

Pier House Westward Ho!		COVID - 19 Risk assessment		Covid - 19 Manager Mr J G Cooke				
03.07.2020	Final copy			Contact details: Tel - 07964 038912 email - johncooke@braddicks.co.uk				
Hazards / Risk	Who is at risk	Controls required		Additional controls		Action by who	Action when	Problems
Spread of Covid-19	Visitors, Suppliers, Delivery drivers, Maintenance staff, Senior Managers & Directors, Contractors, Kitchen staff, Bar and service staff, Members of the general public.	<p><b>Staff return and fitness to work</b> We will carry out a return to work conversation before re-opening with each member of staff. To include staff health and well being, symptoms of Covid -19, How they will travel to and from work, the importance of social distancing and if appropriate the wearing of face masks whilst traveling, living with partners and other family members who may have symptoms or be self isolating or high risk shielding.</p> <p><b>A return to work and fitness form must be completed before any staff will be</b></p>		<p>Staff to be informed how and when to report any changes to their circumstances. For example if a family member or partner needs to self isolate because they develop symptoms or are tested positive.</p> <p>Managers to be given guidance and training on how to conduct these discussions.</p>		Senior Manager Direct line Manager HR Manager	Before returning to work	Senior Manager HR Manager
Spread of Covid-19		<p><b>Hand washing</b> Stringent hand washing to take place using soap and water for <b>minimum of 20 seconds</b>.</p> <p>Signage detailing correct method of hand washing to be available in all washrooms, offices, kitchens, bar areas, dining areas, entrances to public areas and other ancillary areas. <b>Hand drying using disposable paper towels.</b></p> <p>Extra attention to be given to regular hand washing during service periods for bar staff, table service staff, glass collection staff, all kitchen staff, shift managers, cleaners. Any staff handling money or PDQ machines must be aware of the need to wash hands on a very regular basis and if this is not practical at any time then hand sanitiser must be available and used.</p> <p>Extra hand washing must be implemented after unpacking and storing produce and stock.</p> <p><b>Wash hands immediately after clock-in and before starting work.</b></p>		<p>Employees to be reminded on a regular basis to <b>thoroughly wash their hands using soap and water for a minimum of 20 seconds</b> and the importance of proper drying with disposable paper towels.</p> <p>Staff must be reminded to avoid touching face, eyes, nose or mouth with unclean hands or whilst wearing a face mask or safety glasses.</p> <p>Tissues will be available within the workplace and staff will be reminded to follow the Catch it - Bin it - Kill it method to reduce the impact of coughs and sneezes.</p> <p>Operational protocols for the receipt cleaning and storage of produce and stock will be strengthened and implemented.</p>		Senior Manager Direct line Manager	Daily and throughout every shift	Senior Manager Direct line Manager

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Spread of Covid-19	Visitors, Suppliers, Delivery drivers, Maintenance staff, Senior Managers & Directors, Contractors, Kitchen staff, Bar and service staff, Members of the general public.	<p><b>Staff protection</b> Frequently touched items in staff areas should be regularly disinfected. Breaks should be staggered where possible and social distancing must be observed whilst on staff breaks.</p> <p>Disinfect shared items such as PDQ machines, telephones, tills, keyboards before and after use. Any company supplied uniform should be washed at above 60 degrees centigrade.</p> <p>Locations of hand sanitiser must be clearly identified both in public and staff areas.</p> <p><b>Staff presenting with a high temperature, dry cough or any other covid - 19 symptoms.</b></p> <p><b>Staff living with anyone who has symptoms of covid -19.</b></p>	<p>Anti viral sanitiser must be available in all staff areas and staff must be informed of their responsibility to use it.</p> <p>Anti viral wipes will be used where appropriate.</p> <p>Hand sanitiser to be provided together with emollient cream for the use of staff.</p> <p><b>Staff to inform the line manager, follow the latest self isolating guidance, do not come to work, self isolate for 7 days. Then before returning to work contact the line manager to complete a return to work form and receive company permission to return.</b></p> <p><b>Do not come to work, self isolate for 14 days. Then before returning to work contact the line manager to complete a return to work form, and receive company permission to return. If the staff member has developed symptoms they must further isolate for 7 days from onset of symptoms.</b></p>	Senior Manager  Direct line Manager	Daily reminders throughout every shift           <b>As soon as symptoms are present</b>           <b>As soon as the situation develops</b>	Senior Manager  Direct line Manager
