

## 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 they re-open. All government guidelines will be followed, the controls will look at all scenarios and try to rank them in order of impact, ease of implementation and cost

PEOPLE EXPOSED HAZARDS CONTROL MEASURES WITH CONTROLS HIGH RISK SEVERITY 10 ☐ LIKELIHOOD 6 60

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

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, to wash hands, with clear sanitiser stations, visible and with posters.

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 reason

Staff room to be used on a 1 in 1 out basis and staff expected to sanitise before each use

**Maintenance of social distancing** - (employees and customers) Where possible for all employees and customers, the 1m social distancing will be implemented where possible. It is regarded by the WHO and the HSE that there may be necessity of some operations where this may not be possible and social utility will be allowed as it is a benefit to the wider majority. All government guidance will be followed when this is issued by the government. social distancing will mean a reduction in numbers of people within the site

**Maintenance of existing property equipment** - (Glass washers / Dishwashers/ Hot water) All glass washers, dishwashers and hot water to be maintained while the pubs are closed. All statutory inspections to continue. If faults are discovered then they are prioritised for repair.

**Reviewing menu and number of covers** - To maintain social distancing it may be necessary for every site to review the menu they provide, the number of covers available and also specific times the kitchen will be open to offer food

**Reviewing the back bar** - Where possible sites will 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. It is not expected that the sites tell people where to sit or in what groups as social utility will be allowed in this circumstance (unless there is clear government guidance on this). For fixed seating it may be worth closing off every other booth with signage and local enforcement. Both internal and external seating needs to be considered

**Hand sanitising stations** - All sites to have a hand sanitizer station located at all entrances. This with clear posters and signage encourages all types of customers, visitors to wash and sanitise their hands as they enter and leave the site. This potentially will be a WHO recommendation

**Clear process for operators if they suspect an employee has COVID-19** and checking if staff have symptoms 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.

**Majority of payments to be taken by contactless method** or via the tablet ordering program, 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

**Training and changing ways of working** Clear staff training needs to be provided for all members on COVID-19 and how to sensibly manage the risks. All staff need to have training on personal hygiene and as a company we may need to consider working practices.

1- The perfect pint and the positioning of the hands to prevent cross contamination is now very important

2 - Regular toilet checks to ensure tidy and soaps all filled up

All training completed to be documented and signed for to show full understanding

**Hand wash facilities** hand wash basins at the bar area, to allow staff to wash their hands. This needs to be cleaned and maintained with soap available.

Anti bacterial gel located in various locations around the building for customer and staff use locations as follows

- On entry to toilets, ladies, gents and disabled
- At each entrance/exit
- On entry/ exit to beer garden
- On entry exit to bedroom block
- At bottom of steps to children's play area
- Staff areas include on entry/exit to bar, kitchen and staff room

**Paper towels in toilets** to replace air drying of hands is not the most hygienic way to deal with a disease like COVID-19.. However the key control is still washing hands. Switching off the air dryers and installing paper towels needs to be considered but the risks of cross contamination after washing hands is low, so this will be considered if government guidelines, stipulate it

**Adequate supply of all chemicals** Supply chain to be checked to ensure soap, chemical and sanitiser is available and all other cleaning options are available

**PPE considerations (masks)** When all other control measures have been exhausted and in specific sites where there is no other way of controlling the risk, then PPE should be considered. In relation to face masks these should be of the surgical type and disposable one use. If the area they are to be worn in is not public facing then cloth masks (such as Bandannas could be considered. By purchasing face masks it needs to be considered that you may be restricting the supply chain for NHS and other care workers. Unless there is clear government guidelines masks should only be considered as a genuine last resort). They are available from Nisbets if required

**PPE consideration - Gloves** When all other control measures have been exhausted and in specific sites where there is no other way of controlling the risk, then PPE should be considered. It needs to be clear that gloves DOES NOT replace the need for excellent personal hygiene and the washing of hands as the best control measure against COVID-19. By wearing gloves gives false security. If gloves are needed then the following should be used -

1-In the kitchen blue powder free vinyl gloves. They are food safe and easily detectable

2- For cleaning purposes then latex gloves should be used. They are stronger and more reliable

**Hand Care** Over hand washing By more frequently hand washing you may be removing the healthy oils and also good bacteria that defends against disease. A person may also suffer from hand dermatitis, due to over washing. It may be worth exploring barrier creams for all sites but people whom suffer from this will already be aware of the condition and manage it themselves

**Fitness to work forms** Fitness to work form to include signs of COVID-19. This new amended form to be 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.

