
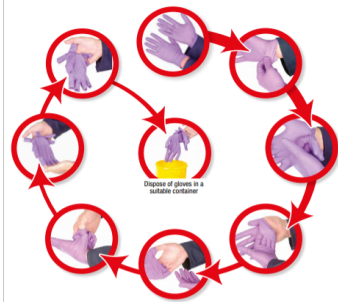




<b>COVID (19) Risk Assessment Brook Mollington Banastre Hotel &amp; Spa</b>	<b>Assessed by:</b>	<b>Date:</b>	<b>Title of Assessment</b>		
	Sam Ummat	06/09/2020	COVID-19 Risk Assessment – Brook Mollington Banastre Hotel & Spa		
	Commercial Director		CV06092020		
	<b>Date to be reviewed</b>	<b>Gov. Updates/ Weekly</b>	<b>Description of Task</b>		
	<b>Date of last review</b>	06/09/2020	COVID-19 is a respiratory virus which is primarily spread through droplets generated when an infected person coughs or sneezes and can be spread easily from person to person. The key measures introduced to control the spread of the virus are to maintain a distance of at least 2.0m (6'-6") between individuals and strict measures for cleaning and hygiene. Where this is not practical a 1m distance plus additional risk controls is required.		
<b>Reviewed by</b>	Head Office	<b>This assessment covers:</b> Hotel, Restaurant, Gym, Pool and Leisure Facilities			

HAZARD	HAZARD LOCATION	WHO AFFECTED	INITIAL RISK			RISK CATEGORY	EXISTING RISK CONTROLS	FURTHER RISK CONTROLS NECESSARY	RESIDUAL RISK			RESIDUAL RISK CATEGORY
			L	S	R				L	S	R	
<b>Workforce Management: Communications and Training</b>  Failure to provide appropriate communication and training to staff resulting in an increased potential for transmission of virus due to non-adherence to safe working practices.	Food Prep/ Counter/ Restaurant	Workers  Public  Contractors	2	5	10	<b>Medium</b>	<ol style="list-style-type: none"> <li>All workers to read and understand this Risk Assessment &amp; Safe System of Work.</li> <li>All workers are briefed and understand the company procedures for safe working.</li> <li>Toolbox talk to be delivered periodically on Covid-19 to increase awareness and promote safe working practices (<b>See appendix A</b>).</li> <li>Managers will continue to monitor UK Government Guidance and instruction on Covid-19 response requirements.</li> <li>Supervisors will monitor working practices within the premises and challenge any person not working in alignment with the Safe System of Work and/or not adhering to social distancing.</li> <li>Managers will remind workers to follow social distancing advice and wash their hands regularly.</li> <li>Suitable levels of Supervision will be in place at all time that the outlet is open.</li> </ol>	<ol style="list-style-type: none"> <li>Display Covid-19 information posters on the Company notice board.   <b>Example</b>   </li> <li>Consult with the workforce on how the company is looking to control the risks e.g. options such as face visors for those working behind the restaurant.</li> </ol>	1	5	5	<b>Low</b>

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			L	S	R				L	S	R	
<p><b>Keeping Customers and Visitors Safe</b></p> <p>Failure to manage the Health and Safety of Customers &amp; Visitors resulting in an increased potential for transmission of virus due to non-adherence to safe working practices.</p>	Food Prep/ Counter/ Restaurant	Workers Public Contractors	3	5	15	<b>High</b>	<ol style="list-style-type: none"> <li>1. Names and contact telephone numbers of diners will be taken; each member of waiting staff will be assigned a record and maintain it during the day.</li> <li>2. Table service only: includes all food/drink/payments.</li> <li>3. Seating Capacity reduced in the restaurant. The following programme has been applied. <ul style="list-style-type: none"> <li>- Maximise space available within the restaurant to create open spaces for customers and workers.</li> <li>- Seating capacities have been lowered to allow for social distancing based on the following approach: <ol style="list-style-type: none"> <li>a) Reasonably following social distancing guidelines of 2m where practical.</li> <li>b) Where this is not practical a 1m (with risk mitigation) social distancing system is implemented: <ul style="list-style-type: none"> <li>- Seating set at back to back <i>Where this is not practical:</i></li> <li>- Seating set at side to back <i>Where this is not practical:</i></li> <li>- Seating set at side to side.</li> </ul> </li> <li>c) Each party will be placed at furthest points apart from the next as the restaurant fills up.</li> <li>d) A central walkway has been created for pedestrians and workers to allow for</li> </ol> </li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. Confirm how the forms with customer details on will be managed to ensure compliance with GDPR.</li> <li>2. Establish and communicate safe systems of work to support management of covid-19 transmission during table service to the waiting staff.</li> <li>3. The company does not currently plan to implement a booking system for diners; managers should continue to monitor this and consider options such as: <ul style="list-style-type: none"> <li>- Online bookings</li> <li>- Telephone bookings</li> <li>- Email bookings</li> </ul> </li> </ol>	1	5	5	<b>Low</b>

HAZARD	HAZARD LOCATION	WHO AFFECTED	INITIAL RISK			RISK CATEGORY	EXISTING RISK CONTROLS	FURTHER RISK CONTROLS NECESSARY	RESIDUAL RISK			RESIDUAL RISK CATEGORY
			L	S	R				L	S	R	
							<p>reasonable social distancing.</p> <ol style="list-style-type: none"> <li>4. Where highchairs are used, they will replace an existing seat and not add to the seating volume on the table.</li> <li>5. Highchairs will be sanitised before and after use.</li> <li>6. Diners required to wait in order to be seated.</li> <li>7. It is not expected that a queuing system outside the restaurant will be required.</li> <li>8. Waiting staff/managers will encourage compliance with limits on gatherings e.g. Indoor gatherings are limited to members of any two households (or support bubbles). The largest capacity table would allow six. The majority are set for two and four diners.</li> <li>9. Waiting staff will remind (where appropriate) customers who are accompanied by children that they are responsible for supervising them whilst at the premises.</li> <li>10. Where practical any third-party contractor visits will be completed outside of restaurant opening hours.</li> <li>11. Mangers will monitor customer activity and adherence to social distancing; if required the restaurant would be closed if a risk were posed.</li> <li>12. Alcohol based hand sanitisers provided at the entrance and exit to the restaurant.</li> <li>13. Where practical and safe to do so doors will be propped open (not fire doors).</li> </ol>					

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			L	S	R				L	S	R	
<p><b>Managing Service of Food &amp; Drink at the Restaurant</b></p> <p>Failure to manage interactions at the venue resulting from service of food and drink resulting in an increased potential for transmission of virus due to non-adherence to safe working practices.</p>	Food Prep/ Counter/ Restaurant	Workers Public Contractors	3	5	15	<b>High</b>	<ol style="list-style-type: none"> <li>Cutlery and condiments provided when food is served.</li> <li>Table service only.</li> <li>Customers will not pay at the counter. <ul style="list-style-type: none"> <li>The bill will be brought with beverages at the beginning of the meal to provide a quicker process at the end of the meal.</li> <li>The bill will be provided in a 'payment tray' (sanitised after every use).</li> <li>Sign placed on the payment tray reminding diners that the waiting staff take will payment.</li> <li>Contactless payments taken at the table.</li> </ul> </li> <li>Diners who require sauces will be provided with a small pot of sauce for personal use.</li> <li>Where it is not practical to provide sachets of salt/vinegar the condiment containers will be cleaned after every use.</li> <li>Windows will be opened where practical to increase through ventilation within the restaurant.</li> <li>Dumb waiter provided which minimises interactions between waiting staff and kitchen staff.</li> </ol>	<ol style="list-style-type: none"> <li>Place a sign at the counter "please pay at table".</li> <li>Where practical, assign waiting staff to specific tables.</li> <li>Remove tubs of loose drinking straws; replace with singular wrapped straw and provided on request.</li> <li>Implement a system of work to ensure: <ul style="list-style-type: none"> <li>Frequent changing of disposable gloves.</li> <li>Regular sanitisation &amp; cleaning of visors (inside and outside surfaces).</li> </ul> </li> <li>Provide workers with training on how to put on and take off single use gloves – display the HSE poster (provided with this assessment).</li> </ol> <div style="text-align: center;"> <p><b>Single use, splash-resistant gloves</b></p> <p>Follow the simple steps below to remove gloves correctly.</p>  <p>Remove carefully to protect your skin from contamination.</p>  </div>	1	5	5	<b>Low</b>