Spread of Covid-19		<p><b>Customers / visitors / staff reports that they are feeling unwell , They must be asked to leave the building and go home to isolate.</b> If they need direct intervention from our staff then before approaching the person, emergency <b>PPE must be worn see the section for PPE below.</b></p> <p>The person should be asked if they can be seated outside. If not then a suitable location should be found inside the building asking other members of the public to move aside and make a clear space with a <b>minimum of 2.0 mtrs social distancing around the person.</b> Once the person is seated and secure the staff member must contact their line manager or a director for further instructions.</p> <p><b>Symptoms of Covid-19 :</b> 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. Line manager + HR manager will maintain regular contact with staff members during this time. If advised that a member of staff or public has developed Covid-19 and were recently on our premises the line manager 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. <a href="http://www.publichealth.hscni.net">www.publichealth.hscni.net</a> telephone 111</p>	<p><b>The process for dealing with a reported Covid-19 customer. Contact the line manager, then:</b></p> <ol style="list-style-type: none"> <li>1. Staff to wear full PPE - Face mask and visor, Gloves and disposable apron. <b>Do not approach the person until emergency PPE is in use.</b></li> <li>2. The customer must be advised to return home to self isolate.</li> <li>3. The site will be closed and a full disinfection process will take place using fine spray disinfectant fogging machines.</li> <li>4. Following the disinfection a deep clean of all major touch points will be implemented using anti viral disinfectants.</li> <li>5. <b>The site will not re-open until steps 1 to 4 have been followed.</b></li> </ol> <p><b>Wash hands immediately after dealing with the situation. Do not touch your face nose or eyes until hand washing has been done.</b></p> <p><b>All staff advised to wash uniforms immediately upon returning home</b></p>	Senior Manager  Direct line Manager	A.S.A.P.  Timing dictated by level of problem and situation	Senior manager  Direct line Manager  HR Manager

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Spread of Covid-19	Visitors, Suppliers, Delivery drivers, Maintenance staff, Senior Managers & Directors, Contractors, Kitchen staff, Bar and service staff, Members of the general public.	<p><b>Gel hand sanitisers</b>            Located at the main entrance and exit to all public areas and available behind bars, In all service areas, within kitchens and associated areas,also within offices, storage areas, cellars and stock rooms.            The sanitser must be available for use by all staff, Public, suppliers and visitors.  <b>Extra attention to be given to regular use of hand sanitser during busy times.</b></p> <p>Encourage staff to protect the skin by applying Emollient cream regularly.</p>	<p>Make sure that all signage for hand washing, the use of hand gel sanitisers and control of coughs and sneezes are prominently displayed within all bar areas, washrooms, Staff changing areas, kitchens, storage areas etc.</p> <p>Make sure that sufficient stocks of hand sanitiser are available.</p>	<p>Senior Manager</p> <p>Direct line Manager</p>	<p>Check supplies and signage daily.</p>	<p>Senior Manager</p> <p>Direct line Manager</p>
Spread of Covid-19		<p><b>PPE, screens and disposable items available / requirement</b>  <b>Stock available for use if required within the confines of the pub or restaurant =</b> disposable gloves, safety glasses, disposable aprons, face visors and single use face masks.</p> <p>Anti transimtion screens will be in place in strategic locations around the bar and till areas to protect both customers and staff.            The PPE stock will be available for use by all staff, and the level and method of its use will be decided by a) safety of the staff and customers b) tasks being performed by the staff c) customer perception and demand d) government guide lines and directives.</p> <p><b>Requirement for use in case of emergency situation. For example a customer or visitor reporting ill health, an accident resulting in bleeding / coughing /sickness =</b> disposable gloves, safety glasses or visor, disposable aprons and disposable single use face masks.</p>	<p>Make sure that stocks of PPE are sufficient for the needs of the business taking into account peak and off peak periods. This includes disposables such as tissues and hand cleaning materials such as soap, hand gel and paper towels. Staff training required for the safe use of location specific PPE.</p> <p><b>Staff must be reminded that wearing of gloves is not a substitute for good hand washing procedure.</b></p> <p><b>Staff to be informed that under current guidelines the wearing of face masks will not in itself protect against infection but is helpful to reduce infection being passed on from the person wearing the mask.</b></p> <p><b>All disposable PPE must be double bagged and tied before</b></p>	<p>Senior Manager</p> <p>Direct line Manager</p>	<p>1st stock ASAP</p> <p>Staff to check and report shortages to line manager weekly</p> <p>Regular updates</p>	<p>Senior Manager</p> <p>Direct line Manager</p>