**Temperature checks** Each site should have a spare probe and this could be used as a guide, although a lot of factors need to be considered when reviewing the results. It is more important to ensure staff report symptoms, although checking temperature is an option if the employee allows

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

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

## COVID -19 Service style

The following assessment must be used while COVID-19 measures are in place set by the government. This shows the process of how we serve and deal with customers to ensure the pub being open does not risk the increase of COVID-19 spreading within the community, as much as is reasonably practicable

PEOPLE EXPOSED HAZARDS CONTROL MEASURES WITH CONTROLS MEDIUM RISK SEVERITY

Colleagues

Contractors

Visitors / Guests

Members of the Public

Spreading COVID- 19 amongst staff- If controls are not in place then the virus will spread easily amongst all staff members while at work and then spreading the virus in to their homes

Spreading the COVID -19 virus amongst the wider public community Without any controls in place the virus will potentially spread within the community at a quicker rate

- Use of disposable cloths By using disposable cloths as per the FSMS this will limit the risk of the virus being contained and spread
- Use of disposable napkins and condiments including salt and pepper
- When passing the plate to the individual the server will either have plates on a tray or hold it via a disposable napkin so no contact is made by the server

**People wait to be seated** - By seating families together we can control the numbers within the site at any one time and clearly explain the options available to the customer, pay by contactless. Once seated it is explained to the group how to order food and drinks by table service only

**Table service** - Food and drink orders only to be taken at table, then the assigned staff will take drinks/food to the table, no customers to be congregated at bar.

**Hand washing** - In between every food serve staff will wash their hands before serving another group

**Maintaining social distance when serving food** - When serving a group then by asking a member of the party to move away from the table to maintain that distance and separation

**Minimising contact points** - All cutlery will be served by the staff and beer mats will be available if requested as by not having them causes other hazards. They can be disposed of after use if needed to be. Condiments will be served in disposable sachets and the customers are asked what they want. The condiments are brought out with the cutlery

Sanitation of tables In between each group the table will be completely cleared and sanitised down with approved chemicals

**Clearing of glasses and plates** To limit the customer movement all plates and glasses will be cleared by staff. Customers will be discouraged from bringing empty glasses back to the bar

**Training and key members** The member of staff whom is sitting people down and controlling the numbers, needs to be well trained and confident in the role. The communication skills is key so this is probably going to be the operator or someone in a Manager / Supervisory role

## COVID-19 Customer journey (Flow) Risk assessment

This assessment specifically looks at the flow of the customer and trying to minimise the risk of spreading COVID-19 PEOPLE EXPOSED HAZARDS CONTROL MEASURES WITH CONTROLS MEDIUM RISK

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

Spreading COVID-19 amongst staff members If no controls are in place for customer flow then this could increase the spread of the virus for staff members and also then passing the virus back in to their homes

Spreading COVID 19 in to the wider public community If no controls are in place reference customer flow then the virus could spread in to the community

**Increased violence and aggression** - The public are used to being able to go where they want in a pub and their will be new restrictions and protocols in place. For some members of the public they may not like the change so therefore this increases the risk from violence and aggression to our operators

**Clear signage** - When the public walk towards the pub there will be clear signage in place stating what is expected of them straight at the entrance. Signage will include directional signage, social distancing signage

**Entrance and exit separated** - Where possible, to limit crossover, the exit to the pub will be different from the normal exit. This will be clearly signed and explained to customers

**Disposable menus and one touch cutlery** - The menus will be disposable and on paper and cutlery and condiments will be brought to the table by the server. Sachets will be used as one use and the customer receives the sauces they require