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			L	S	R				L	S	R	
<p><b>Customer Toilets</b></p> <p>Failure to ensure that toilets are kept open and to ensure/promote good hygiene, social distancing, and cleanliness in toilet facilities.</p> <p>Public toilets, portable toilets and toilets inside premises should be kept open and carefully managed to reduce the risk of transmission of COVID-19.</p>	Food Prep/ Counter/ Restaurant	Workers  Public  Contractors	2	5	10	<b>Medium</b>	<ol style="list-style-type: none"> <li>One W/C provided on the premises (located on the same floor as the restaurant).</li> <li>Single occupancy W/C.</li> <li>Hot running water provided.</li> <li>Liquid soap provided.</li> </ol>	<ol style="list-style-type: none"> <li>Advise disabling the hand dryer in the W/C and provide a good supply of disposable paper towels.</li> <li>Provide (minimum 60%) alcohol-based hand sanitiser at the entrance are to the W/C.</li> <li>Implement an hourly cleaning programme for the W/C – place a visible cleaning schedule at the W/C area.</li> <li>Provide handwash guidance posters in the W/C.</li> </ol>  <ol style="list-style-type: none"> <li>Open the window in the W/C to allow for additional ventilation.</li> </ol>	1	5	5	<b>Low</b>

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			L	S	R				L	S	R	
<p><b>Food Preparation Areas</b></p> <p>Failure to maintain social distancing and reduce contact where possible in kitchens and other food preparation areas.</p> <p>COVID-19 is a respiratory illness. It is not known to be transmitted by exposure to food.</p>	Food Prep/ Counter/ Restaurant	Workers Public Contractors	2	5	10	<b>Medium</b>	<ol style="list-style-type: none"> <li>The company follows current government guidance on managing food preparation and food service areas.</li> <li>Kitchen access will be restricted where possible to waiting staff; phone system in place to use between floors.</li> <li>Dumb waiter in place.</li> <li>Regular cleaning within the kitchen area.</li> <li>Waiting staff will not be required to access walk in pantries/freezers etc.</li> </ol>	<ol style="list-style-type: none"> <li>Complete the FSA Covid-19 re-opening checklist prior to reopening to support this assessment (copy provided with assessment).</li> <li>Complete the FSA "personal hygiene and fitness to work" checklist prior to reopening to support this risk assessment (copy provided with assessment).</li> </ol>	1	5	5	<b>Low</b>
<p><b>Entertainment</b></p> <p>Failure to maintain social distancing when providing entertainment within or outside restaurants, pubs, bars and similar venues that serve food or drink.</p>	Food Prep/ Counter/ Restaurant	Workers Public Contractors	1	5	5	<b>Low</b>	<ol style="list-style-type: none"> <li>The restaurant will not play any loud music during service; this will eliminate the need for diners to raise their voices during conversation and potentially spread breath aerosols during speech.</li> <li>Workers will not be required to shout to each other on site.</li> <li>No television within the restaurant.</li> <li>No live entertainment at the restaurant.</li> </ol>	<ol style="list-style-type: none"> <li>Managers to continue to monitor the effectiveness of existing risk controls and amend as required.</li> </ol>	1	5	5	<b>Low</b>
<p><b>Hotel Reception</b></p>	Reception	Workers Public	3	5	15	<b>High</b>	<ol style="list-style-type: none"> <li>Booking in time at reception to be kept to a minimum. Pre-prepare details prior to guests arriving where possible.</li> <li>Communicate through signage and/or</li> </ol>	<ol style="list-style-type: none"> <li>Guests will be encouraged to use the stairs where possible</li> <li>Encouraging guests to wear masks on communal corridors</li> </ol>	1	5	5	<b>Low</b>

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			L	S	R				L	S	R	
							<p>other means, explanations of social distancing rules and adding hygiene measures in place to protect guests and staff.</p> <ol style="list-style-type: none"> <li>3. Make clear in pre-stay communications the extra measures that are being taken, to offer reassurance.</li> <li>4. All reception staff, guests and visitors will have access to sanitiser at the desk and that staff use this between serving guests.</li> <li>5. Reception desks will be organised so that staff can be at the Government recommended distance away from guests as much as possible (currently 2M).</li> <li>6. Floor markings or other physical indicators are used to act as visible reminders of social distancing requirements.</li> <li>7. When guests sign documents and use the chip and pin machine, reception staff will step back to keep their distance. Any pens or machines that are used will be disinfected before the next guests and staff should sanitise their hands, Consider the use of adopting non-contact payment methods/electronic signing of documents etc where reasonably practicable.</li> <li>8. Consider a central key card deposit box placed in the lobby for disinfection of room keys.</li> <li>9. Display a welcome note/material including requesting guests recognise the importance of the local community, and respect social distance and good</li> </ol>					

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			L	S	R				L	S	R	
						High	<p>hygiene practice in all contact and activities both inside and outside of the hotel.</p> <p>10. Taking measures to make reception areas safer, with increased cleaning, keeping the activity time as short as possible and considering the addition of screens between guests and staff.</p> <p>11. Where offering room service, taking measures such as dropping butler's trays outside door, and encouraging tips to be added to the bill</p> <p>12. Ensuring that housekeeping staff follow government handwashing guidelines, and making a checklist of all hand contact services to be cleaned when each guests vacates.</p> <p>13. Checking the latest government guidance on opening of additional guest facilities (e.g. swimming pools, saunas).</p>				Low	
Assisting guests with luggage	Reception	Workers Public	3	5	15	High	<p>1. The Hotel will review the offer of staff to help guests with luggage to minimum.</p> <p>2. Where staff do help guests with luggage, they will keep the required distance apart from guests whilst collecting the luggage and either take it to the room before the guest arrives there of knock on the door, step back and leave the luggage at the door. After handling luggage staff should wash their hands or use a hand sanitiser.</p>	1. Monitor and maintain existing controls.	1	5	5	Low



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			L	S	R				L	S	R	
Room Service	All areas. Guest rooms	Workers  Public	3	5	15	High	<ol style="list-style-type: none"> <li>1. The Hotel will manage expectations and ensure that guests know that staff will have to operate social distancing as and the room service will not be brought into the room.</li> <li>2. The service and process will be explained to guests on ordering.</li> <li>3. Staff will wash their hands before picking up the room service tray to take to the guests.</li> <li>4. If possible, butlers trays which can be left of the floor next to the door will be used, Where this is not possible other way to protect the order will be implemented, such as a small light table, or a folding luggage rack both of which will be disinfected first.</li> <li>5. Staff will knock on the door and leave the tray outside the door and step away. The guest can then pick up the tray, and the staff can remove the tray stand or table.</li> <li>6. The member of staff will wash their hands afterwards.</li> <li>7. Avoid any paperwork.</li> <li>8. If the guest wants to tip then this should be done on the bill. The hotel will discourage the use of cash.</li> <li>9. The Hotel will make clear whether guests are expected to retain their tray in their room, for later collection, or to leave the tray outside their door, for collection.</li> <li>10. Where guests are expected to leave trays outside their doors, a system will be in place to ensure regular timely collection, to reduce clutter of corridors and reduce cross contamination risks.</li> <li>11. When trays are picked up, they will be taken to the relevant area and disinfected- crockery and cutlery to go</li> </ol>	<ol style="list-style-type: none"> <li>1. Monitor and maintain existing controls.</li> </ol>	1	5	5	Low

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			L	S	R				L	S	R	
						High	<p>in the dishwasher, and the tray to be disinfected.</p> <p>12. Any linen will be used in line with new housekeeping standards.</p> <p>13. Staff will be wash their hands immediately after handling the trays.</p> <p>14. Single use items will be used where possible and disposed of in accordance with relevant guidelines.</p>				Low	
Housekeeping	All areas Guest rooms	Workers  Public	3	5	15	High	<p>1. The hotel will review the cycle of cleaning and in-room services to take into account different lengths of stay.</p> <p>2. Room cleaning will be undertaken in the absence of the guests unless it is difficult for the guest to leave the room (e.g. due to mobility difficulties) whereupon social distancing shall be observed in the presence of the guest,</p> <p>3. The frequency of cleaning, requirement for the guest to vacate the room and any other relevant criteria to be communicated appropriately, including in pre arrival communications</p> <p>4. Hand contact surfaces will be disinfected, A list of all the touch points which will include, but is not limited to the following , all of which would, as a minimum will be disinfected when a guest checks out:</p> <ul style="list-style-type: none"> <li>• Light switches.</li> <li>• Beside tables</li> <li>• Remote control</li> <li>• Taps</li> <li>• Flush handles</li> <li>• And toilet seats</li> <li>• Door handles</li> <li>• -inside and out,</li> <li>• Hairdryer handles</li> <li>• Iron and ironing boards, trouser press</li> <li>• Wardrobe doors</li> </ul>	1. Monitor and maintain existing controls	1	5	5	Low



