

COVID -19 Risk Assessment Summary

COVID 19 – Spread of Covid -19 Coronavirus Infection spread by staff with symptoms of COVID-19 Infection spread by sustomers Wisitors Staff Suppliers Visitors Anyone displaying symptoms of COVID-19 will be advised to not enter the property and to follow the stay at home guidance. Safe Distancing Social distancing measures are in place to permit customers and family groups to socially distance whilst queuing, and whilst inside the premises. Where customers are required to queue to access the site, the queuing area is to be marked and distance markers placed on the floor at 2 meter intervals Floor markings are positioned inside the business to facilitate compliance with the social distancing advice, particularly in areas more difficult to social distance. The occupancy level of the business is to be reviewed to allow for adequate social distancing and a record of this number kept. Signage is to be placed at the entrance door to advise customers of
social distancing rules within the premises The layout of the floor will be adjusted and the number of tables and chairs within the premises reduced to allow for appropriate social distancing to be achieved.

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Hazards?	Who might be harmed and how?	Precaution in place
COVID 19 – Spread of	Customers	Safe Distance Mitigation
Covid -19 Coronavirus Infection spread by staff with symptoms of COVID-19 Infection spread by customers with COVID-19 Infection spread from surfaces	Guests Staff Suppliers Visitors	Screens and barriers will be in place in certain areas to help mitigate the risk. Back to back or side to side seating will be promoted wherever possible.
and equipment infected with COVID-19		Arrival and departure times will be staggered. Enhanced cleaning, hand-washing and hygiene procedures.
		The property will be deep cleaned before re-opening.
		People will be encouraged to follow the guidance on hand washing and hygiene.
		Hand sanitiser will be provided around the site which will have an alcohol content of at least 60%.
		'Touch surfaces' 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 are cleaned and disinfected/sanitised between each service. This will include the sanitising of all hard surfaces i.e. tables & chairs.
		Any cleaning required after a known or suspected case of COVID – 19 will be carried out in accordance with the specific Government advice.
		Communication Posters and notices are displayed for customers on 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 social distancing and hand washing arrangements

Hazards?	Who might be harmed	Precaution in place
	and how?	
00//5 40 0 : 1	Customers	Customer Journey
COVID 19 – Spread of Covid -19 Coronavirus 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	and how?	Customer Journey Bookings - In line with UKH and Government guidelines all guests are advised to pre-book. Bookings can be taken over the phone or via our website. All bookings will receive rules regarding social distancing in our premises as part of their booking confirmation. Further advice with be displayed on the website Queuing – Where customers are required to queue to access the site, the queuing area is to be marked and distance markers placed on the floor at 2 meter intervals Entry - When deployed, door staff 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 Use of Stairs within venue – people will be directed to either floor by staying on the left of the stairs and respecting safe distances. Handwashing - 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. Ordering food and drinks - Menu's will be single use, disposable copy only. Where possible mobile phone app use will be encouraged for ordering and menu choices. Digital solutions will include menu allergen information. Bar Service - Staff shall be allocated stations, tills, pdqs wherever possible to minimise contact via equipment Sections marked on the floor behind the bar to assist with social distancing. Screens will be placed on the bar tops in front of service stations to mitigate risk.
		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. Ordering food and drinks - Menu's will be single use, disposable copy only. Where possible mobile phone app use will be encouraged for ordering and menu choices. Digital solutions will include menu allergen information. Bar Service - Staff shall be allocated stations, tills, pdqs wherever possible to minimise contact via equipment Sections marked on the floor behind
		the bar tops in front of service

Hazards?	Who might be harmed and how?	Precauton in place
	and now?	Table Service - All FOH tables and bar surfaces wiped down hourly whilst trading Table Service - 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 Table Service - Tables will be kept clear of any sundry items e.g. table talkers, menu's, flowers etc. Payment - Card or Mobile payments only, we encourage the use of contactless payments, no cash transactions will be made. Restrooms - Site specific controls to maintain distancing when visiting the toilet facilities will be displayed and customers will be expected to follow. Customer toilets are checked to ensure hand washing and hygiene provisions are in-place every 2-hours. Toilets are taken out of use for customers whilst cleaning and checks take place. On-going cleaning - Touch surfaces' 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 are cleaned and disinfected/sanitised between each service. This will include the sanitising of all hard surfaces i.e. tables & chairs.

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Hazards?		Precauton in place
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COVID 19 – Spread of Covid -19 Coronavirus 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 and how? All persons within company Customers Guests Staff Suppliers Visitors	Staff Journey Returning to Work - Team members must not come to work if they have symptoms of COVID - 19 or live in a household where someone has COVID – 19 Advice is 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. Health screening questionnaires are completed daily on arrival at work. Where employees indicate they are at risk of infection they will be excluded from work and asked to remain away from the workplace for 14 days. Training is 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. Hand washing regimes are in place: using soap and hot water for at least 20 seconds. Use hand sanitizer with at least 60% alcohol if soap and water are not available. Staff should be encouraged to bring their uniform to work in a bag and change into their uniform upon arrival. Changing areas must be regularly cleaned and disinfected Breaks should be staggered to allow staff to social distance in common areas. In venues without common areas staff will be required to take their breaks in location away from the business whilst maintaining social distancing Hand washing regimes are in place: using soap and hot water for at least 20 seconds. Use hand sanitizer with at least 60% alcohol if soap and water are not available. Handwashing is conducted following any contact with high volume touch points - Staff trained to remain within their areas of
		if soap and water are not available. Handwashing is conducted following any contact with high volume touch points - Staff trained to maintain Staff trained to remain within their areas of responsibility where possible and follow social distancing rules in movement of
		where possible staff shall be encouraged to keep jobs specific to avoid contact with areas that could be avoidable - bar staff on bar, floor staff on floor, kitchen staff in kitchen

d how?	Staff shall be allocated stations, tills, pdqs wherever possible to minimise contact via
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	equipment
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	Product drop off points created to avoid
	contact between teams, drinks from bar, food from kitchen, dirty glasses to glass
	wash etc
	wash etc
	Staff interaction with customers will be
	limited, for example table check backs will be
	suspended.
	Staff members must maintain safe distancing
	wherever possible. Customers will be
	directed to service points which are placed at
	a safe distance from the team member
	serving them. Additional protection will be
	provided by Perspex screens at the point of
	order.



Task Template