

Risk assessment- COVID-19 Overall

Company name: The Holly Bush, Gorcott Hill

Assessment carried out by: Jon Cotton

Date of next review: August 2020

Date assessment was carried out: 25th June 2020

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.

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.

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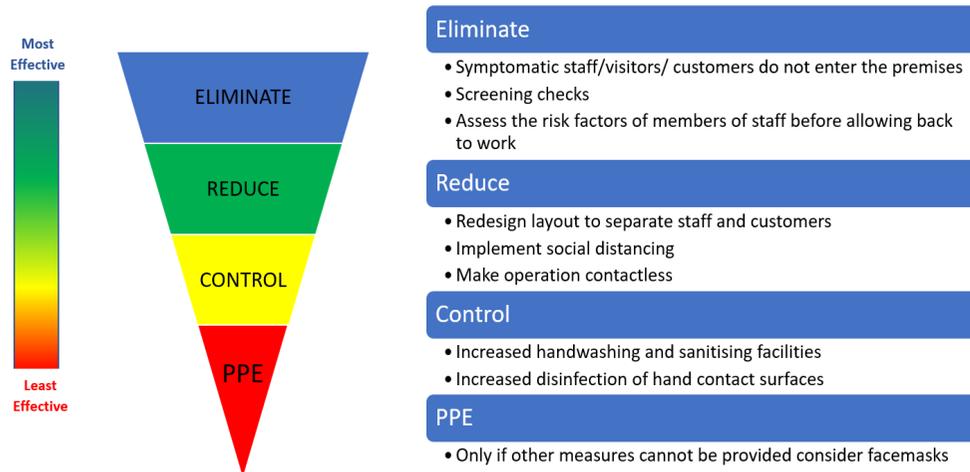
Known Routes of Transmission

- 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

Main controls

- Social distancing – 1m apart or 8m² per table
- Disinfecting hand contact surfaces
- Hand washing and hand sanitiser use
- Not touching eyes, mouth, or nose with contaminated fingers

Hierarchy of Controls



Overall Risk Assessment

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| What are the hazards? | What are you already doing to control the risks? | Done |
|-------------------------|---|------|
| Test & Trace | All parties booking with us shall be asked to leave a phone number, name and address. These details will be stored in our booking system and nowhere else in guidance with GDPR. Cotton Pub Co Limited is only asking for one address for each booking and or party, details can be taken up on entry, or during booking online or via phone. If a customer refused to give their details, it will not mean that we will not serve them. | |
| Staggered Times | In order to keep the flow of custom smooth and not have a build-up of customers we will stagger all bookings and advice customers of this when taking bookings. We aim to give every booking a 5-minute window in which to enter the premises and find their seat. | |
| Maximum Capacity | Tables have been removed from the pub in order to allow more room to social distance. Where tables are placed and there is not a full 2 metres, chairs have been situated in ways so that customers will not be face to face, more side to side of back to front. Staff have been advised not to move the tales from their positions, if staff observe furniture being moved, they will ask the customer to refrain from doing so. Any breaches by customers will mean they are asked to leave. In the event of inclement weather, customers that can be seated indoors will be able to move inside, however, some customers may be asked to leave. | |
| Layout | All tables and chairs will be laid out in the places determined from our risk assessment to allow maximum spacing for social distancing, any tables that cannot be used will have a sign put on them to acknowledge that they should not be used at any time. We will not allow any patrons of the pub to move the furniture without prior consent from management who will access the risks at all times. We may only move the furniture if the same household wish to put two tables together to all sit together. | |
| One-way system | We will layout the pub so that all customers use our front door in order to enter the pub, while using our toilet door as an exit door. Any customers using the toilet from outside will be asked to walk out of the toilet exit to return back to the garden. | |
| Bar area | We will ask all customers not to stand near the bar or approach the staff behind the bar, excess tables that have been taken out may be put in front of the bar to encourage this. | |
| Entrance | All customers will be asked to use hand sanitiser placed on the wall outside by our front door, once inside we will have various different points around the pub to encourage the use of constant hand washing from our customers. | |

