

SITE SPECIFIC RISK ASSESSMENT FORM

Ref No. 1.22	Description of activity / location	Covid-19 – reducing the risks associated with contracting and spreading the virus.
Premises		

1. Hazard identification – GM to review practises on site against the control measures. As Covid-19 is a virus then the controls are all associated with reducing the potential for the transmission of the virus. The below follows the guest’s journey. The priority for the business is to achieve social distancing. Only where this is not possible should other controls be considered. Where the control measure is not in place record a X and complete the Additional Controls box 3b to state what additional measures / actions are needed to comply with the requirement.

2. <u>Guest Journey / Risk to be Controlled</u>	3. Existing Control Measures required by company policy	3a Measures in use(Tick Y/N or N/A)	3b Additional Controls	Comments
Outlet Capacity to be reduced to permit safe Social Distancing	1. Table layout to be altered, so each table is the set distance from the next to meet Safe Social Distancing rules, use free space in bar areas where possible to provide fully seated areas. All remaining tables not in use to be clearly marked accordingly.	Y		
	2. Guests are no longer permitted to stand and drink in the bar area. Food and drink to only be consumed at a table.	Y	BAR STOOLS REMOVED	
	3. New table layout must still leave safe access to all existing fire exits.	Y		
	4. Establish the new maximum number of people based on physical distancing requirements. Record the capacity in 3B. Check the new capacity for each room is equal or less than the current FRA.	Y		
High Risk Offers where Social Distancing cannot be maintained will be removed	1. Internal Soft Play Areas will be taken out of use	N/A		
	2. External Play Areas will be taken out of use	N/A	THE MAZE WILL REMAIN OPEN BUT PATROLLED	
	3. Dart Boards will be taken out of use	N/A		

	4. Pool tables to be reviewed and removed if social distancing cannot be achieved.	N/A		
	5. Bands, Singers, Pub Quizzes and Karaoke will not be offered.	Y		
	6. Games machines will still be used, and are included on the additional cleaning regime. However, their use must allow safe social distancing. Where two machines are next to each other one will be taken out of use.	N/A		
Staff Returning to Work need to be trained in new procedures and updated on a regular basis	1. Team Members will all have a Return to Work Interview with their GM to ensure they are safe to return to work / record if they have been ill, confirm they are not Clinically Extremely Vulnerable, or living with anyone that is. Record if they are Clinically Vulnerable	Y		
	2. Team members who are Clinically Extremely Vulnerable or living with someone who is are to be excluded from work.	Y		
	3. All Team Members to complete the Covid Return to Work Training before starting work.	Y		
	4. Duty Manager to deliver a daily preshift brief to all Team Members to confirm health status of them / their household and update regards any new service rules.	Y		
Guest Arrival & Leaving	1. A Door Host will work at a new host point immediately at the Front Entrance to control guests in and out.	Y		
	2. Door Host will explain the new service operation, expected conduct, and make reference to new Covid related signage..	Y		
	3. Hand sanitiser located at the entrance to the venue and other key points such as Carvery queues, Bar.	Y	ALSO AT THE ENTRANCE TO THE GARDEN	
	4. One way system to be used where there are 2 suitable doors to separate guest entering and leaving. Or The main entrance will be used and the Door Host will control social distancing between people flow.	Y		
	5. Social distancing markers to ensure social distancing is observed at the Bar, Food Order point and queues	Y		
	6. Second Entrances will be closed and signage will direct guests to the main door.	Y		

	7. Access direct to Gardens will be discouraged and signage will direct Guest to the Main Entrance to allow proper management of guests.	Y	CAR MONITOR WILL DIRECT CUSTOMERS TO THE FRONT DOOR	
	8. Door Host will direct the guest to the table and request they observe the social distancing requirements.	Y		
	9. Additional Signage to be placed at the main entrance explaining to guests regarding hand sanitising, social distancing.	Y		
	10. Smoking shelters to have signage regards social distancing and this area will be supervised by management with routine visits.	Y		
<p>Ordering of Food and Drink</p> <p>(only tick the controls relevant to your Offer)</p>	1. Online menus, on-line ordering via app or pre-order by phone.	N	DISPOSABLE MENUS USED WITH ONE WAY SYSTEM IN PLACE WHEN ORDERING, ONE PERSON ORDERING	
	2. If available - Order at table app in use order drink and food at the table without the need to go the bar.	N		
	3. Avoid handling menus by using disposable menus, customer to take away with them	Y		
	4. Menus on chalk boards only if part of current brand standard	N		
	5. Minimise the amount of POS used.	Y		
	6. Using cleanable menus and sanitise between guests using Covid effective Virucidal sanitiser.	N	AS ABOVE	
	7. Team member will take food and drink orders at the table (inside and external) to avoid guests visiting the bar.	N	AS WE OPERATE AN OUTSIDE ONLY VENUE GUESTS WILL ORDER AT THE BAR ONE AT A TIME AND SANITISED BETWEEN EACH VISIT	

