



Beyond COVID-19

JUNE 24th 2020, AMENDED TO COMPLY WITH NEW GOVERNMENT UPDATES

GROUPS AT RISK:

- All Employees - Pub, Kitchen
- All Customers & Members of the Public
- Delivery Drivers
- Visitors including suppliers and Head Office personnel
- Contractors

PRACTICES RESULTING IN HAZARDS:

- Taking, delivering, and clearing food and drink orders from customers at tables
- Frequency of customers using facilities including the restrooms
- Space restrictions within the kitchen and need to 'cross' over different work stations
- Customers using the function room, sharing equipment and managing numbers and social distancing
- Customers ordering at the bar and proximity to staff behind the counter
- Customers 'gathering' in close proximity around the bar and other 'vertical standing' tables
- Large numbers meeting in groups in gardens to socialise

CONTROL MEASURES

Return to Work Checks & Additional Training - All staff to complete the COVID-19 Return to Work questionnaire to ensure they are fit to return, understand the symptoms of coronavirus and the action they must take if they or a household member exhibits those symptoms and the new coronavirus controls in the workplace.

Daily Checks - Every employee will need to complete and sign a Daily Health Form to confirm that they are fit to work. This will include having their temperature taken by member of management and recorded using an infrared thermometer.

Coming to and leaving work - To facilitate social distancing, times that staff arrive and leave work will be staggered, reducing congestion at entrances and exits.

Protecting colleagues who are at higher risk - Those colleagues who have been identified as clinically extremely vulnerable individuals by their GP must not work in the pub. HR to conduct a back to work review on an individual basis

Appropriate PPE - Will be readily available to all staff in line with government guidelines (details tbc). Housekeeper MUST wear PPE whilst cleaning rooms including disposable gloves, aprons & facemasks. If staff choose to wear a face covering, they must wash hands thoroughly before putting on and removing, avoid touching the face, change the covering if it becomes damp and change it at least daily. All staff to continue to observe enhanced hand washing, cleaning regimes and social distancing

Uniform & Personal Belongings - Staff must not travel to work in their uniform / work clothes. Uniform must be cleaned before each shift ensuring they are washed at 60°C or above or a laundry sanitising agent is used if the fabrics can't be washed at that temperature. Mobile phones are not allowed to be on a staff members person whilst on shift (e.g. in pockets, aprons etc). Pens will not be shared or given to customers unless they are fully sanitised after each use.

Staff common areas - Breaks will be staggered to reduce occupancy of staff room and team toilets. If possible, staff will be encouraged to take breaks outside in well ventilated areas. Seating to be rearranged to aid maintenance of social distancing.

Enhanced cleaning - Key touch points, such as door handles, light switches, telephones etc will be cleaned every 30 minutes with sanitiser and disposable cloths with tables, chairs and children's high chairs being disinfected after each use. Ensure that only company approved sanitisers are used and the contact time is adhered to. Monitor cleaning supplies daily to ensure there is ample stock.

Hand Hygiene - All hand wash basins to be supplied with liquid soap and an effective means of drying hands. Best practice hand washing guides to be displayed at all basins. Alcoholic hand gel is be available at the main entrance and exit points and at suitable locations throughout the pub including behind the bar and in the kitchen. Team can also carry their own personal hand gel and encouraged to use.

Ventilation - Where possible, windows and doors will be left open to encourage ventilation, if not possible during opening hours, all spaces should be well ventilated before trading commences. This action must not impact other safety considerations, for example reduced security as the main entrance is not secure or fire doors being propped open.

Managing visitors & Contractors - Inform them of the controls on site before their arrival. Limit the number of visitors at any one time and encourage visits for when the pub is closed. Visitors to be monitored to ensure they practise social distancing.

Managing Deliveries - Actively reduce the number of deliveries to the site by increasing the size of order and reducing frequency. Stop personal deliveries to the workplace with the exception of parcels for the licensee or person living at the premises. A clear area for deliveries to be marked in the workplace and maintain social distancing when delivery is being made. Hands washed thoroughly after handling the delivered items.