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			L	S	R				L	S	R	
						High	<ul style="list-style-type: none"> <li>Kettle and lid</li> <li>Heating controls controls</li> </ul>					Low
<b>Centre open to the public</b>	Health Club	Employees Contractors Visitors	3	5	15	High	<p>If an employee or known visitor tests positive for coronavirus, further advice will be sought from the local Health Protection Team. They will take over the risk assessment process from that point. Once symptomatic, all surfaces that the person has come into significant contact with must be cleaned, including:</p> <p>All surfaces and objects which are visibly contaminated with body fluids; and</p> <p>All potentially contaminated high-contact areas such as toilets, door handles, telephones, etc.</p> <p>Public areas where a symptomatic individual has passed through and spent minimal time in (such as corridors) but which are not visibly contaminated with bodily fluids do not need to be specially cleaned and disinfected.</p> <p>If a person becomes ill in a shared space, these should be cleaned using disposable cloths and household detergents, according to current recommended workplace legislation and practice.</p>	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p><a href="https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/providers-of-grassroots-sport-and-gym-leisure-facilities">https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/providers-of-grassroots-sport-and-gym-leisure-facilities</a></p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>	1	5	5	Low
<b>Centre open to the public</b>	Health Club	Employees Contractors Visitors Cleaners	3	5	15	High	<p>Hand washing facilities with soap and water in place.</p> <p>Employees to be reminded on a regular basis to wash their hands for 20 seconds with water. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes,</p>	<p>Encourage staff to report any problems and carry out skin checks as part of a skin surveillance programme</p> <p><a href="https://www.hse.gov.uk/skin/professional/health-surveillance.htm">https://www.hse.gov.uk/skin/professional/health-surveillance.htm</a></p> <p>To help reduce the spread of coronavirus</p>	1	5	5	Low

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			L	S	R				L	S	R	
		Vulnerable groups  Anyone else who physically comes in				High	<p>nose or mouth with unclean hands. Tissues and hand sanitiser will be made available throughout the workplace.</p> <p><a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></p> <p>Drying of hands with disposable paper towels:</p> <p><a href="https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/">https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/</a></p> <p>Sanitiser stations at various strategic points around the building including all offices and the foyer</p> <p>Social distancing measures to be implemented as per government guidelines. 1m gaps to be maintained wherever possible. Floor markings to be placed at 1m. As social distancing is below 2m in places, this is mitigated for by additional cleaning and hand sanitising. Members of staff will be tasked with ensuring social distancing of visitors at all time.</p> <p>Implement a one-way system at the centre to assist with social distancing.</p> <p>All people entering the building will have their temperature tested upon admission.</p> <p>All windows will be open to maximise ventilation where possible.</p>	(COVID-19) reminding everyone of the public health advice through display of posters etc <a href="https://www.publichealth.hscni.net/news/covid-19-coronavirus">https://www.publichealth.hscni.net/news/covid-19-coronavirus</a>				Low
<b>Centre open to the public</b>	Health Club	All centre users,	3	5	15	High	Hourly cleaning of the whole centre. Weekly deep clean of centre.		1	5	5	Low

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			L	S	R				L	S	R	
		employees and any visitors					Spray recommended against COVID-19 will be used around the whole centre, and placed at every cleaning point. Gym users to clean equipment before and after each use.					
<b>Use of</b>	Health Club	Gym users and employees	2	5	5	<b>Medium</b>	<p>Music in gym will be of a level that will not require shouting to communicate, reducing risk of aerosol/droplet transmission.</p> <p>Customers will be asked to clean gym equipment before and after use.</p> <p>Approximately 1 cleaning station provided per 3 machines, with a 2 metre distance between all kit.</p> <p>No gym towels are allowed in the centre. 45 minute sessions with 15 minute change over time for the gym.</p> <p>Maximum number of 12 gym members for one session.</p>		1	5	5	<b>Low</b>
<b>Use of Changing rooms, showers and toilets</b>	Health Club	Everyone using the centre	2	5	5	<b>Medium</b>	<p>Changing rooms will be closed to all customers, with the exception of people with disabilities and special needs, as social distancing is unachievable if changing rooms used as normal.</p> <p>Users will be informed to come 'Beach ready' for the pool and already in their kit for the gym.</p> <p>Access to toilets to be managed to ensure occupancy not exceeded.</p> <p>Cleaning will occur hourly.</p>		1	5	5	<b>Low</b>
<b>Use of Fitness Studio</b>	Health Club	Studio Users	2	5	5	<b>Medium</b>	<p>Personal training sessions will be run 1 to 1, if family from same bubble can train 1 to 2.</p> <p>The personal trainers will be responsible for</p>		1	5	5	<b>Low</b>


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			L	S	R				L	S	R	
							clean gym equipment and maintaining social distancing with clients.  Centre staff will clean the area daily.					
<b>Courts</b>	Health Club	Court users	2	5	5	<b>Medium</b>	Court booking will be on the phone prior to arrival. Courts will be cleaned daily.		1	5	5	<b>Low</b>
<b>Swimming Pool</b>	Health Club	Swimmers	2	5	5	<b>Medium</b>	The poolside will washed/bucket down at the beginning of the day, and after each session, barriers and benches will be wiped/bucketed down.  All swimmers will be beach ready as informed changing rooms unavailable  Guidance from <a href="https://www.pwtag.org/reopening-pool-after-covid19-shutdown/">https://www.pwtag.org/reopening-pool-after-covid19-shutdown/</a> used to re-open the pool safely and ensure water chemistry is appropriate to reduced COIVD risk.  45 minute sessions allowed with 15 minute change over time.  Maximum number of 10 swimmers for one session.		1	5	5	<b>Low</b>
<b>Staffing at the Health Club</b>	Health Club	Employees	2	5	5	<b>Medium</b>	Lifeguards and first aiders will have staff training monthly, with new guidelines being followed.  Rearrange office space and make home working arrangements for staff where possible.  Rotas/Communication issues electronically to reduce the need for paperwork.  Where possible, shifts will be shared by employees who are in the same social bubble. Where possible, there will be fixed teams operating.		1	5	5	<b>Low</b>

HAZARD	HAZARD LOCATION	WHO AFFECTED	INITIAL RISK			RISK CATEGORY	EXISTING RISK CONTROLS	FURTHER RISK CONTROLS NECESSARY	RESIDUAL RISK			RESIDUAL RISK CATEGORY
			L	S	R				L	S	R	
							Make masks and gloves available to staff. Ensure gloves are replaced hourly and staff wash their hands before new gloves are put on.					
<b>Taking Payment</b>	Health Club	Employees and Customers	2	5	10	<b>Medium</b>	Avoid the need to handle cash wherever possible. Card or advance payment only at all sales outlets.		1	5	5	<b>Low</b>
<b>Water Fountain in Gym</b>	Health Club	Customers	2	5	10	<b>Medium</b>	Signage will be displayed at the fountain to prohibit mouth to tap drinking.		1	5	5	<b>Low</b>
<b>Airconditioning</b>	Health Club	Guests Workers	2	5	10	<b>Medium</b>	<ol style="list-style-type: none"> <li>1. Ensure air conditioning is serviced.</li> <li>2. Consider filtration. Review latest HSE guidance.</li> <li>3. Where possible and appropriate, natural ventilation solutions to be applied.</li> </ol>	<ol style="list-style-type: none"> <li>1. Monitor and maintain existing controls.</li> </ol>	1	5	5	<b>Low</b>
<b>Staff, security officers and stewarding</b>	Reception Public highways	Workers Guests Public	3	5	15	<b>High</b>	<ol style="list-style-type: none"> <li>1. It is vital for staff to remain vigilant and act on potential security threats including terrorism and wider criminality.</li> <li>2. Managers will continue to ensure that awareness of security threats is raised alongside safety and health risks through staff briefings.</li> <li>3. Whilst stewards and security officers may be focussed on managing people and queues for COVID-19 safety reasons, they will continue to remain vigilant for and report any suspicious activity as soon as possible.</li> <li>4. Where required, separate stewarding to manage the social distancing and other safety aspects will be provided to enable security staff to focus on their core responsibilities to keep the site safe from threats.</li> <li>5. Good communication system in place to inform people of any incident.</li> <li>6. Short exercise or test to check procedures and equipment for this are</li> </ol>	<ol style="list-style-type: none"> <li>1. Monitor and maintain existing controls.</li> </ol>	1	5	5	<b>Low</b>

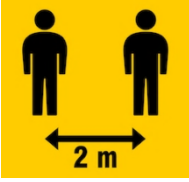
HAZARD	HAZARD LOCATION	WHO AFFECTED	INITIAL RISK			RISK CATEGORY	EXISTING RISK CONTROLS	FURTHER RISK CONTROLS NECESSARY	RESIDUAL RISK			RESIDUAL RISK CATEGORY
			L	S	R				L	S	R	
							working correctly will be carried out.					
<p><b>Providing and Explaining Available Guidance</b></p> <p>Failure to provide appropriate communication and training to staff/Customers resulting in an increased potential for transmission of virus due to non-adherence to safe working practices.</p>	Food Prep/ Counter/ Restaurant	Workers  Public  Contractors	2	5	10	Medium	<p>1. Covid-19 signage will be displayed around the premises as well as at entrance points.</p>  <p>2. The Covid-19 'Secure' poster will be displayed at the entrance to the premises.</p>  <p>3. Workers available to explain guidance/answer any queries for diners whilst at the restaurant.</p>	1. Managers to ensure that workers are regularly updated in current Covid-19 guidance within the industry in order to support provision of information to customers.	1	5	5	Low