Spread of Covid-19		<p><b>Access for staff and visitors</b>            Limitations to be placed on staff and contractors who may wish to enter the kitchens, wash ups, Bars, HC Reception areas and various stores areas.            Only staff with express permission may enter these areas.</p> <p>Permissions will consider strict social distancing requirements in any location and can only be issued by the line Manager, senior manager or director</p> <p>Access to staff locker and changing rooms must controlled. Two people maximum may enter at any one time.</p> <p><b>All company vehicles will contain where possible one person only. Where this is not possible then disposable gloves and masks must be worn.</b></p>	<p>Staff training to be given detailing the importance of keeping the working areas clear of personal items. Bags, coats, mobile telephones etc must <u>not</u> be brought into the working areas.</p> <p><b>Company vehicles must be thoroughly cleaned and kept clean using anti viral detergent on all high contact points.</b></p>	<p>Senior Manager</p> <p>Direct line Manager</p>	<p>Prior to opening and then reminders to staff on a regular basis</p> <p>Prepare signage ASAP</p>	<p>Senior Manager</p> <p>Direct line Manager</p>

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Spread of Covid-19	Visitors, Suppliers, Delivery drivers, Maintenance staff, Senior Managers & Directors, Contractors, Kitchen staff, Bar and service staff, Members of the general public.	<p><b>Area cleaning - 3rd party contractor and ventilation of building.</b> Daily and prior to opening - thorough clean of floors, furniture, work surfaces, doors and windows, prep tables, vacuuming of carpets, display cabinets, wall and bar decorations, storage shelves, kitchen appliances and door handles. Particular attention given to disinfecting objects and surfaces prior to opening and then frequently throughout a shift such as door handles, hand gel dispensers, light switches, telephone receivers, PDQ machine, computer key board etc. A suitable bactericidal &amp; virucidal cleaning product will be used. <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> The 3rd party contractor must provide and update their risk assessments for all cleaning and housekeeping services provided.</p>	<p>Suitable detergent &amp; disinfectant to be used. Vacuum cleaners must be cleaned regularly. Disposable cloths and mop heads must be used.</p> <p><b>Enhanced and detailed cleaning must be applied to every area of the business. Additional members of staff will be utilised to circulate around the business cleaning the main touchable areas with sanitising sprays and wipes. These staff members will also act as social distancing marshals. Doors and windows must be open whenever possible to increase ventilation and air circulation.</b></p> <p><b>Rigorous checks by Senior manager and Direct line manager to ensure acceptable standards are being achieved.</b></p>	Senior Manager  Direct line Manager	Daily prior to opening  Then Multiple checks throughout the day	Senior Manager  Direct line Manager
Spread of Covid-19		<p><b>Social distancing</b> Reducing the number of staff and customers within the work area to enable compliance with the social distancing gap recommended by the public health agency.</p> <p>Reduce the number of tables and chairs to ensure a reduction in customers and comply with current social distancing rules.</p> <p>Reduce staffing levels to a safe minimum, this is a number sufficient to service the assumed levels of business whilst maintaining social distancing and enhanced cleaning regimes. Staggering shift start times may be feasible in certain circumstances.</p> <p>Every kitchen area must have defined work stations to reduce the possibility of staff crossing over.</p> <p>Customer entrance and exit system identified by signage and other means providing where possible a one way system from entrance to seating then table service ordering of drinks and food. Some bar service may be available with strict social distancing measures in place and the appropriate PPE used by staff. Customers will not be allowed to remain or drink at the bar after service and all bar stools / seating will be removed. Floor tape or other markers will be used to denote measured social distancing limits within the business and within waiting areas outside the entrances. Entrance and exit from the area will be through designated doors.</p> <p>Toilet access and enhanced, recorded cleaning will be directed and controlled by a mixture of staff management, localised waiting and passing areas, and signage.</p>	<p>Social distancing must be maintained wherever possible.</p> <p>"Where social distancing guidelines cannot be followed in full in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and, if so, take all mitigating actions possible to reduce the risk of transmission between their staff "and customers. <a href="https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery">https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery</a></p> <p>Where external bar areas are in use for the service of drinks or for taking orders, customers must maintain the correct distance between themselves and the bar front to comply with the correct social distancing between the customer and the server. <b>Internal areas must be table service only</b></p> <p>External areas must be managed to prevent large groups from forming and to ensure that tables are cleared of all glasses plates etc. Social distancing measures apply externally as well as internally.</p> <p>Toilet access will be on a one in one out basis.</p>	Senior Manager  Direct line Manager	Prior to opening then ongoing staff training	Senior Manager  Direct line Manager