**Hand sanitiser available** - Hand sanitiser will be at every entrance and exit for the public to use. It will also be at the main toilet point and additional sanitisers in staff areas

**Training of staff** - Staff need to be reassured that the controls in place make them safe. This will then refer back to the customer to give them confidence

**Social distancing enforced** - Before opening tables will be displayed in such a manner to enforce the social distance ruling. and people will be seated. There will be no standing at the bar (refer to service style risk assessment)

**Contactless payment** - Although the cash option will be available, all customers are too be encouraged to either use the Swifty app or to pay via card machine / contactless payment.

**Limited food menu offering** - A smaller menu is being offered so the kitchen can be run with limited bubble teams in it so social distancing can be maintained. This will be explained to customers as they are seated

## COVID-19 First Aid Risk Assessment

The following risk assessment looks at how first aid can continue safely while the potential risk of COVID-19 is still present.

The legal requirement to provide first aid (employing more than 25 people) has not changed and we will provide an Emergency first aid persons. This is whom takes control of the situation, knows to call 999, and offers only simple first aid, such as a plaster. We have no legal obligation to the public although morally we would of course offer first aid to a member of the public if they required it.

Each incident will be unique so the First Aid person must complete their own undocumented dynamic risk assessment at the time and the majority of incidents can be treated as a normal incident

PEOPLE EXPOSED HAZARDS CONTROL MEASURES WITH CONTROLS LOW RISK

- Colleagues
- Members of the Public
- First aid Person being exposed to COVID 19

If no controls are in place then the risk of the potential of exposure does increase

**Help not being offered over fears of contamination** - Some people may be afraid to deal with a first aid incident however this risk assessment hopes to alleviate that fear

**Unable to maintain social distancing** - Depending on the incident there may be a time the 1m + rule cannot be applied.

**Follow your training** - The learning course will still apply so ensure you are safe to approach and nothing immediately will put you in danger

**For minor incident** - Step back To maintain the 1m+ rule for simple first aid incidents talk the individual through the process. i.e. you place a plaster on the table, they take it and apply it. For the majority of incidents the 1m+ rule on social distancing can be maintained. Talk family members through how to apply items If needed, for example a child, ask the parent to apply the plaster or the ice pack

**Understanding what close contact means** - Close contact means being within a 1m+ distance for more than 20 minutes, if this is the scenario then the risk of contracting COVID-19 does increase, hence the 1m+ social distancing rule. Does not mean to say you cannot catch it less than 20 minutes if someone within 1m+ is Asymptomatic, just means the risk increases. However the majority of first aid incidents will be short and brief.

**Enhanced hand washing and personal hygiene** - Wash your hands before any incident, and if possible show that you have done that to the person needing treatment. Explain to them you have washed your hands. Treat the individual then wash your hands again. If the person is still on site, politely ask them to wash their hands too before going back to their table

**PPE / Face coverings** - Last Resort Their may be the odd incident where the 1m+ rule cannot be maintained or the person offering first aid feels uncomfortable. If this is the case a simple face covering may suffice or a face shield may be used  
Note - we do not need NHS grade as this will be a unique incident and if you have to get that close and a family member cannot help then it is most likely to be a 999 call

## COVID-19 Management of the Garden and external areas

The risk from COVID-19 appears to be less high risk outside so with good control measures this could be an area where sites could benefit  
PEOPLE EXPOSED HAZARDS CONTROL MEASURES WITH CONTROLS MEDIUM RISK

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

Spreading the virus to staff and to the wider public community If no controls are put in place within the garden area it could increase the risk of passing on to others.