HAZARD	HAZARD LOCATION	WHO AFFECTED	INITIAL RISK			RISK CATEGORY	EXISTING RISK CONTROLS	FURTHER RISK CONTROLS NECESSARY	RESIDUAL RISK			RESIDUAL RISK CATEGORY
			L	S	R				L	S	R	
<p><b>Cleaning the Workplace</b></p> <ul style="list-style-type: none"> <li>- Before Re-Opening</li> <li>- General Cleaning</li> <li>- Handwashing</li> <li>- Sanitation Facilities</li> <li>- Toilets</li> </ul> <p>Failure to reduce transmission through contact with contaminated surfaces by not keeping the workplace clean.</p>	Food Prep/ Counter/ Restaurant	Workers  Public  Contractors	4	5	20	<b>High</b>	<ol style="list-style-type: none"> <li>1. The company has the air conditioning systems serviced and inspected on a regular basis.</li> <li>2. The company will complete a full clean of the restaurant environment and surfaces prior to re-opening.</li> <li>3. The company will implement a programme of frequent (hourly) cleaning of objects and surfaces that are touched regularly including counters, tills, and making sure there are adequate disposal arrangements for cleaning products.</li> <li>4. Waiting staff required to observe good and frequent hand hygiene practices; hand sanitisers and liquid soap provided for all staff.</li> <li>5. Staff will wash their hands before handling plates/cutlery.</li> <li>6. Good ventilation of the restaurant to be in place; windows will be opened where practical/weather permitting.</li> <li>7. Workers cleaning surfaces will wear disposable powder free nitrile gloves.</li> <li>8. Food safe disinfectant cleaners will be used.</li> <li>9. The company will have a system in place for cleaning surfaces and objects between each customer use. For example, cleaning tables, card machines, chairs, trays and laminated menus in view of customers before customer use.</li> <li>10. The company will follow the guidance</li> </ol>	<ol style="list-style-type: none"> <li>1. Consider disposable menus as an alternative to cleaning wipeable menus.</li> <li>2. As workers will be frequently washing/sanitising their hands provide fragrance free (hypoallergenic) food safe hand moisturisers for use by all workers.</li> <li>3. Establish the 'contact' time of the sanitiser being used (this is the time that is should be left on the surface to kill the Covid-19 virus before wiping off). The manufacturer/supplier should have this information if not already known.</li> <li>4. Develop a checklist for the enhanced cleaning and sanitisation programme for the premises &amp; welfare facilities throughout the working day to include key touch points such as: <ul style="list-style-type: none"> <li>- Cupboard doors/handles</li> <li>- Draw handles</li> <li>- Water heater handles</li> <li>- Cash draws &amp; till points</li> <li>- Chairs &amp; highchairs</li> <li>- Tables surfaces</li> <li>- Phones</li> <li>- Door handles</li> <li>- Door push plates</li> <li>- Light switches</li> <li>- First aid kit containers</li> <li>- Microwave handles/controls</li> <li>- W/C handles</li> <li>- Taps</li> <li>- Soap and skin cream dispensers</li> <li>- Fridge/freezer handles</li> <li>- Pan handles</li> </ul> </li> </ol>	2	5	10	<b>Medium</b>

HAZARD	HAZARD LOCATION	WHO AFFECTED	INITIAL RISK			RISK CATEGORY	EXISTING RISK CONTROLS	FURTHER RISK CONTROLS NECESSARY	RESIDUAL RISK			RESIDUAL RISK CATEGORY
			L	S	R				L	S	R	
							<p>on reopening for restaurants provided at:</p> <p><a href="https://www.food.gov.uk/business-guidance/reopening-and-adapting-your-food-business-during-covid-19">https://www.food.gov.uk/business-guidance/reopening-and-adapting-your-food-business-during-covid-19</a></p>	<ul style="list-style-type: none"> <li>- Counter tops</li> <li>- Stair banisters</li> </ul>				
<p><b>Infected Person</b></p> <p>Employee infected with the virus comes to work resulting in spread of virus.</p>	Food Prep/ Counter/ Restaurant	Workers Public Contractors	2	5	10	<b>Medium</b>	<p>1. Workers may attend work where:</p> <ul style="list-style-type: none"> <li>- They cannot reasonably work from home (which is the case for most of the workforce at the restaurant).</li> <li>- They are not showing symptoms of coronavirus.</li> <li>- Neither themselves nor any of their household are self-isolating within 14 days of the day when the first member of their household showed symptoms.</li> </ul> <p><b>No worker is to attend work if they do not meet these criteria.</b></p>	<p>1. Do not attend the workplace if you have any of the following symptoms:</p> <ul style="list-style-type: none"> <li>• <b>High temperature</b> – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)</li> <li>• <b>New, continuous cough</b> – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may</li> <li>• <b>Loss of taste or smell.</b></li> </ul> <p>2. Place additional signage at the premises entrance to ask customers not to enter the premises if they have symptoms of Covid-19.</p> <div style="text-align: center;">  </div> <p><i>Example.</i></p>	1	5	5	<b>Low</b>
<p><b>Vulnerable Persons</b></p> <p>Return to work of vulnerable persons who are at</p>	Food Prep/ Counter/ Restaurant	Workers Public Contractors	3	5	15	<b>High</b>	<p>1. Any worker who is at increased risk of severe illness from Coronavirus (Covid-19) is not permitted to attend work due to the increased risks.</p>	<p>1. If a worker has been contacted as a member of the “Shield” group with specific medical condition that places them at greater risk do not attend work – follow specific instructions that</p>	1	5	5	<b>Low</b>

HAZARD	HAZARD LOCATION	WHO AFFECTED	INITIAL RISK			RISK CATEGORY	EXISTING RISK CONTROLS	FURTHER RISK CONTROLS NECESSARY	RESIDUAL RISK			RESIDUAL RISK CATEGORY
			L	S	R				L	S	R	
increased risk of serious effects of virus exposure.								<p>you have received.</p> <p>Company to confirm this with workers prior to permitting work.</p> <p>Key illnesses that fall in this group are as follows:</p> <ul style="list-style-type: none"> <li>• Solid organ transplant recipients.</li> <li>• People with specific cancers.</li> <li>• People with severe respiratory conditions.</li> <li>• People with rare diseases and inborn errors of metabolism that significantly increase the risk of infections.</li> <li>• People on immunosuppression therapies.</li> <li>• Women who are pregnant with significant heart disease, congenital or acquired.</li> </ul> <p>Further Info:</p> <p><a href="https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19">https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19</a></p>				
<p><b>Inbound and Outbound Goods</b></p> <p>Failure to maintain compliance with social distancing or limit surface contact during completion of the task resulting</p>	Food Prep/ Counter/ Restaurant	Workers Public Contractors	2	5	10	<b>Medium</b>	<ol style="list-style-type: none"> <li>1. Deliveries to the premises to be agreed in advance to allow for suitable levels of planning.</li> <li>2. Deliveries of food stuffs and supplies to be taken in at the side door to the premises (via the passageway).</li> <li>3. No delivered items should be physically handed over to any worker. There</li> </ol>	<ol style="list-style-type: none"> <li>1. Paperwork should not be shared/handled. This includes the sharing of pens. Where practical the company should arrange for electronic transfer of delivery notes etc.</li> </ol>	1	5	5	<b>Low</b>

HAZARD	HAZARD LOCATION	WHO AFFECTED	INITIAL RISK			RISK CATEGORY	EXISTING RISK CONTROLS	FURTHER RISK CONTROLS NECESSARY	RESIDUAL RISK			RESIDUAL RISK CATEGORY
			L	S	R				L	S	R	
in increased risk of transmission.						Medium	<p>should instead be a set drop-off point agreed in advance of the delivery to our premises.</p> <ol style="list-style-type: none"> <li>Social distancing measures must be in place when a delivery driver is on the premises.</li> <li>Deliveries generally arrive first thing in the morning when less workers/members of the public are present.</li> </ol>				Low	
<p><b>Access &amp; Egress</b></p> <p>Failure to adhere to social distancing and/or contact with frequently touched surfaces during site access and egress.</p>	Food Prep/ Counter/ Restaurant	Workers Public Contractors	2	5	10	Medium	<ol style="list-style-type: none"> <li>All workers to maintain social distancing when arriving at the premises, working in the premises and when leaving the premises – keeping 2m apart wherever practical.</li> </ol> <div style="text-align: center;">  <p>The icon depicts two black human silhouettes standing side-by-side. A horizontal double-headed arrow is positioned below them, with the text '2 m' centered under the arrow, indicating a required social distancing distance.</p> </div> <p><i>If this cannot be achieved e.g. due to</i></p>	<ol style="list-style-type: none"> <li>No workers to cross on rear stairs to first floor restaurant area.</li> </ol>	1	5	5	Low