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Spread of Covid-19	Visitors, Suppliers, Delivery drivers, Maintenance staff, Senior Managers & Directors, Contractors, Kitchen staff, Bar and service staff, Members of the general public.	<p><b>Handling of stock, produce and other deliveries</b> Food production plants within Europe and the UK have had increased (yet isolated) outbreaks due to their work environment. Although risk of contamination via cooked produce is limited, it is vital that new delivery procedures are followed to limit risk of contamination via packaging, and to mitigate the impact to the business of potential track and trace procedures being enforced.</p> <p>Staff to wear disposable gloves , face mask and safety glasses and all external packaging to be immediately and safely disposed of. Staff must thoroughly wash their hands after handling all incoming deliveries and before moving the products to their final storage areas.</p>	Staff must not touch face, eyes, nose or mouth until they have thoroughly washed their hands.	Senior Manager  Direct Line Manager	Prior to opening then ongoing staff training	Senior Manager  Direct Line Manager
		<p><b>Mental Health</b> Management will promote mental health and well being awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help. <a href="http://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing">www.mind.org.uk/information-support/coronavirus-and-your-wellbeing</a></p>	Regular communication of mental health information and open door policy for those who need additional support.	Senior Manager  Direct line manager  HR Manager  Employee	Ongoing awareness	Senior Manager  HR manager
		<p><b>Individuals who are at higher risk</b></p> <p>Clinically extremely vulnerable individuals should not carry out work outside the home.</p> <p>A demographic risk assessment will be required for all staff who fall within the four key demographic factors. These are: Age - Gender - Ethnicity - religion or beliefs.</p> <p>Clinically Vulnerable individuals must take extra care in observing social distancing and should only work outside the home if safe to do so. A demographic risk assessment will be required in this case.</p> <p>Consideration must be given to individuals with protected characteristics or people living with extremely vulnerable individuals.</p>	<p>Extremely vulnerable individuals should not be allowed to work on site within this environment.</p> <p>Vulnerable individuals should only work on site after a thorough review has taken place by the employer and employee. Social distancing policies and rules must be strictly adhered to.</p> <p>Individuals with protected characteristics or those living with extremely vulnerable individuals must inform their line manager or HR manager and appropriate safe guards or action will be taken.</p>	Senior Manager  Direct line Manager  HR Manager  Employee	Ongoing awareness	Senior Manager  HR manager

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Spread of Covid-19	Visitors, Suppliers, Delivery drivers, Maintenance staff, Senior Managers & Directors, Contractors, Kitchen staff, Bar and service staff, Members of the general public.	<p><b>Immediate operational adjustments</b></p> <p>Limit the number of people allowed into the pub or restaurant area at any one time.</p> <p>Customers must not move furniture within the site.</p> <p>Table service will be provided wherever possible. However bar service may be used provided that social distancing measures can be implemented combined with the use of strategically placed anti transmission screens</p> <p>Door security staff must be provided with the appropriate PPE including face mask, safety glasses and disposable gloves. These staff must also have access to disposable aprons , full face visors and shoe covers when dealing with instances involving bodily fluids.</p> <p>Reduce the number of tables to allow compliance with current social distancing guidance.</p> <p>Front of house staff, bar staff and kitchen staff will be required to wear face masks, and eye protection where appropriate. Disposable aprons and gloves are available if required.</p> <p>Staff clearing tables or attending a customer call for cleaning etc, must wear the appropriate PPE = disposable apron, disposable gloves and face masks.</p> <p>Reduce the level of cash handling within the business. If cash must be taken then greater enhanced hand washing and use of sanitiser will be required. PDQ machines must be cleaned / sanitised after every use.</p> <p>All external tables and picnic areas must be kept clean and clear of used glasses , plates, cutlery etc. External tables must be regularly sanitised throughout the day.</p> <p>Front of house staff members to be utilised for cleaning surfaces , door handles, tables, stair hand rails, PDQ machines etc on at least an hourly basis. Enhanced and recorded cleaning of all toilet areas will also be required.</p> <p>All condiments, cutlery, menus, marketing or other items must be removed from all tables. Marketing attraction displays must be removed from site.