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| Hand sanitiser | We will have two areas within the pub and garden where hand sanitiser is supplied for patrons to use, on top of stations at the front and back door. The staff will also have their own hand sanitiser stations at various points behind the bar and in the kitchen. All staff will also be supplied with their own individual bottle that they can carry on themselves at all times. | |
| Acceptance of cash. | We will allow the use of cash payments where customers can not pay on card. However, all staff that handle cash will be requested to wash their hands for a minimum of 20 seconds. Usually, we will ask our bar member of staff to touch the cash only where possible. | |
| Ventilation | For all customers who are eating or drinking inside we will allow all doors and windows to be left open as much as possible to increase ventilation and minimise spread. | |
| Table set up. | All tables will be set up accordingly dependant on what they are ordering. For instance, if they state they are booking a table for drinks only the tables will be left clear for customers. Compared to customers who may be in to eat, minimal cutlery will be laid on the table, along with a clean salt and pepper and single use menus. | |
| Menus | The menus will be printed out for each customer, usually up to 3 days before use to allow any potential contamination to die. All menus will be given to each customer and disposed of once the customer has used it. We may ask the customer to keep hold of the menus if they wish to later order desserts. | |
| Removal of any items from the table | Up on any removal of items from a table where customers are sat all items will either be washed or disposed off if one off items, such as menus etc. | |
| Uniform | We will ask all staff to bring their uniform into work and get changed at work in their uniforms. All uniforms will be changed again after shifts and washed within the building ready for their next shift. | |
| Preparations Areas | We will ask all kitchen staff to wear PPE when having to work less than 2 metres apart. In some circumstances the kitchen can be shut down into two sections where they do not need to go past each other or into each other's area, having a table in the middle where they can remain social distancing while passing items to each other. A reduced menu may have to be put in place in order allow this to happen. Only kitchen staff will be allowed to access our walk-in fridge/ freezer area and all front of house staff are encouraged to ask kitchen staff to fetch any items for them. | |

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| Entertainment | We will not show any live football matches within the pub unless the bar area is kept to a minimum of 10 people, the sound on the TV will be lowered in order to reduce risk of having to shout. Background music will be played as normal when open however we will ask staff to maintain a quiet level of music at all times and adjust accordingly if staff are finding themselves having to shout or talk louder at tables. | |
| Taking over Food | All staff will be provided with PPE to wear if they wish. We will ask for a contactless concept where staff place the food down on the table without touching the guests or their belongings. If they do touch anything by accident, they will be instructed to wash their hands for a minimum of 20 seconds before doing anything else. | |
| Toilets | To keep toilet areas safe, we will enforce a one person/ household per time in the toilet areas. Ideally only one person should be allowed in the toilet area at any one time however we understand the risk may happen when someone is younger, older or disabled and needs help. Toilet areas will be checked by staff members and cleaned every 30 minutes. | |
| PPE | Although as government guidelines state the use of PPE is not mandatory we will endeavour to supply masks to customers upon entry if they wish to use them along with all types of PPE offered to staff to include masks, face shields and aprons to wear if they so wish to do so. On reflection of our own risk assessment we feel it is unnecessary to wear such protection as in most cases social distancing can happen, but we will provide it for staff for instances when cleaning etc. | |
| Shift Patterns | We will endeavour to keep all staff working in the same groups where possible, having minimal staff on at any one time. All records of what staff working, and their hours will be recorded and kept on file for test and trace aid if needed. Staff will be sent the rota electronically along with having their own sign in/out sheet up on the wall. | |
| Use of equipment | When kitchen or FOH staff use any equipment, we do ask that it is washed before next use from anyone else. Where possible we will ask that all staff do not share equipment that doesn't need to be shared, for example pens etc. | |
| Food storage areas | Closed food storage areas such as fridges should be sanitised daily. Existing food dates should be checked and any delivered food to have outside packaging removed where possible and changed. | |
| When staff feel "unwell" | Any such things should be reported to management immediately. If covid-19 symptoms then staff should self-isolate for 14 days, along with any other staff that may have come into contact. | |
| Children | We will allow Children in our pub as normal, however we do ask that they stop at the table at all time and go to the toilets accompanied by an adult unless able to obey social distancing rules by themselves. | |

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| Failure to follow protocol | Any customers wishing not to follow rules or staff directions will be no longer served and asked to leave the premises for the remainder of the day. Repeat offenders will get bared. | |
| Dogs | Dogs will be allowed to enter the pub as normal as we will follow our same policy as beforehand, dogs to be kept on leads at all times and off the furniture. | |