

COVID-19 Risk Assessment

Company name: The Hearty Goodfellow

Assessment carried out by: Lisa Marie White and Hannah Pierpoint

Date of next review: 12th July

Date assessment was carried out: 22nd June

Introduction:

The pub has a bar, two sides, a sheltered area, a function suite, a covered outside area and a large beer garden. The pub does serves food inside and out, serves drinks and serves takeaways for collection.

William White is the Landlord and him, alongside his wife Lisa Marie White, run the pub.

The pub has a bar, an inside area for eating as well as a large beer garden, a sheltered outside area, and a function suite.

As well as doing table service, we also do takeaway fish and chips as well as a small weekly specials takeaway menu. This is a collection service only.

William and Lisa live on site.

This risk assessment for COVID-19 has been written by Lisa Marie White and Hannah Pierpoint, General Manager, and shared with William. – they have added suggestions throughout to create a shared plan that limiting the levels of infection from the virus. At the time of writing the first draft of the document, the Government's guidance for hospitality industry was not available, but the principles for Retail businesses and information shared by Hospitality (the trade organisation of which LGPHC is a member have been used. The document will be reviewed again when the Government guidelines are issued. It is a living document and will be formally reviewed monthly or as and when further risks are identified – the change log on page 2 will be used as a record of review and items amended.

COVID-19 Risk Assessment Change Log

Item	Change	Date	By Whom?
1.0	Document creation – Lisa White and Hannah Pierpoint (General Managers of the pub) reviewed existing controls and discuss future requirements.	22 nd June 2020	Lisa Marie White and Hannah Pierpoint
1.1	Reviewed- Our recent Test and Trace system has been put in, so a risk assessment was carried out on the process.	3 rd July 2020	Lisa Marie White and Hannah Pierpoint

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Customer Journey						
Front Door	Multiple touch points and risk of transmission	<p>Door is always in the open position when trading, limiting the need for customers to touch the surface</p> <p>This door as Entrance to the pub to promote a one-way system and avoid collisions.</p>	<p>Maintain regular cleaning routine of door handles and touch pads.</p> <p>Have signage to show this is the entrance.</p>	Member of staff who is working the bar.	From reopening, daily	Yes
Door Entrance to Bar	Multiple touch points and risk of transmission	<p>Hand sanitiser available just after front porch with signage encouraging customers to use.</p> <p>Regular cleaning of door handles and push pads by bar</p>	<p>In warmer weather, door can be propped open during opening hours to further minimise contact.</p> <p>A cleaning rota which displays when contact points where last disinfected.</p>	All team members on shift.	From reopening, half hourly	Yes

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		staff (half hourly)				
Door exit to shelter	Multiple touch points and risk of transmission	Hand sanitiser available after door with signage encouraging customers to use. Regular cleaning of door handles and push pads by staff (hourly)	In warmer weather, door can be propped open to further minimise contact. A cleaning rota which displays when contact points where last disinfected.	All team members on shift.	From re-opening, hourly	Yes
Side door	Multiple touch points and risk of transmission	Door is always in the open position when trading, limiting the need for customers to touch the surface This door is the exit	Maintain regular cleaning routine of door handles and touch pads. Have signage to show this is the exit.	Member of staff who is working the bar.	From reopening, daily	Yes

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		to the pub to promote one-way system and avoid collisions.				
Bar Service	Transmission risk from serving customers crowded at the bar.	Hatched floor markings and signage displayed to prevent customers from standing at the bar. Removal of Bar stools Staff to inform customers verbally of table service on entry to lounge or bar – “please take a seat to be served” Provision of clear Perspex screen to limit the spread of Virus.	Table service to be introduced to keep customers away from bar Ordering online so there is only limited table service.	All team members on shift	From re-opening, hourly	Yes

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Inside Tables and Chairs	Tables too close together could result in transmission of virus between individuals or customer groups.	Removal of tables and chairs to ensure a maximum occupancy of: 28 inside Visible floor markings around tables and bar at 2 metre intervals to act as a reminder to social distance. Cleaning of tables between each customer visit.	Confirm social distance requirement (2 metres) by HM Government. Mark out floor and remove excess furniture (to use outside, spread out) Have an information sheet to inform on distancing rules and flow of the pub. Confirm occupancy numbers for bar, lounge and shelter. Cleaning rota and routines visible to show our commitment to maintaining customer and staff safety.	Internal staff team members when on shift.	By and from Re-opening date	Yes
Barn Doors	Multiple touch points and risk of	Door is always in the open position when	Maintain regular cleaning routine of door handles and	Member of staff working in this	From reopening, daily	Yes

