

COVID-19 Risk Assessment

All employers must conduct a risk assessment. Employers with five or more employees have to record the significant findings of their risk assessment.

Organisation name: The Queen's Head at Bramfield

Assessment discussed with all staff, compiled by K.Wood.

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by whom?	Action by when?	Done
Spread of Covid-19 Coronavirus	<ul style="list-style-type: none"> ▪ Staff ▪ Visitors ▪ Customers ▪ Suppliers ▪ Cleaners ▪ Contractors <p>Vulnerable groups such as pregnant workers and those with existing underlying health conditions.</p> <p>Anyone else who physically comes in contact with you in relation to your business</p>	<p>Vulnerable Groups We do not currently employ anybody in a vulnerable group. We will review if the situation changes.</p> <p>Travelling to Work Car park on site – all staff drive, none use public transport. Hand wash facilities and sanitiser provided at staff only entrance.</p> <p>Work Area/ Social Distancing Social distancing in the workplace wherever possible. If not other controls in place</p> <p>Social Distancing: The number of persons in any work area have been reduced to comply with the 1m+ rule.</p> <p>Work schedules have been reviewed including start & finish times/shift patterns.</p> <p>Break times have been staggered and breaks take place outside, and also usually one at a time.</p> <p>Staff meetings happen outside or inside when the business is closed and suitable distancing can be adhered to.</p>	<p>Further Considerations: N/A</p> <p>Further Considerations: Staff only enter one door where they are temp checked and healthcare questions for every shift before entering the building.</p> <p>Further Considerations: Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it with signage and training. Management checks to ensure this is adhered to.</p> <p>Tables in the pub and in the garden have been moved to reflect SD requirements and all bar stools removed from the bar area.</p> <p>Redesign working environment to prevent face-to-face working. Chefs work side by side or back to back in the galley style kitchen. Front of crew wear face coverings/PPE at all times and these have</p>	- All staff	ongoing	YES

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		<p>Sufficient rest breaks for staff which are timed so social distancing also to be adhered to in an outdoor area.</p> <p>One way system implemented and reinforced with visual guides in the public area by the pinchpoint of front door. Clear, visible signage is in place.</p> <p>Inside trading- Customers can not now 'walk in' – they must call the pub before entering to ensure we have a space for them to prevent unnecessary crowding. A contact number and name to be taken for all guests over 16 in the party.</p> <p>For outside trading only, guests do not need to book in advance, but they must provide contact details for every person in the party over the age of 16.</p>	<p>been provided.</p> <p>Staggering employee arrival and departure times to reduce congestion in high movement areas – 10 minute tolerance.</p> <p>Open additional points of access and egress to the building to enable directional flow and movement of people. The bar corridor and toilet corridor along with the garden access now have a one way system implemented with signage.</p> <p>For outdoor trading, guests enter the garden via an outdoor side gate. The gate is kept open during trading hours to avoid touching it unnecessarily. An outdoor welcome desk with check in is positioned to greet all guests.</p> <p>Continue best practice of taking the surname and a contact telephone number as per usual for Test and Trace. Communicate to all front of house staff and train. Numbers and names will be destroyed after 21 days as per the ICO's GDPR guidelines, which we already follow in house. The pub is registered as a data holder with the ICO anyway due to holding customer and staff data.</p> <p>Takeaway is ordered by phone and the customer advised to stay in the carpark when they arrive, call us to let us know</p>			

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		<p>Offering a takeaway food service for those who feel uncomfortable to dine out still.</p> <p>Staff have been trained for their safety to spend minimal time near tables and customers will take items needed from a tray where necessary, avoiding the need for direct contact.</p> <p>GROUP BOOKINGS Following regulations and updated law from the government regarding party sizes, both inside and outside. The rule of 6 or 2 households is in force.</p> <p>Introduction of maximum party stay times to ensure SD is not forgotten.</p> <p>We will not be catering for any parties or functions until further notice that might include provision such as buffets.</p> <p>Events such as pudding nights will become plated in style, not buffet style.</p>	<p>they're outside and we'll take out their food to them, negating the need for them to enter the building.</p> <p>Inside trading - Stop access into the garden to prevent anybody not booked entering the premises. Clear signage at the front door tells customers to wait to be seated.</p> <p>Outside trading – a welcome desk is positioned at the front of the garden to ensure guests check in appropriately. Booking system made clear in eshots, social media and on website.</p> <p>Ask to view the check in screen of the NHS Test and Trace app OR take all names and numbers of guests in the party at check in. Failure to comply will result in no service/entry.</p> <p>All guests, including children, are reminded to stay seated and not swap tables. Clear signage and booking information enforces this.</p> <p>Parties will be advised of a maximum stay time, dependent on the party size- 2 hours for up to 4 guests, 2.5 hours for up to 7 guests and 3 hours for 8+ guests.</p> <p>Customers will be asked to confirm on booking that their party does not consist of more than 6 people from mixed households or two households.</p> <p>Staff have been fully trained to ensure we</p>			

