

# COVID-19 Managing the risk when the sites are open and trading (Main risk assessment)

The following assessment looks at how the sites will potentially manage the risk of COVID-19 when the site is trading. All government guidelines will be followed, and the risk assessment looks at how this can be implemented. The assessment will look at all scenarios and offer a reasonable and practicable control measure.

## PEOPLE EXPOSED

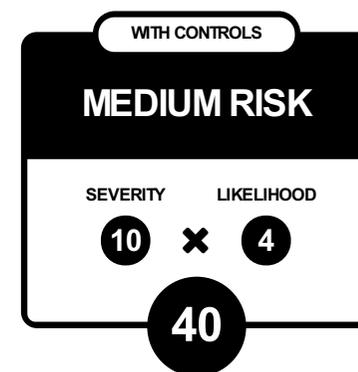
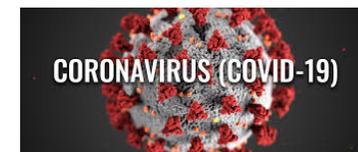
- 👤 Colleagues
- 👤 Contractors
- 👤 Visitors / Guests
- 👤 Members of the Public

## HAZARDS

- ⚠️ **Spreading COVID-19 amongst staff**  
By having no additional controls in place then the risks of someone bringing in the disease and spreading it further is possible.
- ⚠️ **Spreading COVID-19 to the wider public community**  
By having no controls in place this will allow COVID-19 to enter the premises and not be controlled to employees but will spread around the local community and possibly further. This uncontrolled hazard will potentially lead to civil and criminal investigation, claims and prosecutions.
- ⚠️ **Increased violence and aggression**  
The public are not necessarily used to being told what to do in a pub environment. If restrictions are in place this may cause issues.

## CONTROL MEASURES

- **Excellent personal hygiene practices by all employees**  
All staff members wash their hands at the beginning, during and after shifts. They are actively encouraged to clean their hands after every task completed. Contractors and visitors will be instructed to wash their hands on entrance to the site. Customers will be reminded as well with clear sanitiser stations, visible and with posters and regular toilet checks. Good personal hygiene practices should also be discussed for home life as well so that good personal hygiene is not just practised at work but at home too.
- **Zoning of working environments**  
To prevent the risk of cross over and not maintaining social distance, where possible working areas will be zoned. Only allowed to go in to other areas after hand washing and only if totally required. Working practices will have to change, think about 1 person in 1 zone and training staff to stay in that zone and only come out for specific reasons.
- **Maintenance of social distancing (employees and customers)**  
Where possible for all employees and customers the 2m social distancing should be implemented where possible. Where this is not possible 1m+ will be implemented with mitigating controls in place, such as - Perspex at the till, enhanced cleaning and sanitisation points for the customer (others are listed in specific assessments).



- **Maintenance of existing property equipment (Glass washers / Dishwashers/ Hot water)**  
All glass washers, dishwashers and hot water are maintained. The appropriate cleaning chemicals are used as per manufacturers guidelines. If faults are discovered then they are prioritised for repair.
- **Reviewing menu and number of covers**  
To maintain social distancing the menu has been reduced to remove complexity and to allow one person in the kitchen, where possible
- **Reviewing the back bar**  
Where possible sites should ensure back bars are installed in such a way that this limits the cross over of any zones for staff members. In newer sites this should be possible but it is recognised that not all sites will be able to do this. However all reasonable efforts should be made to complete this task when re-opening
- **Seating layout**  
All seating that is able to be moved needs to be positioned in such a way that there is social distancing. As customers enter they will be allocated a table and the ways of obtaining service will be explained to the customer and managed accordingly
- **Hand sanitising stations**  
All sites to have a hand sanitiser station located at all entrances. This with clear posters and signage encourages all our customers and visitors to sanitise their hands as they enter and leave the site, and throughout their stay.
- **Clear process for operators if they suspect an employee has COVID-19 and checking if staff have symptoms**  
There is a clear policy and training on what to do if a member of staff has COVID-19, either suspected at work or they ring in. Although the sites are open we must not lose the fact that the disease is still within the community The process also needs to cover in a customer friendly way, how the operator may deal with a member of the public whom they suspect may have COVID-19 Refer to the Policy for dealing with a suspected case which is under Documents on the Compliance Centre There is also signage displayed clearly stating not to enter if you have any symptoms
- **Majority of payments to be taken by contactless method or via the Swifty app**  
This will naturally increase as the public are getting used to paying this way. Cash should not be refused but with clear communication from staff at the point of entry we should be encouraging contactless or card payment only, Cash should not be refused as this may affect the older or vulnerable categories but the employee must wash or sanitise their hands after each cash transaction The Swifty app will also be deployed which allows people to be seated and order and pay from their seat This can be promoted before opening on social media and also on posters as you enter the site so customers are aware
- **Training and changing ways of working**  
Clear staff training is provided for all members on COVID-19 and how to manage the risks. All staff must complete all Mandatory training in relation to COVID-19 that is available on the CPL platform All training completed to be documented and signed for to show full understanding
- **Perspex barriers at the tills**  
To provide a physical barrier, agreed areas may have a perspex barrier, such as the till points. This will give better protection to employees when they are most likely to be in contact with the public
- **Traffic flow and markings to maintain social distance**  
To help the public maintain a social distance each site must consider traffic flow and clear floor markings to limit the numbers of customers at the bar to one person at a time being served and socially distanced waiting, if needed. This will help manage the customer expectations while on site. where possible, a one way system around the site should be implemented. This starts at the entrance, depending on times of day, floor markings will be needed externally to allow the customer to queue while social distancing
- **Hand wash facilities at the bar**  
Sites will have hand wash basins at the bar area, to allow staff to wash their hands. They needs to be cleaned and maintained with soap available. Where this is not possible facilities are available near by to allow staff to wash their hands and sanitiser and wipes are available to use behind the bar

○ **Supply of chemicals**

Suitable chemicals have been provided and are used in conjunction with a cleaning schedule

○ **Face visors**

The current risk assessment does not determine any need for additional PPE however Face Visors have been provided for personal use if a team member wishes to wear one by personal choice

○ **Violence and aggression risk assessment review**

If controls are required (such as social distancing) it is an unfortunate fact that the public do not necessarily like being told what to do and the affects of alcohol differ from person to person, so the likelihood of violence and aggression increases. All operators to refer to the violence and aggression risk assessment and review it to add in any additional control measures as required

○ **Fitness to work forms**

Fitness to work form to include signs of COVID-19. This new amended form is uploaded on to the Compliance Centre and team members complete this before working again for the first time and also make it a requirement to notify you if they or household member are displaying symptoms. The operator needs to be aware of any pre-existing conditions, anyone shielding in the family under medical grounds. It is important to regularly check on your staff, verbally check daily and weekly record that your staff are fit to work

○ **Minimising touch points**

Pub will have enhanced cleaning but consideration to be given to propping open doors that are not required so this minimises the need to touch them in the 1st place. Internal fire doors DO NOT apply and must be kept closed.

○ **Staff breaks at different times**

Staff to have breaks at different times to so social distancing can be maintained

○ **Minimising music noise**

Although we want to create an atmosphere in the pubs, we need to consider we do not need people to shout. By shouting this could potentially spread germs further. Therefore keep music and other background noise to a minimum

○ **Enhanced cleaning**

All areas of the pub need to be clean and following your FSMS is a good starting point. However with COVID 19 we need to ensure all touch points are cleaned every 30 minutes (toilets, door handles, AWP machines, PDQ machines). Cleaning schedules for Toilets, Front of House and Back of House are available on the Compliance Centre under Documents