</p> <p>Menus will be provided as customers are seated. These must be cleaned / sanitised after every use. Alternatively menu blackboards will be positioned throughout the site.</p> <p>Staff changing facilities where provided must take note of social distancing requirements controlled by staff training and signage</p> <p>Hand sanitiser stations must be positioned within sight of fruit machines and pool tables, with appropriate hand sanitising signage.</p>	<p>Door control utilising staff and signage - when limits reached the entrance will be on a one in one out basis.</p> <p>Temporary queing system will be used outside the entrance as required with social distancing markers.</p> <p>If bar service is used then training of bar staff must include the use of appropriate PPE = eye protection, face mask and disposable gloves. Anti transmission screens will be fitted to the bar where necessary, covering all main contact points.</p> <p>Remove all seating away from the bars. Customers will not be allowed to remain at the bar once served.</p> <p>Hand sanitiser stations will be available at all public entrances and exits. Sanitiser stations will be available within relevant staff areas. <b>staff must use regular enhanced and thorough hand washing procedure in place of hand sanitiser whenever possible.</b></p> <p><b>All staff must be constantly reminded to wash their hands properly and regularly.</b></p> <p><b>Customers must be discouraged from returning dirty glasses directly to the bar.</b></p> <p>All external spaces must be monitored to ensure that large groups do not congregate and also ensure that the social distancing regulation is observed.</p> <p>Encourage use of tap and go PDQ transactions through signage and staff training.</p> <p>Sanitizing wipes will be used to clean the PDQ machines before and after every contact.</p> <p>Pre-packaged and sealed condiments and sauces will be used wherever possible and they must be delivered with the food order. They must not be shared between customers.</p>	Senior Manager  Direct line manager	All Prior to opening with regular reminders	Senior Manager  Direct line Manager

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Spread of Covid-19	Visitors, Suppliers, Delivery drivers, Maintenance staff, Senior Managers & Directors, Contractors, Kitchen staff, Bar and	<p><b>Immediate operational adjustments</b> - continued. Staff must maintain a safe social distance in line with the current government social distance guidelines.</p> <p>Staff to minimise contact when handling deliveries.</p> <p>Potential pinch points to be identified and monitored as part of the operational plan for the site.</p> <p>Maintain the correct current social distancing within the site , using floor tape and strategically arranged furniture.</p> <p>Customer contact with menus, trays, napkins etc will be limited to the absolute minimum and designed in such a way that cleaning or replacement is carried out after each use.</p> <p>plates and glasses must be collected by staff only, customers will not be allowed to return items to the bar or serveries.</p> <p><b>The general cleaning is serviced through a cleaning contractor who must be given the opportunity to question and if necessary request changes to this risk assessment.</b></p> <p><b>All contractors working within this site must understand this risk assessment and its contents. Failure to comply with the contents of this risk assessment could result in them being asked to vacate the site.</b></p> <p><b>Enhanced operational procedures will be implemented to manage the handling and storage of deliveries to include removal and disposal of packaging and cleaning of tins cans and packaging used for storage</b></p> <p><b>Detailed and on going staff training will be key to maintaining the safety of both employees and customers.</b></p>	<p>Cutlery must be delivered with the food and condiments. These items must not be pre-laid onto tables and customers must not be allowed to help themselves.</p> <p>Signage and staff will be used to inform customers about the requirements for social distancing.</p> <p>Where staff come into contact with items used by customers, they must ensure that they wash their hands before moving on to another task.</p> <p><b>A covid - 19 risk assessment and method statement must be provided by the cleaning contractor for approval by this company.</b></p> <p><b>All staff employed by the contractor within this business must be given the opportunity to read and question both the contractors risk assessment and this one.</b></p> <p><b>All contractors will be asked to sign a copy of this document detailing their understanding and compliance with this risk assessment.</b></p> <p><b>Operational managers will be responsible to ensure that both employees and customers comply with the operational adjustments detailed within this risk assessment.</b></p>	<p>Senior Manager</p> <p>Direct line manager</p> <p>Cleaning contractor, Senior Manager &amp; Covid Manager</p> <p>Senior Manager, Direct line manager &amp; Covid Manager</p>	<p>All Prior to opening with regular reminders</p> <p>ASAP</p>	<p>Senior Manager</p> <p>Direct line Manager</p> <p>Senior manager &amp; Covid Manager</p> <p>Senior Manager, Covid Manager &amp;</p>