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			<p>follow best practice on table bookings. Customers will be challenged and possibly ejected if we have reason to believe non compliance with table bookings has occurred. We reserve the right to see proof of address for groups who have booked under the 2 household rule.</p> <p>An internal maximum capacity has been set of 58 guests, based on the tables being distanced.</p> <p>An external capacity of 86 guests has been set, based on every table being socially distanced.</p>			

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		<p>Good Hygiene</p> <ul style="list-style-type: none"> ▪ Hand washing facilities with soap and water in place. ▪ Stringent hand washing taking place. ▪ Hand washing guidance communicated to staff ▪ https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/ ▪ Drying of hands with disposable paper towels or blueroll. ▪ https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/ ▪ Staff encouraged to protect the skin by applying emollient cream regularly ▪ https://www.nhs.uk/conditions/emollients/ ▪ Gel sanitisers in any area where washing facilities not readily available 	<p>Further Considerations:</p> <p>Staff and visitors to be reminded to wash their hands for 20 seconds on a regular basis (including destination hand sanitising on arrival, not washing to prevent a bottleneck in the toilets) with water and soap and the importance of proper drying with disposable towels.</p> <p>The hand dryers are switched off in public toilets, as they're not hygienic at the best of times. Paper towels only now in both the mens and ladies with adequate bin facilities.</p> <p>Regular toilet cleaning has been added and disinfectant aerosol provided also. Only 1 person in the toilets at any one time, and this has been clearly signposted on the door. We also let customers know this. A policy of under 10's must be accompanied by 1 adult to ensure proper handwashing has also been adopted.</p> <p>Staff dry hands behind the bar with blueroll, not cloths.</p> <p>Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace.</p> <p>To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice - https://www.gov.uk/coronavirus</p>			

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		<p>Information and Guidance We will keep informed of developments and Government advice Employees will be notified of key findings of RA before returning to work</p> <p>Events As per the guidelines, all events such as beer festivals, live music and group events have been cancelled until further guidance says otherwise.</p> <p>Cleaning Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light</p>	<p>Posters, leaflets and other materials are available for display. https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Posters are displayed at entrance and strategically throughout the building to remind employees of controls: hand washing/ 2 metre rule, 1m+/- symptoms of COVID-19</p> <p>Staff are now NOT permitted to wear any hand jewellery at all (including wedding rings) and nails must be kept short to ensure thorough hand washing.</p> <p>Communication with all employees has already taken place to run through every point of the RA.</p> <p>Further Considerations: Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed.</p>	Kate Wood	<p>Done – 24.06.20 and 25.06.20</p> <p>Updated 10.09.20</p> <p>Updated 03.04.21</p>	

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		<p>switches, reception area using appropriate cleaning products and methods.</p> <p>Wearing of Gloves Where Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided. Staff will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely. Gloves are only appropriate in a normal kitchen setting handling high risk foods, as always.</p> <p>Symptoms of Covid-19 If anyone becomes unwell with a new continuous cough or a high temperature in the workplace they will be sent home and advised to follow the stay at home guidance. If possible (mild symptoms) the employee could be encouraged to work from home.</p> <p>Line managers will maintain regular contact with staff members during this time.</p> <p>If advised that a member of staff or public has developed Covid-19 and were recently on our premises (including where a member of staff has visited other work place premises such as domestic premises), the management team of the workplace</p>	<p>Increased cleaning regime implemented. All FOH staff regularly clean touch points, such as door handles, phones, till screens, coffee machine equipment, clipboards, card machine, cleaning equipment etc. Uphold this by having a continuous management presence on the floor, working alongside the team to uphold standards.</p> <p>Outdoors – Wooden tables are sprayed and left to air dry.</p> <p>Further Considerations: Staff to be reminded that wearing of gloves is not a substitute for good hand washing. Gloves will not be worn by front of house staff nor chefs outside of their normal remit, as rigorous handwashing and sanitising will instead take place..</p> <p>Further Considerations: Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast changing situation.</p> <p>Line managers will offer support to staff who are affected by Coronavirus or has a family member affected. Staff will be instructed to get a test should the situation arise.</p> <p>Staff members must now only enter the building to start work through the back kitchen door. They must wait there for another team member to take their</p>			