**Slips trips and falls** - With more people in the garden the risk of slips and trips will increase

**Violence and aggression** - With more people in the garden area and being told where to sit and how to order the risk to the operator and staff of violence and aggression does increase, if no controls are in place

**Dealing with adverse weather** - The Griffin needs to consider how it is going to deal with people in the garden if it suddenly starts raining with new booking system guests are being informed that they cannot enter the building if the weather becomes inclement

**Moving tables to maintain social distance** Tables in the garden have been reviewed by the management with social distancing in mind. No tables to be moved either inside or outside

**Hand hygiene Sanitiser stations** will be at the entrance to the site but it may be worth considering a 5Lt stand alone container with a pump. This would only be required if you can access the garden without going through the pub. We need to identify the risk, closing off the garden access externally (while maintaining fire routes) may be considered. Therefore this forces the consumer through the pub and numbers can easily be controlled

**Use of technology** a new ordering system is in place TEVX where table service will take place this means this does not cause traffic at the bar

**Additional umbrellas** The Griffin management have ordered 2 3m x 3m garden parasols and have 20+ other parasols in stock to ensure there are adequate controls in place in case of adverse weather. There cannot be a sudden influx of people entering the pub due to weather.

**Play equipment out of use** Play equipment to stay out of use as clearly social distancing cannot be maintained

**Service style** The service style will replicate indoors so it is a clear message throughout. Table service only. Protecting staff The same principles that apply inside apply externally and the same serving techniques will be applied

**Manage the numbers within the garden area** the management will check the weather each day so you are aware of what to expect, as this may influence the numbers you accept. If the garden is busy and it rains, customers have been informed prior that they cannot enter the building which will compromise social distancing requirements

## COVID-19 Back of house and Managing staff

The following assessment looks at the importance of staff knowing what to do, how to work and what is expected of them. It will also look at the Back of house areas and suggest the best ways to manage this area.

### PEOPLE EXPOSED HAZARDS CONTROL MEASURES WITH CONTROLS MEDIUM RISK

- Colleagues \* Contractors \* Visitors / Guests \* Members of the Public

Spreading COVID-19 amongst other staff members - By not having any controls in place the virus will spread amongst the staff and then on to their families

Spreading COVID-19 in to the wider public community - With no controls the virus could easily spread in to the wider community and their families

Spreading COVID-19 through poor contractor control Even though this risk assessment looks at the BOH and staff, contractors will enter these areas and therefore if no controls are in place the risk of the virus spreading to other parts of the country increases

**New COVID-19 training and refresher training** - All staff must read and sign the risk assessment guidelines which gives information about the changes in which we will operate and all Mandatory training to be maintained inline with government guidelines

**Enhanced personal hygiene and enhanced cleaning** - All staff will be reminded and instructed on the importance of hand washing in dealing with this virus. Staff are expected to wash their hands on entrance to the site, each time they come back in and in between a task (as a guide hands need to be washed or sanitised every 15 minutes while at work)

Cleaning of hard surfaces and all touch points will be enhanced and should be cleaned around the site every 30 minutes. Do not forget AWP's as well

**Facilities to wash hands to be available** - There are dedicated hand wash sinks. These must not be covered over or have poor access. The bar area has a sink and a sanitiser station nearby,

**Zoning**- It is imperative working areas are zoned to maintain social distance while at work where possible. Staff need to understand their zone and work to it.

**Where social distance cannot be achieved for a specific reason** - There will be times where social distance will be difficult for a few seconds. The risk of the virus spreading is through face to face continuous contact within 1m+ for 20 minutes. So if you do have to collect something from the kitchen - ask the cook to step back, do not directly face them. If you have to pass someone in a corridor, pass back to back not face to face. Simple controls will minimise the risk

**Contractor control Contractors will still be visiting site.** They must maintain good personal hygiene and social distancing. Repairs will try to be done out of hours but if social distancing cannot be maintained while the work is going on then the area will need to be closed off.

**Reduced menu and kitchen opening times** To allow social distancing in the kitchen the menu has been reduced to allow this to be completed by bubbled teams.

**Design of back bar** The Main bar will be mirrored to be the same. Therefore if two people are working at two till points in the same bar, then social distancing can be maintained and there is no cross over

**Cellar safety** Only one person at a time to enter the cellar as this may be difficult to maintain social distance in the corridor but let someone know you are down there. The person should wash their hands before they enter and wash their hands again once they complete the task and leave the cellar using the sanitiser provided. Touch points like door handles should then be wiped clean as well. A dedicated appointed person will work within the cellar and not all staff allowed to access the area. This duty will be allocated daily.