Table Food and Drink Service altered to reduce contact time with guests and risks of viral spread (select which applies to your brand)	1. When the food or drink is ready, the items can be placed on the customer's tray and, then the member of staff moves back, and the customer picks it up.	Y		
	2. Team member places the food or drink on the corner of the table maximising the distance and limiting the time to as little as possible.	N	PICK UP OUTSIDE ONLY, CONTACT FREE	
	3. Condiments and sauces could be offered on request and put with the plated food on the customer's tray or delivered, otherwise they could be contaminated by other customers' hands. Sauce bottles to be cleaned with Covid effective Virucidal sanitiser after each use.	Y		
	4. Cutlery to be brought to the customer with the food and condiments rather than customers helping themselves or left on the table.	Y		
	5. No cutlery, glass wear or condiments to be left out on tables. This will be provided after the guest is seated.	Y		
Bar Service (Table service only) alter as appropriate	1. Markers on floor to mark safe distance from staff and other customers and limit the number of people queuing. If no queue spots are available guests will be asked to sit down until one is free	Y		
	2. Marked order point where payment will be taken, if this cannot be done at the table.	Y		
	3. Contact with guests will be minimised through separate roles for people taking orders and payment and those pouring drinks and placing at the collection point. This also avoids team members cross over at the bar.	Y		
	4. During quiet periods or where a self-contained work zone can be formed to avoid the chance of crossing areas with another member of staff, 1 person will take the order , payment and serve the drinks without	Y		
	5. Customers must not gather near where people are seated when queuing or to socialise, Duty manager and staff will monitor this.	Y		
Kitchen Operation	1. Kitchen will be divided into separate work zones – Potwash / Starters / Mains / Desserts. Floor markings will ensure 2m distancing is maintained.	N	AS THE KITCHEN IS TOO SMALL TO OPERATE AT 2M WE WILL OPERATE AT 1M+ WHEREVER POSSIBLE	
	2. Food preparation zones will have fridge layouts and equipment changed to ensure they are as self contained as possible and reduce cross over to other sections.	Y		

	3. Rotas planned to stagger arrival and leaving times by at least 10 minutes to avoid pinch points.	Y		
	4. As far as possible, manage shift rotas so that the same individuals work together (cohorting), so that where social distancing measures are always not possible, any close contact happens between the same individuals.	Y		
	5. Where staff live in the same household, social distancing will not be needed but this should be recorded here. Record individual names.	Y	PETER NIXON JANE NIXON GEORGE NIXON KATHERINE WILDING DAISY NIXON	
	6. Display a poster to enforce social distancing whilst working in the kitchen and brief staff	Y		
	7. If the 2m rule cannot be met at a workstation then operate with back to back or side to side working rather than face to face. Record in the comments if this is needed.	Y		
	8. Implement the rule of 1 person at a time within all back up refrigerators / freezers and dry goods store	Y		
	9. Ensure that any controls for the HACCP principle are not compromised – put in any changes into your Food Safety Management System	Y		
	10. Rotas reviewed to reduce the numbers of staff in the kitchen at one time.	Y		
Deliveries	1. Deliveries are made by prior arrangement and a message received when arriving so that those in the delivery area are aware of the need to socially distance.	Y		
	2. When the delivery is checked, the driver must step away for 2m whilst the delivery is checked by the business	Y		
	3. Immediately wash hands after dealing with the delivery.	Y		
Guests need to visit a Food Counter to pick up their food / Carvery	1. Those serving behind counter to minimise their interaction with the kitchen team.	Y		
	2. Use the counter as a physical barrier between the customers and the colleagues serving.	Y	1 METRE LINE IN FRONT OF THE BAR AND PICK UP POINT AND PPE PROVIDED	
	3. Provide guard screens to any locations where colleagues are working close to customers within the Safe Social distance set by Government	N		

	4. Provide sneeze guards to any open counter food offer.	N/A		
	5. If a X-metre separation cannot be achieved from the counter, consider removing immediate rows of tables and chairs from the dining room or cordoning off to achieve the spatial segregation needed.	N/A		
	6. The floor will be marked with location makers to ensure safe social distancing to indicate where customer should stand while queuing for food service. If no queue spots are available guests will be asked to sit down and wait.	N/A		
	7. Display social distancing posters to encourage customers to maintain social distancing while queuing.	Y		
	8. Guests will order carvery meat and the server will place at a designated collection point, plates will not be handed to the guest.	N/A		
	9. Change serving spoons regularly as per the brand manual.	N/A		
	10. Sanitiser and signage placed before the vegetable section. Guests asked to sanitise hands before using vegetable serving spoons.	N/A		
	11. Ensure re-usable condiment bottles or self-service pumps are sanitised and clean between use	N/A		
	12. Where any guest coughs or sneezes on any open food this must be discarded and the area sanitised.	N/A		
Clearing the Table	1. All items cleared away after customer has vacated the table.	Y	ENCOURAGE GUESTS TO DISPOSE OF RUBBISH IN APPROPRIATE RECYCLING BINS	
	2. Used/dirty items are kept separately from clean items.	Y		
	3. Clean and sanitise each table/chair/reusable condiments/touch points after use	Y		
	4. Wash hands before moving on to a different task.	Y		
	5. Guest will be asked to gather crockery to a single point between courses to reduce contact time with guests.	Y		