HAZARD	HAZARD LOCATION	WHO AFFECTED	INITIAL RISK			RISK CATEGORY	EXISTING RISK CONTROLS	FURTHER RISK CONTROLS NECESSARY	RESIDUAL RISK			RESIDUAL RISK CATEGORY
			L	S	R				L	S	R	
							<p><i>crowding, wait until safe to enter/exit.</i></p> <ol style="list-style-type: none"> <li>Side access door can be used by workers. This prevents access through the main customer access/egress doors.</li> <li>All workers must wash their hands for 20 seconds using soap and water when entering and leaving the premises.</li> </ol> 					
<p><b>Hygiene:</b></p> <ul style="list-style-type: none"> <li>- Handwashing</li> <li>- Sanitation Facilities</li> <li>- Toilets</li> </ul> <p>Failure to reduce transmission through contact with contaminated surfaces or direct exposure to airborne particulates by not enforcing good hygiene practices.</p>	Food Prep/ Counter/ Restaurant	Workers Public Contractors	3	5	15	<b>High</b>	<ol style="list-style-type: none"> <li>Regular hand washing breaks to be taken throughout the day.</li> <li>Avoid physical greetings (hand shaking etc).</li> <li>Avoid Skin Contact: Avoid touching eyes, nose, and mouth.</li> </ol> 	<ol style="list-style-type: none"> <li>Workers to be advised to regularly machine wash work clothes at 60-90° with laundry detergent and wash hands for 20 seconds afterwards.</li> </ol>	2	5	10	<b>Medium</b>

HAZARD	HAZARD LOCATION	WHO AFFECTED	INITIAL RISK			RISK CATEGORY	EXISTING RISK CONTROLS	FURTHER RISK CONTROLS NECESSARY	RESIDUAL RISK			RESIDUAL RISK CATEGORY
			L	S	R				L	S	R	
							 4. Practice respiratory hygiene: This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately.  5. Alcohol gel dispenser (minimum 60%) placed at the entrance & exit points to the premises for customer use.					
<b>Welfare Facilities</b>  Failure to maintain social distancing or minimise surface contact whilst using welfare facilities resulting in increased risk of virus transmission.	Food Prep/ Counter/ Restaurant	Workers  Public  Contractors	2	5	10	<b>Medium</b>	1. Wash or sanitise hands before and after using the premises W/C facilities.  2. Avoid contact with frequently touched surfaces where possible e.g.: <ul style="list-style-type: none"> <li>Opening doors with feet/elbows.</li> <li>Using tissue to switch off taps or contact surfaces.</li> </ul> 3. No reusable towels/nail brushes/face cloths permitted in the premises. 4. Workers instructed in good personal hygiene practice.	1. Managers to continue to monitor the effectiveness of existing risk controls and amend as required.	1	5	5	<b>Low</b>


HAZARD	HAZARD LOCATION	WHO AFFECTED	INITIAL RISK			RISK CATEGORY	EXISTING RISK CONTROLS	FURTHER RISK CONTROLS NECESSARY	RESIDUAL RISK			RESIDUAL RISK CATEGORY
			L	S	R				L	S	R	
							<p>5. Any surfaces recently contacted by affected individuals to be isolated and thoroughly cleaned in line with current guidance at:  <a href="https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings">https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings</a></p> <p>6. Any worker who has helped someone who was taken unwell with a new, continuous cough or a high temperature, they do not need to go home unless they develop symptoms themselves. They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell with symptoms consistent with coronavirus infection.</p>					
<p><b>Common Areas: Welfare (Rest Areas) Areas</b></p> <p>Failure to control canteen/rest areas resulting in failure to adhere to social distancing and contact with surfaces and items touched by multiple persons.</p>	Food Prep/ Counter/ Restaurant	Workers Public Contractors	2	5	10	<b>Medium</b>	<p>1. Workers are encouraged to bring own food and drink to work – local shops and similar facilities to be visited as little as possible.</p> <p>2. Workers can eat food from the premises.</p> <p>3. Do not eat/smoke/drink until you have washed/sanitised your hands.</p> <p>4. Breaks to be taken in rest areas provided maintaining 2m separation wherever practical.</p> <p>5. All break food/drink rubbish will be bagged and removed from site for disposal.</p> <p>6. Any surfaces touched by workers during rest breaks are thoroughly cleaned after use.</p> <p>7. Crockery, eating utensils, cups etc. are washed and dried in between use.</p>	<p>1. Managers to review current break times for workers:</p> <ul style="list-style-type: none"> <li>- Stagger break times to assist social distancing compliance.</li> <li>- Clearly communicate the maximum number of workers permitted on each break.</li> </ul>	1	5	5	<b>Low</b>

HAZARD	HAZARD LOCATION	WHO AFFECTED	INITIAL RISK			RISK CATEGORY	EXISTING RISK CONTROLS	FURTHER RISK CONTROLS NECESSARY	RESIDUAL RISK			RESIDUAL RISK CATEGORY
			L	S	R				L	S	R	
							8. All rubbish will be put straight in the bin and not left for someone else to clear up.					
<b>Common Areas: Reception Areas</b>  Failure to maintain compliance with social distancing and surface transmission prevention in the reception areas resulting in increased risk of transmission.	Food Prep/ Counter/ Restaurant	Workers  Public  Contractors	3	5	15	High	1. Dedicated waiting area for diners. Workers able to socially distance at this point. 2. No counter service in place. 3. Diners walking to/from the W/C will be socially distance from the workers at the counter.	1. Managers to continue to monitor the effectiveness of existing risk controls and amend as required – pay particular attention to how social distancing is working on the stairs.	2	5	10	Medium
<b>Common Areas: Changing Areas</b>  Failure to maintain compliance with social distancing and surface transmission prevention in the changing areas resulting in increased risk of transmission.	Food Prep/ Counter/ Restaurant	Workers  Public  Contractors	2	5	10	Medium	1. Workers can place their personal items in a dedicated storage area way from the restaurant area. 2. Workers arrive in their work clothes. 3. No dedicated changing area on site. 4. The company will provide plastic bags for workers to place personal clothing items in to reduce risk of contamination from other workers clothing (bags will be named).	1. Managers to continue to monitor the effectiveness of existing risk controls and amend as required.	1	5	5	Low
<b>Common Areas: Personal Item Storage</b>	Food Prep/ Counter/ Restaurant	Workers  Public	2	5	10	Medium	1. Personal items stored in a dedicated area away from diners. 2. Workers will not be permitted to place	1. Advise that workers are not permitted to use mobile phones during service due to potential cross contamination risks.	1	5	5	Low



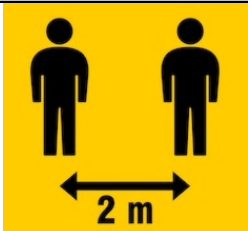
HAZARD	HAZARD LOCATION	WHO AFFECTED	INITIAL RISK			RISK CATEGORY	EXISTING RISK CONTROLS	FURTHER RISK CONTROLS NECESSARY	RESIDUAL RISK			RESIDUAL RISK CATEGORY
			L	S	R				L	S	R	
Failure to maintain compliance with social distancing and surface transmission prevention in the storage areas resulting in increased risk of transmission.		Contractors					personal items on counters/surfaces e.g. <ul style="list-style-type: none"> <li>- Mobile phones</li> <li>- Keys</li> <li>- Handbags (or similar)</li> </ul>					
<b>Work Equipment - Surface Contact</b>  Contact with potentially contaminated surfaces resulting in virus transmission.	Food Prep/ Counter/ Restaurant	Workers  Public  Contractors	3	5	15	<b>High</b>	<ol style="list-style-type: none"> <li>1. Manual Handling to be completed in accordance with manual handling risk assessments.</li> <li>2. The company has access to the FSA ‘Safer food better business’ support pack which includes guidance in expected food hygiene standards.</li> </ol>	<ol style="list-style-type: none"> <li>1. If catering equipment/utensils e.g. trays/water heaters/tills/cash drawers/card machines within the premises are to be used by multiple parties, the following must be completed:               <ul style="list-style-type: none"> <li>• Thorough wipe down using sanitisers/disinfectants of equipment before and after use.</li> <li>• Wash hands after use thoroughly.</li> <li>• Dispose of used cloths and tissue in designated areas.</li> </ul> </li> <li>2. Managers to increase the frequency of cleaning procedures within the premises pausing service in the day if necessary, for workers to wipe down customer and work area/touch points with disinfectant.</li> </ol>	2	5	10	<b>Medium</b>
<b>Coming to Work and Leaving Work</b>  Failure to maintain compliance with social distancing during completion of the task resulting	Food Prep/ Counter/ Restaurant	Workers  Public  Contractors	2	5	10	<b>Medium</b>	<ol style="list-style-type: none"> <li>1. Shifts will be staggered where practical.</li> <li>2. Staff will use a dedicated door away from customers.</li> <li>3. Staffing numbers on site will reflect business needs to maintain an appropriate number of personnel</li> </ol>	<ol style="list-style-type: none"> <li>1. Managers to continue to monitor the effectiveness of existing risk controls and amend as required.</li> </ol>	1	5	5	<b>Low</b>