**The use of PPE** PPE (Personal protective clothing) such as goggles, mask and gloves are a last resort. Everything else should be done before PPE is considered - If after all the training and zoning etc. there is still a need for PPE then this needs to be initially discussed with your manager. If good hand hygiene, enhanced cleaning and social distancing is maintained, then PPE should not be needed. Staff have their own pen. However with regular hand washing and enhanced cleaning this risk is low

**Uniforms** should be cleaned before every shift and staff encouraged to change in to their uniform on site and then remove it before leaving site. If they do their own washing then ask them to wash it after every shift. If you do the washing on site then please ensure a daily wash of uniforms is completed



## COVID-19 Management of public toilets

When the sites are open we will have to offer facilities. This will be a pinch point and for some sites difficult to manage. The following risk assessment will give sites ideas on how to manage the risk and it is important that if the control measure is not within this assessment then they must add in their site specific control measure

### PEOPLE EXPOSED HAZARDS CONTROL MEASURES WITH CONTROLS MEDIUM RISK

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

Assisting the spread of COVID -19 for staff and the public If controls are not considered then we may increase the risk of COVID -19 spreading from the Griffin. Toilets will be difficult to manage but with some simple controls in place the risk can be lowered to a reasonable level

**Slips trips and falls** - This is still a risk within this area

**Drug misuse** - With less people in the pub, this issue may increase if controls are not in place

**Enhanced cleaning checks** - The toilet area will be inspected every 30 minutes and all touch surfaces like door handles, locks , taps, will be sanitised. There is a form to log the check on the back of each toilet door.

**Propping access doors open** - Often a toilet area has an access door area before the main toilet door. To minimise contact points this door will be propped open. Consider people privacy is not affected by doing this

**Urinals and sinks** - Too try and maintain 1m distancing consider blocking of a urinal or a section of it (bin bags would suffice). If you have three urinals, block of the middle one. Remember the numbers in the pub will be less so this will be possible. If you only have two urinals this may not be feasible. Consider the same with the sinks

**Monitoring and supervision** - The area needs to be monitored to ensure no gatherings are taking place

**Accessing the area** - Consider how people are going to access the area and how you are going to manage it.

**Signage to the consumer** - We have to be realistic that this is going to be a very difficult area to manage and control. Signage may help to ask customers to remember social distancing - wash your hands - if you pass go back to back. Also in ladies toilet as you enter a clear sign saying "please do not loiter to long"

**Hand sanitiser available** - At toilet points hand sanitiser will be available as will soap and hot water

Name \_\_\_\_\_ Signed \_\_\_\_\_

Manager \_\_\_\_\_

Date \_\_\_\_\_

Toilet cleaning checklist Male / Female Location of toilets that this form relates to Every 30 minutes all COVID-19 checks must be completed and signed for

Toilet cleaning checklist  
 Male / Female  
 Location of toilets that this form relates to

Every 30 minutes all COVID-19 checks must be completed and signed for

Date	COVID-19 Checks			Stock checks					Clean & Tidy				H&S			
	All touch points cleaned, door handles, taps	Correct doors propped open to minimise contact	AWP Machines all sanitised	Toilet paper	Soap	Sanitiser as you enter	Feminine hygiene	Air freshner	Wipe sinks and fittings	Wipe mirror	Check wipe toilets	Pick up litter	Empty bins	Clean floor and leave dry	Wet floor sign in place	Signature
Duty Manager opening checks																
12.30pm																
1pm																
1.30pm																
2pm																
2.30pm																
15.00pm (Duty Manager)																
3.30pm																
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8pm																
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9pm (Duty Manager)																
9.30pm																
10pm																
10.30pm																
11pm																

GRIFFIN SAMPLE

Sign the box only if an item has been actioned or restocked

Report any fault or broken item to your manager as soon as possible

Report any additional comments here: