiene and social distancing whilst on the premises. A signing in record is required. • Social distancing controls to be observed when taking in deliveries of food and drink. 	<p>All staff to complete a return to work questionnaire</p> <p>As above and initial staff training</p> <p>As above and initial staff training</p> <p>As above, leave work and call 111</p> <p>No staff to use public transport unless necessary prior to work - manager needs to be notified if different and fresh clothes are brought to work</p> <p>Notice and house rules at front door. Also published on social media/website. Risk assessment available on website</p> <p>Hand sanitiser points throughout the building in key areas</p> <p>Training and briefed on visitors and deliveries. Signing in book in kitchen</p> <p>Tenant to accept the majority of deliveries, in the event this isn't the case it will be one of the management team who have been trained</p>

Step	Suggested Control Measures	Controls in My Business
------	----------------------------	-------------------------

<p>Reducing the risk of transmission</p>	<ul style="list-style-type: none"> • As far as possible, staff must not cover shifts in other pubs to restrict the number of colleagues interacting with each other. • Every reasonable effort must be made to comply with the social distancing guidelines set out by the government. • Where the social distancing guidelines cannot be followed in full in relation to a particular activity, all mitigating actions possible will be taken to reduce the risk of transmission between staff, customers, contractors, suppliers and visitors by: <ul style="list-style-type: none"> ○ Increasing the frequency of hand washing and surface cleaning, ○ Keeping the activity time involved as short as possible, ○ Providing screens between seating and at till order points where appropriate, ○ Using back to back or side to side working rather than face to face whenever possible, • Where staff live in the same household, social distancing will not be needed e.g. in kitchens or behind the bar. You should communicate this to your customers to avoid any concerns. • The social distancing measures will apply to all parts of the business, not just where staff usually work, but also entrances and exits, changing areas and team rest areas, smoking areas etc. • A 'one person only rule' for small spaces will be applied as appropriate to the back office, team rest room, stock rooms, changing rooms, walk in fridges and freezers etc. • As far as possible the sharing of equipment will be avoided. Where equipment needs to be shared it must be wiped down with sanitiser on a clean cloth before and after each use. 	<p>No staff to work at any other outlet than the Minster Inn. Only 1 staff member a. Behind the bar b. Kitchen c. On the floor</p> <p>Table service only. Customers are asked to remain seating during their visit.</p> <p>Hand Sanitiser is situated through out the building in both front of house and back of house key areas. Staff hands to be washed every 30mins as a minimum and sanitised after clearing & serving tables plus any other cleaning duties. Screens have been installed where 2m distance cannot be achieved (face to face). Each team member have their own work space, interaction with other staff is minimal N.A</p> <p>No staff areas on site.</p> <p>Minimal if no staff cross over areas in the building</p> <p>No sharing of equipment is envisaged but in the unlikely event there are sanitiser wipes available to use with the till, pens etc.</p>
<p>Step</p>	<p>Suggested Control Measures</p>	<p>Controls in My Business</p>

<p>Reducing the risk of transmission (continued)</p>	<ul style="list-style-type: none"> • Tables both inside and outside should be identified as those that can and cannot be used to maintain social distancing. Tables outside should be moved to provide the required distance between guests. Additional table chairs can be provided in function rooms, gardens and car parks and pavements may be used if licensing rules permit. The maximum number of customers for inside can then be calculated. • Tables out of use will have a sign to say that they are out of use. These tables may be used as delivery points for food and drink and collection points for empty glasses, used crockery and cutlery. • Where possible making use of available doors, plan a one-way system for entry and exit and where possible a separate route of entry to use toilets. Plan where customers will safely queue with the objective of limiting queueing inside. Signs should be used to help customers to understand where to queue and navigate the one-way system. • During busy times a host/greeter will be required to control entry when capacity is reached. Chalk lines should be marked outside to manage social distancing for customer queueing to enter. • In the event of adverse weather, customers outside will not be permitted to seek shelter indoors when capacity is reached. • Floor markings must be placed at till order points so that customers know where to stand to keep the required distance from the staff taking orders. Customers will not be permitted to stand at the bar once they have been served. 	<p>Tables not in use to assist with social distancing and clearing tables with minimal contact will be clearly marked on no loose furniture around them. We have calculated the Maximum number of customers inside as 34 and outside 18 (garden) we have requested use of the council land opposite the pub to ease indoor consumption.</p> <p>As above</p> <p>Unfortunately we cannot achieve a one way system given the layout of the building. We have a keep left policy where possible and priority markers at pinch points. There is a toilet queue and we have reduced the number in at any one time to 2. The toilet door will be pinned open to provide air flow. All policies are clearly displayed at appropriate points.</p> <p>Table service only and floor manager to manage bookings (online), orders and guest entry. Queue system out the front door asks customers to respect social distancing.</p> <p>Customers will be offered an umbrella where possible and the option to take any food or drink home with them if they cannot be seated internally. Orders will be taken at the table to reduce customer movements. No customers to be at the bar at anytime.</p>
--	--	---

Step	Suggested Control Measures	Controls in My Busin
------	----------------------------	----------------------