HAZARD	HAZARD LOCATION	WHO AFFECTED	INITIAL RISK			RISK CATEGORY	EXISTING RISK CONTROLS	FURTHER RISK CONTROLS NECESSARY	RESIDUAL RISK			RESIDUAL RISK CATEGORY
			L	S	R				L	S	R	
in increased risk of transmission.							onsite during opening hours.					
<b>Workplaces and Workstations</b>  Failure to maintain compliance with social distancing during completion of the task resulting in increased risk of transmission.	Food Prep/ Counter/ Restaurant	Workers  Public  Contractors	3	5	15	High	1. The counter area where the waiting staff are located will be kept clean and hygienic during service.  2. Waiting staff will maintain at least one metre social distancing at the counter area and will wear full face visors as two metre social distancing is not always practical whilst in the restaurant area.  3. Customers will not be permitted to come to the counter (all transactions will take place at the table).	1. Managers to continue to monitor the effectiveness of existing risk controls and amend as required.	1	5	5	Low
<b>Moving around the Buildings and</b>	Food Prep/ Counter/	Workers	3	5	15	High	1. Workers will remain at least two metres apart whilst completing work	1. Working practices to be strictly monitored to ensure 2m separation is	1	5	5	Low

HAZARD	HAZARD LOCATION	WHO AFFECTED	INITIAL RISK			RISK CATEGORY	EXISTING RISK CONTROLS	FURTHER RISK CONTROLS NECESSARY	RESIDUAL RISK			RESIDUAL RISK CATEGORY
			L	S	R				L	S	R	
<p><b>General Worksite</b></p> <p>Failure to maintain compliance with social distancing during completion of the task resulting in increased risk of transmission.</p>	Restaurant	Public Contractors				<p>wherever reasonably practical. Where this is not practical e.g. serving customers a 1m plus additional risk controls approach will be taken.</p>  <p>2. Restaurant to be well ventilated (front doors opened) to allow fresh air circulation of the work area.</p> <p>3. The numbers of workers in the premises will be reduced to as small as possible.</p> <p>4. Managers will actively monitor the implementation of covid-19 risk controls and listen to feedback from workers/customers. Amendments will be made to processes as required.</p> <p>5. Workers encouraged to tell a manager if they feel any current risk controls need further review.</p> <p>6. The company will aim to keep the same teams (cohorts) working together where practical.</p> <p>7. Seating areas rearranged and tables and chairs reduced in numbers to assist with workers flow and social distancing when serving.</p>	<p>being adhered to.</p> <p>2. Working behind the counter may present situations where 2m separation cannot be achieved. This can only be permitted if the following conditions are met:</p> <ul style="list-style-type: none"> <li>- Skin to Skin and Face to Face contact can be avoided.</li> <li>- Workers can stand side by side rather than face to face during the task.</li> <li>- High levels of ventilation in the area.</li> <li>- Task can be completed &lt;15 mins.</li> <li>- Face visors are worn.</li> </ul> <p>3. Any third parties (contractors/ reps etc.). entering and working in the premises must provide a suitable and sufficient risk assessment detailing their Covid-19 risk control approach. <i>Contractors &amp; Reps must only be permitted on site outside of service hours where practical and only when essential to business needs.</i></p>					

HAZARD	HAZARD LOCATION	WHO AFFECTED	INITIAL RISK			RISK CATEGORY	EXISTING RISK CONTROLS	FURTHER RISK CONTROLS NECESSARY	RESIDUAL RISK			RESIDUAL RISK CATEGORY
			L	S	R				L	S	R	
<p><b>Manual Handling - Social Distancing</b></p> <p><b>Handling Goods, Merchandise and Other Materials.</b></p> <p>Failure to maintain compliance with social distancing during completion of the task resulting in increased risk of transmission.</p>	Food Prep/ Counter/ Restaurant	Workers Public Contractors	3	5	15	<b>High</b>	<ol style="list-style-type: none"> <li>Manual Handling to be completed in accordance with manual handling risk assessments.</li> <li>Manual handling activities should be able to be completed by one person.</li> </ol>	<ol style="list-style-type: none"> <li>Where team lifting is required it should be assessed to ensure: <ul style="list-style-type: none"> <li>Lifting can be completed standing side by side rather than face to face (other than for very short times).</li> <li>Lift can be completed in &lt;15 minutes.</li> </ul> </li> </ol> <p><i>If these conditions cannot be adhered to the work must cease as it is a non-essential work that cannot conform to the Public Health England Guidelines.</i></p>	2	5	10	<b>Medium</b>
<p><b>Waste</b></p> <p>Safe disposal of waste with potential surface exposure to coronavirus e.g. wipes, disposable gloves, overalls etc.</p>	Food Prep/ Counter/ Restaurant	Workers Public Contractors	2	5	10	<b>Medium</b>	<ol style="list-style-type: none"> <li>Remove and place into a plastic bag any wipes, disposable gloves and cloths used, whilst trying not to cross-contaminate onto existing clothes or persons.</li> <li>Waste should be double bagged and sealed.</li> </ol>	<ol style="list-style-type: none"> <li>If any of the waste is suspected to be contaminated by Coronavirus – it should be held for 72 hours prior to disposal as normal waste in alignment with DEFRA guidance.</li> </ol>	1	5	5	<b>Low</b>
<p><b>Accidents, Security and Other Incidents</b></p> <p>Failure to manage</p>	Food Prep/ Counter/ Restaurant	Workers Public	2	5	10	<b>Medium</b>	<ol style="list-style-type: none"> <li>Ambulance to be used in an emergency.</li> <li>Company first aid facilities in place.</li> </ol>	<ol style="list-style-type: none"> <li>Emergency plans including contact details should be kept up to date.</li> <li>Consideration must also be given to potential delays in emergency services</li> </ol>	1	5	5	<b>Low</b>

HAZARD	HAZARD LOCATION	WHO AFFECTED	INITIAL RISK			RISK CATEGORY	EXISTING RISK CONTROLS	FURTHER RISK CONTROLS NECESSARY	RESIDUAL RISK			RESIDUAL RISK CATEGORY
			L	S	R				L	S	R	
appropriately/ attempting to maintain social distancing during accidents and incidents.		Contractors					<ol style="list-style-type: none"> <li>First aiders to observe hygiene practices in line with their training.</li> </ol>	<p>response, due to the current pressure on resources.</p> <ol style="list-style-type: none"> <li>If a worker develops symptoms of COVID-19 or is observed to be displaying symptoms they should remove themselves from the work area and: <ul style="list-style-type: none"> <li>Return home if safe to do so</li> <li>If not able, driven home by another with additional controls: <ul style="list-style-type: none"> <li>Keep windows open</li> <li>Keep distance (driver in front and passenger in rear)</li> <li>Clean down vehicle following transport.</li> </ul> </li> <li>Contact emergency services if significant.</li> </ul> </li> </ol>				
<b>Meetings/Training Sessions</b>  Potential for Cross Contamination/ Spread of Virus.	Food Prep/ Counter/ Restaurant	Workers Public Contractors	3	5	15	<b>High</b>	<ol style="list-style-type: none"> <li>Only absolutely necessary meeting will be held in person: the following rules shall apply: <ul style="list-style-type: none"> <li>Only essential participants will attend.</li> <li>Attendees should be two metres apart from each other.</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>Managers to continue to monitor the effectiveness of existing risk controls and amend as required.</li> </ol>	2	5	10	<b>Medium</b>