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	transmission	<p>trading, limiting the need for customers to touch the surface</p> <p>One entrance for each section, to promote a one-way system and avoid collisions.</p>	touch pads.	area.		
Glassware, crockery and cutlery	Risk of transmission from customers returning glassware, crockery or cutlery to the bar or kitchen.	<p>Only staff to collect glassware, crockery or cutlery from tables after customers leave</p> <p>Glasswasher used to clean glasses to a temperature of 55°C for wash and 65°C for rinse.</p> <p>Fresh glass used for</p>	<p>Glass and plate collectors to wear disposable gloves.</p> <p>Glasswasher is cleaned daily.</p> <p>Dishwasher is cleaned daily</p> <p>Plates are taken on a tray; tray is left on the table and is only cleared when table is empty.</p>	Team members on shift who carry out glass or plate collecting.	Ongoing	Yes

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		<p>every serve.</p> <p>Dishwasher used is a temperature of over 90.</p>	If bottle is requested advise to dispose of bottle in their own household refuse.			
Payment	Risk of transmission from cash handling or keypad on card machines.	<p>Contactless card payment encouraged for all transactions.</p> <p>In the event of cash payment, staff to wear disposable gloves.</p> <p>Having an EPOS system on website to avoid payment in person.</p>	<p>Table plans to be set up for bar and outside to enable the option for table tabs to be used internally.</p> <p>Staff training to ensure tabs are paid before customer leaves and to check if paid through the EPOS.</p>	Staff handling orders.	Prior to re-opening and ongoing.	Yes
Inside Toilets	Customers come into close contact	Staff toilet checks hourly:	Maximum of one person in ladies or gents at any one	Internal Staff	Ongoing	Yes

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	<p>with one another and transmit the virus whilst using the toilets.</p> <p>Customers pick up the virus from multiple touch points in toilet area (i.e. toilet flush, door handles, taps)</p>	<ul style="list-style-type: none"> • Check toilet roll supply • Check soap available • Clean door handles • Wipe hand drier • Wipe flusher 	<p>time – signage to ask customers to check on entry.</p> <p>Sanitiser on table outside toilet with sign showing suggested use – allows customers the choice to clean door handles on entry.</p> <p>Rest of the Gents urinals to be blocked with hazard tape to encourage customers to use the one urinal.</p>			
Smoking	Customers come into close contact with one another and transmit the virus whilst in same area.	Visible floor markings around tables as a reminder to social distance.	Have sanitiser available close by. Limit the number of people in the smoking area at once.	Customers who are smoking External Staff	Ongoing from reopening	Yes

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			<p>Keep smokers away from exit door.</p> <p>Disposal of ashtray waste with customer litter from the same day and stored separately as litter waste for 72 hours.</p>			
Outside Tables	<p>Tables too close together could result in transmission of virus between individuals or customer groups.</p> <p>Too many people per table</p>	<p>Removal of tables and chairs to ensure a maximum occupancy of: 132 In Garden</p> <p>Visible floor markings around tables and car park at 2 metre intervals to act as a reminder to social distance.</p> <p>Disinfecting of tables between each customer visit.</p>	<p>Confirm social distance requirement (2 metres) by HM Government.</p> <p>Mark out floor and remove excess furniture (to use outside, spread out)</p> <p>Confirm occupancy numbers for shelter and outside</p> <p>Cleaning rota and routines visible to show our commitment to maintaining</p>	External staff team members when on shift.	By and from Re-opening date	Yes

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		Make sure there is a maximum of 6 people per table	customer and staff safety. Enforce in our code of conduct that there is a maximum of people per table and assure no one brings their own chairs			
Outside Toilets and Hand Washing Facilities	Customers come into close contact with one another and transmit the virus whilst using the toilets. Customers pick up the virus from multiple touch points in toilet area (i.e. toilet flush, door handles, taps)	Staff toilet checks every 30 mins: <ul style="list-style-type: none"> • Check toilet roll supply • Check soap available • Clean door handles 	Maximum of one person in ladies or gents at any one time – signage to ask customers to check on entry. Sanitiser on table outside toilet with sign showing suggested use – allows customers the choice to clean door handles on entry.	External Staff	Ongoing	Yes
Gate to Garden	External customers coming	Keep the gate open as much as possible	If shut, then it is sanitised regularly.	External staff	Ongoing	Yes

