

COVID-19 Secure - Managing the Risk for Open & Trading Venues (Main UPB Risk Assessment)

The following assessment looks at how the sites will manage the risk of COVID-19 when they commence trading. All Government guidelines will be followed, but this assessment looks at the current risks & guidance published 23rd June 2020. The controls will look at all scenarios, impact, ease of implementation & cost



PEOPLE EXPOSED

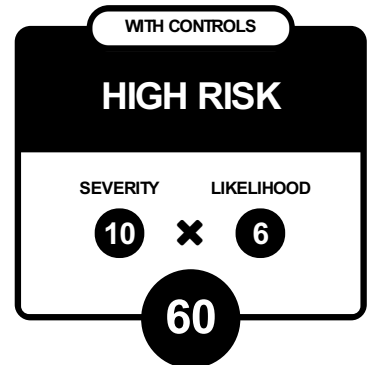
- 👤 Colleagues
- 👤 Contractors
- 👤 Visitors / Guests
- 👤 Members of the Public

HAZARDS

- ⚠ Spreading COVID-19 amongst staff**
By having no additional controls in place, then the risks of someone bringing in the disease & spreading it further is possible
- ⚠ Spreading COVID-19 amongst the wider public community**
By having no controls in place, this will allow COVID-19 to enter the premises & not be controlled to employees but will spread around the local community & possibly further. This uncontrolled hazard will potentially lead of civil & criminal investigation, claims & prosecution
- ⚠ Increased Violence & Aggression**
As new rules are in place, not every member of the public will like the new rules & new operating style. This may therefore increase the risk of violence & aggression towards the Operator & their teams

CONTROL MEASURES

- Staff personal hygiene - Excellent practices by all employees**
it is essential that all staff members wash their hands at the beginning, during & after their shifts. They are actively encouraged to clean their hands after every task is completed. Contractors & visitors will be instructed to wash their hands on entering the site. Customers will be encouraged & reminded to sanitise their hands at the entrance, exit & toilets sanitiser stations. Signage & regular toilet checks will be used to reiterate this point. Good personal hygiene practices should be discussed with staff for their home life so that good personal hygiene is not just practised at work
- Staff personal hygiene - Clothing & Uniforms**
All staff members will be required to change their clothing prior to starting their shift as clothing worn to work may have been contaminated on their journey. Staff clothing should be clean & well laundered including work aprons to reassure customers of our high cleanliness standards Kitchen staff should change their clothing prior to taking any work breaks (including cigarette breaks) & all chefs whites must be clean to reassure customers of our high cleanliness standards Clean & dirty linen must be stored separately with dirty linen bagged up at the end of every trading day
- Staff personal hygiene - Taking breaks**
In order to maintain staff personal hygiene levels, all staff breaks must be taken away from the customer trading area, ideally outside & away from the venue (where possible) Staff taking cigarette breaks should change their clothing, especially kitchen staff, before & afterwards Staff breaks should be set at different times so social distancing can be maintained
- Staff personal hygiene - Hand Washing**
All sites should have a dedicated hand wash sink with appropriate hand washing signage, soap, sanitiser & paper towels, to allow staff to wash their hands. This needs to be cleaned & maintained with all the above available. If older sites do not have one & the installation of one is not possible, then all the above (Soap, Sanitiser, Paper towels) should still be available at the nearest available sink. The bar should be equipped with Sanitiser gel & wipes & frequent breaks to wash hands must be allowed.



○ **Staff personal Hygiene - Over Hand Washing**

By more frequently hand washing, you may be removing the healthy oils & good bacteria that defends against disease. A person may also suffer from hand dermatitis due to over washing. The Managers should explore barrier creams for employees but staff whom suffer from this will already will be aware of the condition & already managing this themselves.

○ **PPE Provision - Hand Sanitising Stations**

All sites to have several hand sanitiser stations in each venue. There should be a unit located at each entrance & exit in addition to a unit outside each set of toilets. Each station should be clearly marked with posters & signage encouraging all customers, contractors & visitors to the site to wash & sanitise their hands as enter & exit. This is currently a WHO recommendation & Government guideline

○ **PPE Provision - Face Masks**

When all other control measures have been exhausted & in specific sites & areas where there is no way of controlling the risk, then PPE Face Masks should be considered. If face masks are to be worn in public facing areas, then these should be of the surgical type & disposable single use. In none public facing areas, then cloth masks (such as bandannas) could be considered. Updated Government guidelines for hospitality do not recommend the use of masks as this can increase the touching of face but single use disposable masks must be made available if any employee is uncomfortable/hesitant with serving customers without one.