HAZARD	HAZARD LOCATION	WHO AFFECTED	INITIAL RISK			RISK CATEGORY	EXISTING RISK CONTROLS	FURTHER RISK CONTROLS NECESSARY	RESIDUAL RISK			RESIDUAL RISK CATEGORY
			L	S	R				L	S	R	
							 <ul style="list-style-type: none"> <li>Rooms must be well ventilated / windows opened to allow fresh air circulation.</li> </ul>					
<b>Personal Protective Equipment (PPE)</b>  Failure to provide and maintain appropriate PPE resulting in increased risk of transmission.	Food Prep/ Counter/ Restaurant	Workers Public Contractors	2	5	10	<b>Medium</b>	<ol style="list-style-type: none"> <li>As 2m social distancing cannot always reasonably be met during table service and some counter work activities the waiting staff will wear full face visors and adhere to 1m plus additional risk controls (face visors/no face to face/skin contact/working side by side).</li> <li>Face visors provided free of charge.</li> <li>Face visors will not be shared/will fit properly/will be sanitised regularly.</li> </ol>	<ol style="list-style-type: none"> <li>Managers to continue to monitor the effectiveness of existing risk controls and amend as required.</li> </ol>	1	5	5	<b>Low</b>
<b>Face Coverings</b>  Failure to support safe use of face covering by employees resulting in marginal increased risk of transmission from incorrect use.	Food Prep/ Counter/ Restaurant	Workers Public Contractors	1	5	5	<b>Low</b>	<ol style="list-style-type: none"> <li>The company has assessed that the use of face coverings for restaurant workers is not required as part of our risk control approach for covid-19.                 However, if a worker wishes to wear a face covering, we will support that choice. Where a face covering is worn, we require the wearer to do the following:               <ul style="list-style-type: none"> <li>Wash your hands thoroughly with soap and water for 20 seconds or</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>Managers to continue to monitor the effectiveness of existing risk controls and amend as required.</li> </ol>	1	5	5	<b>Low</b>

HAZARD	HAZARD LOCATION	WHO AFFECTED	INITIAL RISK			RISK CATEGORY	EXISTING RISK CONTROLS	FURTHER RISK CONTROLS NECESSARY	RESIDUAL RISK			RESIDUAL RISK CATEGORY
			L	S	R				L	S	R	
							<p>use hand sanitiser before putting a face covering on, and after removing it.</p> <ul style="list-style-type: none"> <li>- When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.</li> <li>- Change your face covering if it becomes damp or if you've touched it.</li> <li>- Continue to wash your hands regularly.</li> <li>- Change and wash your face covering daily.</li> <li>- If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste.</li> </ul> <p>2. Practise social distancing at all times.</p>					
<p><b>Workforce Management: Shift patterns and Working Groups</b></p> <p>Failure to segregate cohorts to limit transmission potential.</p>	Food Prep/ Counter/ Restaurant	Workers Public Contractors	2	5	10	Medium	<ol style="list-style-type: none"> <li>1. The company will aim (where practical) to split the workforce into shift teams (cohorts) so that teams are kept the same during working hours.</li> <li>2. The company will identify (where practical) opportunities for staggered shift times to reduce overall numbers of workers on site where possible.</li> </ol>	1. Managers to continue to monitor the effectiveness of existing risk controls and amend as required.	1	5	5	Low
<p><b>Workforce Management: Work Related Travel</b></p> <p>Failure to minimise work related travel resulting in an</p>	Food Prep/ Counter/ Restaurant	Workers Public Contractors	2	5	10	Medium	<ol style="list-style-type: none"> <li>1. The company will look to eliminate the need for workers to travel for work activities. It is not foreseeable that waiting staff will need to travel for work activities other than their commute.</li> <li>2. Where travel is required workers will be fully encouraged to drive rather</li> </ol>	1. Should any other travel be required that falls outside of current risk controls an additional assessment will be required.	1	5	5	Low

HAZARD	HAZARD LOCATION	WHO AFFECTED	INITIAL RISK			RISK CATEGORY	EXISTING RISK CONTROLS	FURTHER RISK CONTROLS NECESSARY	RESIDUAL RISK			RESIDUAL RISK CATEGORY
			L	S	R				L	S	R	
increased risk of transmission due to failure to adhere to social distancing or increased surface contact.							<p>than use public transport.</p> <p>3. Workers required to travel alone if on company business.</p> <p>4. Workers who are required to travel will be provided with hand sanitisers, tissue (or similar) and sanitising wipes.</p>					

RISK		Severity	5	10	15	20	25	
LIKELIHOOD	SEVERITY		4	8	12	16	20	
1. Extremely Unlikely	1. Minor Injury/disease no lost time	3	6	9	12	15		
2. Unlikely	2. Injury/disease up to 7 days lost	2	4	6	8	10		
3. Likely	3. Reportable under RIDDOR over 7 days	1	2	3	4	5		
4. Very Likely	4. Specified Injury/Long term absence	Likelihood						
5. Almost Certain to happen	5. Death	Low	Medium		High			
		1-8	9-12		15-25			



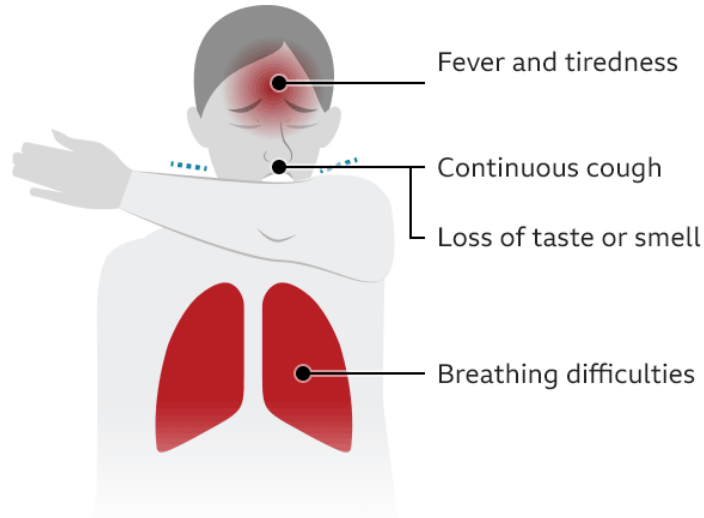
**References used in the development of this risk assessment:**

- <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>
- <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19>
- <https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance>
- <https://www.nhs.uk/conditions/coronavirus-covid-19/check-if-you-have-coronavirus-symptoms/>
- <https://www.letsrecycle.com/news/latest-news/defra-coronavirus-waste-disposal-advice/>
- <https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19#food-hygiene-guidance>
- <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery>
- <https://www.ukhospitality.org.uk/page/UKHospitalityGuidanceforHospitality>
- <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation>

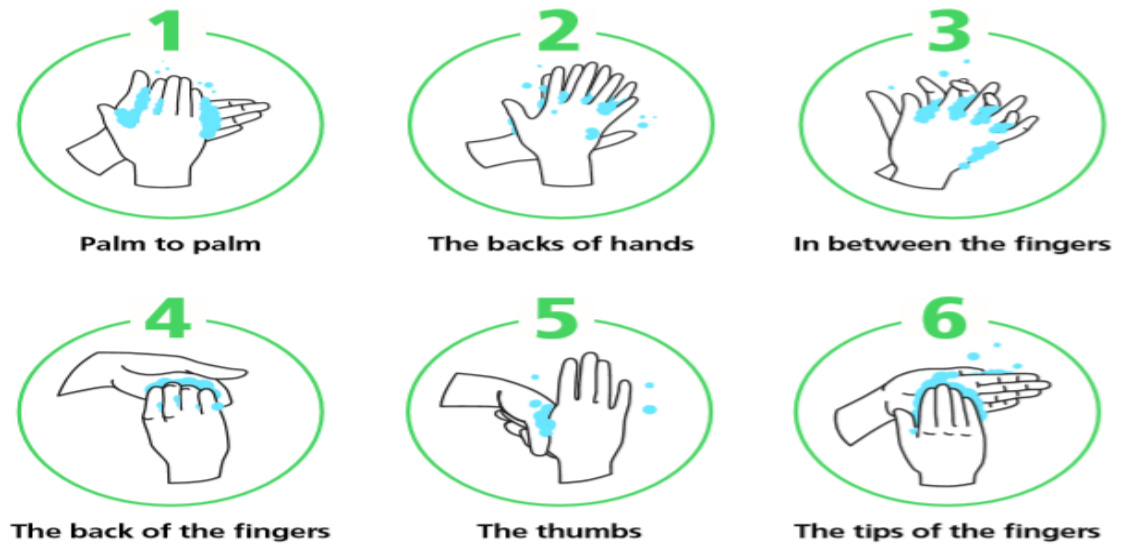
**Key COVID-19 Symptoms & Controls:**

**Symptoms:**

**Coronavirus: Key symptoms**



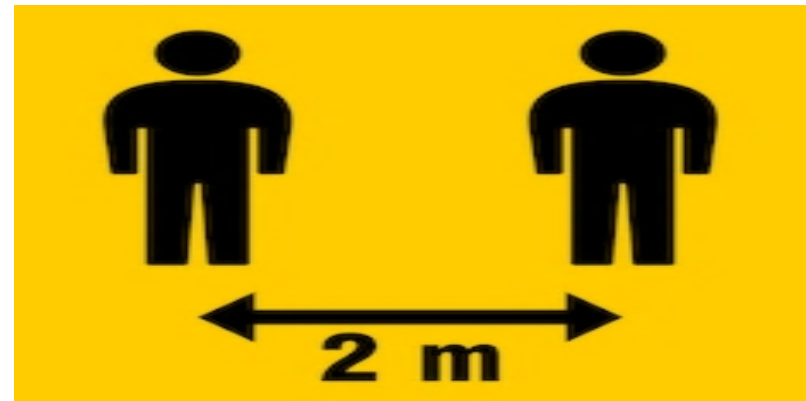
**Hand Washing:**



**General Precautions:**



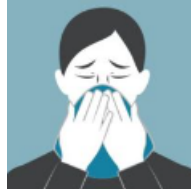
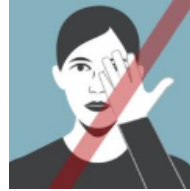
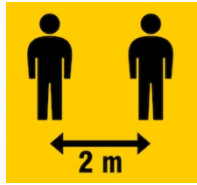
**Social Distancing:**