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		<p>will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken.</p> <p>Delivery Drivers from other companies Procedures will be in place for drivers to ensure adequate welfare facilities available during their work - Reference https://www.hse.gov.uk/news/drivers-transport-delivery-coronavirus.htm COVID-19-guidance on freight transport.</p> <p>Persons must not share vehicles or cabs, where suitable distancing cannot be achieved.</p> <p>Mental Health Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help.</p> <p>BEST PRACTICE Handling glassware appropriately, touchpoint of glasswasher handle, blueroll only to dry up glasses. Staff must wash their hands before drying glassware to avoid any cross contamination. Our commercial glasswasher operates at a run temperature of between 65 - 68 degrees; hot enough to kill COVID19 Trays will be used to transport all drinks, cutlery etc. Those trays are then sanitised on return to the bar (which we've always done anyway) Waiting cloths must be used to take food and those two cloths are only to be used by one person in a shift.</p>	<p>temperature electronically, ask the COVID symptom questions and they must sign to declare themselves fit to work before being allowed access to the building. The records are to live on a clipboard attached to the area.</p> <p>Communicate with all suppliers to let them know they must ONLY now deliver to the Staff/Deliveries door. No immediate access into the building – they must knock and wait to be seen. Signage has been placed accordingly. Where possible, deliveries will be taken outside of the kitchen. Where not possible, all delivery drivers must sanitise their hands before entering the building.</p> <p>Further Considerations: Regular communication of mental health information and an open door policy for those who need additional support are recommended.</p> <p>Discuss in meetings with staff any worries they may have, assure them that it is the same for all of us and reassure them that we will support them in following all new COVID procedures.</p> <p>Ensure staff are briefed and trained to do this – training records signed off.</p> <p>Cutlery and condiments will only presented to the table once food has been ordered. All</p>	KW and PR	Done and ongoing	Yes

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		<p>Waiting cloths must be washed every night on a 60 wash. Order pads and pens are individual to the employee and must be kept upon their person.</p> <p>Cash – we still take cash but customer cash received must be placed in the nominated COVID cash drawer of the till. The employee then sanitises their hands, before giving the customer their change from the 'clean' float on a saucer. The customer then takes the change from the saucer, and the saucer goes into the wash. COVID cash is then uplifted into a sealed container and left in the safe for 72 hours before handling.</p> <p>SERVING CUSTOMERS AND ELIMINATING TOUCHPOINTS We will not be using an app but will be taking orders in person from a distance. We will be clearing tables and glassware from customers. Customers we cannot access without breaking social distancing are asked to take cutlery from a tray from us and drinks from trays. Staff training has included how to serve customers with minimal contact and standing back from tables, also encouraging guests to move crockery etc to a more accessible position to avoid the staff leaning over people to clear.</p>	<p>condiments are sanitised between usage and stored in a sealed cupboard to avoid any airborne aerosol contamination.</p> <p>Sauces are potted individually and clingfilmed individually, stored in a dedicated fridge and are only presented once the food has been brought to the table.</p> <p>Management team briefed in uplift procedure.</p> <p>Menus are disposable and those kept in good condition will be quarantined for 72 hours so they can be reused, which backs up our environmental policy also. Same process for our beer mats. Our menu is also available on the website for anyone who would prefer to view it on their device. We have quarantine boxes for menus and beer mats – when nearly full, the entire box gets quarantined for 72 hours before the contents can be released.</p>			

Employers with five or more employees must have a written health and safety policy and risk assessment. It is important you discuss your assessment and proposed actions with staff or their representatives. You should review your risk assessment if you think it might no longer be valid, e.g. following an accident in the workplace, or if there are any significant changes to the hazards in your workplace, such as new equipment or work activities. [For further information and to view other example risk assessments go to http://www.hse.gov.uk/risk/casestudies/](http://www.hse.gov.uk/risk/casestudies/)