<p>Reducing the risk of transmission (continued)</p>	<ul style="list-style-type: none"> • Table service orders should be taken where possible. • Toilets – notices should be provided requesting that customer respect social distancing whilst using the facilities • Where the facility is available, customers should be invited to book in advance so capacity can be managed and staggered. • No menus, cutlery and condiments will be provided on tables. Disposable menus or chalk boards should be used. Condiments will be provided in sachets/rip pots or ramekins. • Self-service should not be permitted e.g. buffets, salad bars, carvery, vegetables etc. • Contactless payment should be encouraged. • Gaming machines, pool tables and darts equipment included in the enhanced hygiene regime. Customers not permitted to stand spectating or waiting to play. • No live performance of music, comedy, drama, DJ sets, karaoke, dancing is currently permitted. Background music and TV sport must be on a low volume so that normal conversation is possible without raising the voice. Customers must be discouraged from singing, shouting or chanting to mitigate against the risk of aerosol transmission. • Manager should check daily before the team arrive for work that hand washing facilities are available and adequately supplied and supplies of disposable cleaning cloths, blue roll and sanitiser spray is made up and ready for both Front of House and Kitchen. • As the team come on shift the manager should confirm their health status, correct clean uniform is worn and the team have been briefed on the social distancing measures, enhanced hand washing and cleaning duties. • An enhanced cleaning regime should be implemented. Including sanitising tables, chairs and highchairs each time they are turned and a regular wipe down of hand contact 	<p>Table service only</p> <p>Poster explaining toilet rules. Screen fitted between sinks so hand washing can be done safely. Paper towels available so no queuing for the hand dryer. Openable now in place.</p> <p>Menus to be displayed in key areas so they can be read easily and not handled. Cutlery will be delivered to table with any condiments in ramekins.</p> <p>No self service.</p> <p>Contactless available and encouraged over cash payment. No machines of any kind in the premises</p> <p>No live music or entertainment (disco, karaoke etc) will be taking place. Background music set at a reasonable level.</p> <p>Tenant or Manager to ensure that all supplies are at a level for use that day.</p> <p>This forms part of the pre open check list.</p> <p>Tables and chairs /touch points will be sanitised on every table turn. No high chairs on site. Toilets checked every 30 mins and key areas sanitised.</p>
--	--	--

Step	Suggested Control Measures	Controls in My Business
<p>Reducing the risk of transmission (continued)</p>	<p>surfaces behind the bar, front of house, toilets and kitchen areas.</p> <ul style="list-style-type: none"> • Non fire doors to be wedged open to reduce touchpoints. • Air circulation front of house will be maximised by opening windows and doors to provide ventilation where possible. • The size of bar will determine how many staff can work safely in the space and observe social distancing. Staff must step back to allow customers to make payments and pick up drinks. • Bars must set up so that each bartender can have their own workspace to meet the social distancing requirement. Glassware and fridges need to be stocked so that staff do not need to cross over each other. • In small kitchens a limited menu should be designed that will allow the cookline will be a single person operation. In larger kitchens the cookline will be likely be limited to a two-person operation. A 'starting chef' who will complete the majority of the cooking and a 'finishing chef' who will do final plating, starters and desserts. Cross overs must be minimised e.g. for hand washing and where necessary completed back to back. • Access to kitchens to be minimised to as few people as possible. In most kitchens this will be restricted to a single front of house staff member at a time. In/Out doors to be used where provided. • Contact at the pass and pot wash area to be minimised by the kitchen staff stepping away to allow the front of house staff to pick up food orders or drop off dirty plates etc. • Ensure staff know and understand how to manage a situation when customers fail to follow the processes put in to place to protect people's safety. If a customer's actions put another customer or staff at risk this should be referred to the 	<p>Beer garden entrance to be open along with windows in all rooms to create air flow. As above</p> <p>Only one staff member will be on each section at any one time.</p> <p>As above</p> <p>Menu reduced in size - only one team member in the kitchen at any one time.</p> <p>As above</p> <p>As above</p> <p>Staff to inform Tenant & Manager of any customers that are not following the rules. Tenant/Manager to warn the customer. Repeat offenders will be asked to leave. All staff have watched the managing conflict video.</p>

Step	Suggested Control Measures	Controls in My Business
Reducing the risk of transmission (continued)	<p>manager and dealt with using conflict management and the right to refuse service.</p> <ul style="list-style-type: none"> Back office equipment will be shared by the smallest number of staff as possible. Keyboard, mouse, door handles, safe etc. should all be sanitised before each use. 	No back office.
Test and Trace	<ul style="list-style-type: none"> To assist NHS Test and Trace we will keep records of staff rota information for 28 days, contractors and visitor visits and participate with the Government designed system for collecting and keeping temporary records of customers for the required period. 	<p>We will track & trace using Opentable booking data Wireless Social WiFi Login If non of the above then a manual record will be made and kept on site for 21 days</p>

Sign off

I have carried out a COVID-19 risk assessment and shared the results with the people who work here (see over)

Signed:	ORIGINAL ONSITE AT PUB	Print Name:	Jonathan Blackmore
Date:	5/7/2020	Job Title:	Tenant