**General Safe system of work for working during the COVID-19 Pandemic**

The points below are provided to our workers to help keep them safe during the Covid-19 pandemic. They are based on Government recommendations, which change daily:

<https://www.gov.uk/coronavirus> As your employer we will endeavour to update our guidance to you in line with current Government recommendations.



### Key Considerations:

- The company will be particularly vigilant in safeguarding those persons currently identified as most at risk, such as the over-70's and/or those with underlying health issues. We will continue to review current Government/PHE guidance.
- Workers must protect themselves remember the wellbeing of their colleagues, our customers, and others on our premises as appropriate.
- Do not shake hands with the colleagues/customers/delivery drivers or any other person at work. **Avoid all physical contact.**
- **Wash/sanitise your hands thoroughly for at least 20 seconds, when arriving at work and when going home (also regularly during the working day).**
- Use an alcohol-based hand sanitiser that contains at least 60% alcohol to support handwashing with soap and water at the workplace.
- Avoid touching your eyes, nose, and mouth at all times.
- Where social distancing cannot always be achieved it is advised that you wear a face covering e.g. behind the range area.
- Wear powder free disposable nitrile gloves (food safe).
- If you feel unsafe or at risk at any point tell a supervisor so that we can assist.
- Do not attend work – **a)** if you are unwell/displaying symptoms **b)** if someone in your household is self-isolating.

### Arrival at Work:

- Wash your hands with soap and water for at least 20 seconds.
- Ensure you are familiar with the company Covid-19 risk controls.
- Do not enter the workplace if you are feeling unwell or displaying symptoms of Covid-19 e.g. high temperature/cough/breathing difficulties.
- Observe company social distancing measures as soon as you arrive at the premises.
- Use the side access door when arriving and leaving the premises.
- Place outdoor clothing into your personal bag provided by the company for safe storage.

### During Work:

- Maintain social distancing (two metres apart wherever practical or 1 metre apart with additional risk controls in place). This includes:
  - During rest breaks and use of welfare facilities such as toilets and wash areas.
  - During pedestrian activities e.g. using stairs and corridors.
  - During briefing sessions.

- During premises specific training/information sessions.
- Allow time throughout the working day to maintain good hygiene: wash your hands frequently using soap and water for 20 seconds, and especially after blowing your nose, sneezing or coughing and before and after eating.
- Minimise contact between colleagues and customers in the premises.
- Do not share gloves or face coverings/visors.
- Avoid skin-to-skin and face-to-face contact. Work side by side or back to back wherever practical.
- Where face-to-face contact is essential, this should be kept to 15 minutes or less wherever possible.
- The company will aim to keep groups of workers working together in teams that are as small as possible (cohorting). Please adhere to these risk controls where they are in place.
- If you must share equipment/utensils - Wash your hands each time before using them with others and wash your hands every time you finish using a shared item of equipment or a utensil. Touch point surfaces of equipment and utensils that are shared must be sanitised before and after use.
- During use of corridors and stairs adhere to all social distancing measures in place within the company. **Do not cross on stairs – one person at a time on the stairs.**
- One person at a time in walk in larders/refrigerated areas (and similar).
- Clear away your own food and beverage waste – Use company waste facilities.
- If you or any work colleague are displaying any potential coronavirus symptoms; or, If you have any concerns about the welfare facilities or the work environment regarding measures to protect workers from coronavirus (e.g. social distancing, cleaning and hygiene regimes) then you should:
  - **STOP** work.
  - **REMOVE** yourself to a position of safety.
  - **REPORT** immediately to your supervisor or manager

### Shift Completion

- Wipe down and sanitise equipment and utensils used.
- Remove and place into a plastic bag any wipes, disposable gloves and aprons used, whilst trying not to cross-contaminate onto existing clothes or persons.
- Do not touch your face.
- Do not eat/smoke/drink until you have washed/sanitised your hands.
- Before leaving the premises wash your hands with soap and water for at least 20 seconds. Use an alcohol-based hand sanitiser that contains at least 60% alcohol if soap and water are not available.

### **Wearing a Face Covering**

- A cloth face covering should cover your mouth and nose while allowing you to breathe comfortably.
- Wash your hands or use hand sanitiser before putting it on and after taking it off and after use. Avoid touching your eyes, nose, or mouth at all times and store used face coverings in a plastic bag until you have an opportunity to wash them.
- Do not touch the front of the face covering, or the part of the face covering that has been in contact with your mouth and nose. Once removed, make sure you clean any surfaces the face covering has touched.
- **You should wash a face covering regularly. It can go in with other laundry, using your normal detergent.**
- When wearing a face covering, take care to tuck away any loose ends.



*All employers should regularly update themselves with the current Government advice: <https://www.gov.uk/coronavirus> and NHS advice: <https://www.nhs.uk/conditions/coronavirus-covid-19> and operate accordingly.*

<b>Document Accepted By (Name)</b>		<b>Sign</b>		<b>Date</b>	
<b>Further Risk Controls Implemented By (Name)</b>		<b>Sign</b>		<b>Date</b>	

**The contents of this risk assessment and the resulting Safe System of Work should be shared with all workers as appropriate to its contents.  
Signatures can be gathered in the table below.**



# CORONAVIRUS

## Hazard

The UK is currently within a Pandemic from COVID-19 Coronavirus outbreak.

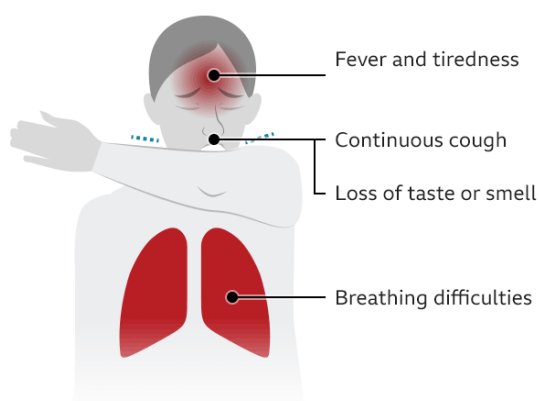
**Social distancing (apart two metres or one metre with additional risk controls) is noted as an effective method of reducing transmission – this level of social distancing should be strived for at all times.**



## Consequences

- **Symptoms:** The following symptoms may develop in the 14 days following exposure:
  - Cough
  - Difficulty Breathing
  - Fever
  - Loss of smell/taste

### Coronavirus: Key symptoms



- **Sensitivity:** Effects may be increased and more severe in people with weakened immune systems, older people, people with diabetes, cancer or chronic lung disease.
- **Spread:** Transmission occurs if either of the following occurs:
  - People in close contact (within 2 meters) of an infected person allowing inhalation of virus into the lungs from coughs and sneezes.
  - Touching a surface, object or hand of an infected person that has been contaminated with respiratory secretions from an infected person then touching own mouth, nose or eyes.

## Control Measures

- **Update:** The company will keep updated on latest Government guidance and update policies and procedures accordingly.
- **Hygiene:** Ensure you wash hands regularly for 20 seconds with hot water:



- **Catch it, Bin it, kill it:** cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze.
- **Self-Isolation:** Ensure you follow the Gov/NHS guidance for self-isolation where required. This is currently to stay at home for 7 days if you have either:
  - A high temperature
  - A new, continuous cough.If you live with others and you are the first in the household to have symptoms of coronavirus (COVID-19), then you must stay at home for 7 days, but all other household members who remain well must stay at home and not leave the house for **14 days**. The 14-day period starts from the day when the first person in the house became ill.