Toilet	1. Clear signage asking customers to observe social distancing both on corridors and in the toilet area.	Y		
	2. Leaving open as many doors as possible where not necessary for fire or other safety purposes to reduce hand contact	Y		
	3. Clear signage asking customers to wash their hands	Y		
	4. Take out of use every other urinal or where there are only 2 , 1 will be not used. Those not in use will be clearly signed.	Y		
Paying (select the controls that apply to your business)	1. Use a pay at table app.	N		
	2. All payment to be card only.	N		
	3. Where cash payment is accepted, ensure that the team's personal hygiene is of the highest standard.	Y	HAND WASHING AFTER EASH CASH TRANSACTION AND SANITISE	
	4. Terminal to be placed on the corner of table to ensure you are following social distancing	Y		
Continuous	1. Heightened disinfection needs to be undertaken to disinfect all frequently touched areas such as bar surface, tables, chairs, counters tills, card machines etc.	Y		
	2. Monitoring of use to ensure compliance with physical distancing rules, must be in place and all staff made aware	Y		
	3. Ventilation – Leave windows and doors open when conditions allow.	Y		
	4. Tables and chairs should be cleaned and disinfected in-between customers.	Y		
	5. Limit the number of team allowed in the office and increase cleaning and sanitisation. Ventilation – Leave windows and doors open when conditions allow.	Y		
	6. Tables and chairs should be cleaned and disinfected in-between customers.	Y		
Hotel Operations	1. Specific Hotel Check in point will have social distance markers to maintain a 2m distance.	N/A		

	2. Housekeeping not to clean rooms during Stayovers.	N/A		
	3. Clean towels, additional tea and coffee etc to be provided at the bar on request of the guest only.	N/A		
	4. Room cleaning chemical changed to Covid effective antiviral cleaner.	N/A		
	5. Used laundry to be placed in a bag in the guest room before it is moved to the laundry room to reduce the risk of viral spread.	N/A		
	6. Hotel lifts to be signed for single household use	N/A		
	7. Breakfast Buffet removed to be replaced with Breakfast in a Bag offer. Tea and Coffee to be served from the bar using Socially Distanced queueing.	N/A		
	8. Additional pillows, blankets and bed runners to be removed from rooms to reduce contamination risks	N/A		
	9. Any left over tea and coffee items to be discarded on guest checkout	N/A		
	10. Additional hand sanitising point at hotel reception point	N/A		
	11. Where housekeeping tasks are designated '2 persons' i.e. mattress turning then housekeepers must wear face coverings.	N/A		
	12. Detailed room cleaning schedule to be provided to housekeepers to sanitise all high risk areas in guest rooms.	N/A		
	13. Shower gel and shampoo bottles to be sanitised.	N/A		
	14. Housekeepers to be provided hand sanitiser to carry with them on their room caddys / trolleys.	N/A		
First Aid	1. Government guidance states when first aid treatment is required it is acceptable to breach the 2m rule due to the immediate treatment needed	Y		
	2. Mouth to Mouth CPR should not be performed	Y		
	3. For minor injuries antiseptic wiped and plasters can be provided to the guest for them to treat themselves and minimise contact as much as possible.	Y		
	4. Face masks are provided to each business to be worn if longer contact is required to provide treatment.	Y		

Additional Site Specific Hazards Identified and their control measures				
	1.			
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4. Assessment Made By:-			
Print Name	PETER NIXON	Position	DIRECTOR
Signature	P.Nixon	Date	25 TH June 2020

Site Specific Risk Assessment Notes for LHM's

PPE – The following is the current guidance within the ‘Restaurants Offering Takeaways or Delivery’ document provided by Public Health England on the use of face coverings;

Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.

There are some circumstances when wearing a face covering may be marginally beneficial as a precautionary measure. The evidence suggests that wearing a face covering does not protect you, but it may protect others if you are infected but have not developed symptoms.

A face covering can be very simple and may be worn in enclosed spaces where social distancing isn't possible. It just needs to cover your mouth and nose. It is not the same as a face mask, such as the surgical masks or respirators used by health and care workers. Similarly, face coverings are not the same as the PPE used to manage risks like dust and spray in an industrial context. Supplies of PPE, including face masks, must continue to be reserved for those who need them to protect against risks in their workplace, such as health and care workers, and those in industrial settings like those exposed to dust hazards. It is important to know that the evidence of the benefit of using a face covering to protect others is weak and the effect is likely to be small, therefore face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing. These other measures remain the best ways of managing risk in the workplace and government would therefore not expect to see employers relying on face coverings as risk management for the purpose of their health and safety assessments.