Customer Arrival & 'Traffic Flow' - Dedicated staff will monitor the pub at all times in order to maintain social distancing standards and there will be a member of staff on the door at peak times. The pub will use one entrance with a separate exit door. Where practicable, customer entry and exit will be marked out and there will be clear printed information providing guidance to customers as they enter the pubs. Table booking 'slots' will be extended to allow additional time to 'turn' the covers and fully clean all tables in-between customers. Customers informed they will only be allowed to enter the building for the time of their booking, no waiting areas will be in operation. Directional signage will be in use throughout the building and outside where necessary.

Food offer - Offering a reduced menu which simplifies the processes in the kitchen to support social distancing for the kitchen team. Menus will be 'single use' printed on paper. Food delivered to the table will be served on a tray and tray stand to avoid close contact. Sauces and condiments to be provided on request in single use ramekins rather than condiment bottles. Cutlery to be cleaned before each shift and delivered to the table, wrapped in a napkin for outside, inside the tables will be laid up as per reservation with no additional items such as flowers on the table. Salt and pepper will be delivered with the food and removed and sanitised before re-using. Customers wishing to

take unfinished food with them will be provided with packaging so customers can put the food into the container themselves.

Floor / Seating Plan - Re-arranging seating to ensure social distancing is adhered to in line with government guidance, including suitable 'walk-by' space for customers visiting the restrooms or exiting the building. Tables to have a 'fixed' table numbers removing the need for portable 'table identifiers'. Servers leave food and drinks on a tray at the front of the table and let guests pass them after the server has stepped away. All promotional material and decorative accessories to be removed from tables. perspex screen to be installed in booth area where it is not possible to separate the tables to the social distancing requirement.

Cellar & Store Rooms - Fully stock bar and fridges at the start of the day to reduce the number of trips to the cellar to re-stock. Only one nominated person per shift to access the cellar and store rooms. Hands to be sanitised before and after handling any products.

Managing Staff Illness - Any staff presenting a high temperature or any other COVID-19 symptoms will need to self isolate for 7 days. In the event that the General Manager reporting any signs of COVID-19, the business will be closed for a period of 24hours whilst a deep clean is completed

Fire Safety - Fire Risk Assessment has not been effected by social distancing controls that have altered layout, usage, occupancy or entrances and exits to the building. Where furniture has been moved in order to meet social distancing requirements, fire exits are kept clear, unlocked and can be used in case of an emergency

Accidents, Incidents and Emergencies - First aiders will be trained on revised approach for CPR and administering first aid. Recognise that social distancing is unnecessary where to do so could hamper the evacuation or present further hazards. Once the emergency is over, then remind team to wash hands

Drinks Service – All drinks will be supplied by table service. Where space allows, customers can order at the bar adhering to the socially distanced. Customers will be encouraged to pay by credit/debit card and contactless payments.

Bar Area - Bar area to be de-cluttered for easier cleaning. Only 1 member of staff will be on the bar at any given time. All bar stools will be removed from and customers will be informed by staff and via signage that they will not be allowed to stand at the bar other than to place or pick up a drinks order.

Kitchen Practices – FSA and HSE guidelines to be followed in line with current legislation with enhanced cleaning, sanitation and hand washing. PPE to be provided and worn in line with government guidelines. Chefs will work in teams with those that live together working together. Reduced menu will allow chefs to work across multiple sections, reducing the number of people in the kitchen. Adequate cooking utensils available to reduce the need for shared equipment. Food preparation to be increased to reduce access to chillers throughout the day. Deliveries to be handed by one person only. Items removed from outer packaging which should be disposed of away from the kitchen

Cash Handling - Customers will be encouraged to pay at the table using a credit/debit card and contactless payment. Cash will still be accepted, only if a customer has no other form of payment - staff will sanitise their hands after handling any cash.

Outside Drinking & Dining - Re-arrangement of tables to allow social distancing. Tables and chairs to be cleaned in between customers. Hand sanitiser available. Drink and food ordering by table service with delivery processes to follow that of indoor service.

Smoking Areas - Removal of tables and chairs to enable social distancing

Dog Policy - Subject to official guidelines, we will continue to allow dogs into our pub in line with our current policies. Dog beds and blankets will be removed whilst water bowls will be available but must be sanitised after every use

Customer Toilets Hand washing facilities including soap and paper towels, will be supplemented by hand sanitiser. All toilets to have enhanced cleaning every 30 minutes and additional cleaning products will be available for customers to use.