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	in and out of the garden		Hand sanitiser available next to the gate			
Litter	Staff	Bagging up litter at the end of each day and place in bin with a lid, sealed and stored for 72 hours before putting in main disposable facility.	Put signage for customers to take litter with them if possible, to avoid contamination.	Customers and staff	Ongoing on reopening	Yes
Test and Trace	Customers and staff who are visiting.	Created a Test and Trace system Keeping a temporary record of customers visiting for 21 days to aid and assist NHS test and trace.	The details collected will not be used for any other purpose.it is destroyed after 21 days. This will be kept by Lisa Marie White. Only the minimum amount of information necessary for contact tracing will be taken.	Two members of staff on meet and greet.	Ongoing on reopening.	Yes

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Food Service						Yes
Prolonged closure of pub and kitchen	Customers	The pub, its cellar and kitchen were carefully closed on 20 March 20 following guidelines issued by Everards. We have since reopened for takeaways and our kitchen is fully functional again	All steps in the <u>Reopening checklist for food businesses during COVID-19</u> guidelines issued by the Food Standards Agency to be completed inside the pub and the cellar to eliminate bacteria build-up and get all systems working again	Kitchen Staff / cellar staff	Within one week prior to reopening date.	Yes
Transmission risk from staff handling plates	Customers/ staff	All aspects of basic hygiene procedures outlined in the Safer Food Better Business regulations are being followed.	Use either gloves or hold tray by a napkin when serving food. Tray to be delivered to table and left whilst plates are removed once customers have left, then taken away and cleaned by one person.	Team members when serving food	Upon relaunch of pub and ongoing	Yes

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Condiments	Customers	Have individually wrapped sachets of salt, pepper, vinegar, and sauces available	Have sanitiser available to use after getting sachets	Customers/ staff	Ongoing on reopening	Yes
Cross contamination of equipment	Staff	Each member of staff is allocated an area of the kitchen	Create a one-way system through the kitchen Limit the number of people in the kitchen at one time	Staff	On reopening of kitchen	Yes

Staff Safety

Staff Health Awareness – people who need to self-isolate:

To make sure individuals who are advised to stay at home under [existing Government guidance](#) do not physically come to work. This includes individuals who have symptoms of COVID-19 as well as those who live in a household with someone who has symptoms.

All staff to be aware that the most important symptoms of coronavirus (COVID-19) are recent onset of any of the following:

- a new continuous cough
- a high temperature
- a loss of, or change in, your normal sense of taste or smell (anosmia)

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<p>For most people, coronavirus (COVID-19) will be a mild illness. However, if you have any of the symptoms above you must stay at home and arrange to have a test to see if you have COVID-19</p>						
Social Distancing	Transmission from customers and staff who do not follow social distancing guidance.	Maintain current social distancing guidelines	Ensure staff know government guidelines. Tape around premises	All team members	At all times while guidance is in place.	Yes
Staff Rotas	Transmission between members of the team who may not be aware that they have the virus.	Putting teams into shifts to minimise the number of workers interacting with each other.	Having internal and external teams to minimise contact.	All team members whilst working on shift.	From reopening and ongoing.	Yes
Working Behind the Bar	Staff unable to maintain social distancing if too many working	Maximum of one person working behind the bar.	Ensure bar member washed their hands regularly and maintains distancing guidelines and	All team members whilst working on shift	From reopening and ongoing.	Yes

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	behind the bar Equipment sharing behind bar		all equipment is regularly sanitised			
Cellar and Deliveries	Everards dray deliveries	Deliveries to maintain 2m distance at all times – staff to remind delivery drivers.	Only one person to be in the cellar at any time (beer cellar or wines/ spirits cellar) Only one person to handle deliveries.	All team members whilst working on shift	From reopening and ongoing.	Yes
Visitors	Transmission between visitors and staff or customers who may not be aware they have the virus.	Visitors sanitising before and after visits.	Briefing document and to be produced to explain the safe working arrangements to any visitor to the pub.	Manager during shift	As soon visitor arrives	Yes
Illness	Staff and customers	Ensure that all staff are feeling well and no one in their household has	Have a code of conduct saying that anyone showing symptoms is not allowed on premises.	Staff and customers	From reopening	Yes

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		symptoms Ensure all customers are showing no symptoms on arrival.				

More information on managing risk: www.hse.gov.uk/simple-health-safety/risk/

Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

• FIVE STEPS TO SAFER WORKING TOGETHER •

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer _____ Date _____

Who to contact: _____ Your Health and Safety Representative
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)