○ **PPE Provision - Disposable Gloves**

When all other control measures have been exhausted & in specific sites & areas where there is no way of controlling the risk, then PPE Gloves should be considered. It needs to be clear that the wearing of gloves DOES NOT replace the need for excellent personal hygiene as the best control measure against COVID-19. By wearing gloves, this gives a false security & can often be more hazardous. If gloves are required, then the following should be used. 1. Catering - Blue powder free vinyl gloves. 2. Cleaning - Latex gloves which are stronger & more reliable

○ **Working Practices - Zoning of working environments**

To prevent the risk of cross over & reducing the ability to maintain social distancing, where possible, working areas will be zoned. "Sections" will be implemented for serving staff to ensure a single member of staff is assigned to customer tables, thus reducing the exposure of additional people to both staff & customers. Areas may be marked as access only when necessary/after hand washing/or if totally required. Working practices will have to change, such as only one person in one zone/area & training staff to only work in that area, only coming out for specific reasons

○ **Working Practices - Entrance & Exits**

Where possible, sites should have a clearly defined separate customer entrance & exit in order to minimise the risk of creating pinch points where customers are passing by each other with a reduced social distance This will also enable the site to control the number of customers & capacity through a Host station

○ **Working Practices - Maintaining of Social Distancing (Employees & Customers)**

For all employees & customers, the Gov 2metre social distancing should be implemented where possible such as for venue queues & outside drinking areas In line with the updated Gov Guidelines 23/06/2020, Where working from home is not possible, workplaces should make every reasonable effort to comply with the social distancing guidelines set out by the government (2m, or 1m with risk mitigation where 2m is not viable, is acceptable. One way systems should be introduced where applicable & a separate queue for takeaway food & drink sales.

○ **Working Practices - Food Offer, Menus & Kitchen trading hours**

To maintain social distancing, sites should review the size of the menu they offer, number of covers being served & specific times the kitchen will be open to offer food.

○ **Working Practises - Reviewing Bar Layout & Back Bar**

Where possible, sites should ensure bars & back bars are laid out in a such a way that this limits the cross over of any zones for staff members. This includes areas set aside for takeaway food & drink collection. In older sites where this may not be possible, a reduced product range should be considered but all reasonable efforts should be made to complete this when re-opening

○ **Working Practices - Taking of Payments**

Payments must be cashless, card or via an APP. Cash will only be accepted as a last resort & authorised as a last resort. Cash should not be refused out right as this may affect the older or vulnerable categories but the employee must wash or sanitise their hands after each cash transaction. Customers must be given a bill for table service, Roaming EFT units must be wiped/sanitised after every transaction. EFT units should be placed on the table & server move away so the guest can enter their details. Where an APP is in use, this should be encouraged & promoted through social media & in-house

○ **Working Practices - Increased Cleaning Schedules & Touch Points**

In order to maintain the cleanliness of the venue & minimise the risk of cross contamination, an increased regime of cleaning should be put into place. This must be completed & monitored through new opening & close down cleaning checklists, hourly toilet cleaning & recorded checks. Extra consideration & attention must be given to hard areas that have high "touch" frequency such as door handles, door push plates, stair banisters alongside the cleaning & sanitising of tables & chairs after every customer. An adequate supply of cleaning chemicals must be available especially surface sanitiser & single use paper towels & cloths. Cleaning should be actively carried out in front of customer to reassure & instil confidence in practices to customers. Consideration should be given to propping open doors that are not required so this minimises the need to touch them. Internal fire doors DO NOT Apply & must be kept closed at all times

○ **Property - Maintenance of existing property equipment (Legionella)**

For sites that have been closed, in order to manage the risk of Legionella, all dishwashers, glass-washers, ice machines must be fully deep cleaned prior to use. All machines must be run, drained & run at least three times before being drained & deep cleaned again before use. All taps, both hot & cold must be run for at least 10 minutes prior to use. All Legionella records must be completed on the relevant checklist on Shield Safety & Site opening check lists

○ **Property - Seating Layout**

Every venue must complete a full walk around with their Operations Manager & agree the venues new layout. All seating that is able to be moved must be positioned in such a way that it complies with the Gov Guidelines of 1 metre/1 metre plus (23/06/20). All floor areas must be marked clearly so that customers can see & understand that furniture must not be moved & that it is positioned inline with the guidelines. If customers do move furniture, the venue must manage the situation & ensure it is moved back to the correct location

○ **Training - Return to Work Health & Safety Policy**

All staff are required to complete the Return to Work forms before working again for the first time which includes details of the requirement to notify their Line Manager if they or any of their household are displaying any symptoms. The Company need to be aware of any pre-existing conditions, anyone shielding in their immediate family under medical grounds. It is important to regularly check on your staff, verbally check daily & weekly & record that your staff are fit to work

○ **Training - FLOW online Training**

All employees must undertake new & relevant COVID-19 FLOW training modules before commencing back at work. The online courses are designed to educate employees about the hazards of this pandemic & the best practice operations

○ **Training - Changing Ways of Working**

Clear staff training needs to be provided for all members of staff on COVID-19 & how to sensibly manage the risks. All staff need to have training on personal hygiene & as a Company, training on new working practices & cleaning schedules as mentioned in other Control Measures

○ **Training - Violence & Aggression Risk Assessment Review**

With new controls & social distancing in place, it is an unfortunate fact that the public do not necessarily like being told what to do & their judgements can be affected by the affects of alcohol. This therefore raises the risk of aggression & likelihood of violence increasing. All site managers must review their "Work Place Violence" risk assessment & add in any additional control measures

○ **Training - Clear Procedures if an employee is suspected of having COVID-19**

A clear policy & training must be in place on what to do if a member of staff has COVID-19, either suspected at work or if they contact work to report this. Although the sites are open, we must not lose the fact that the disease is still within the community. The process also needs to cover, in accordance with Gov Guidelines, how the venue deals with a member of the public whom they suspect may have COVID-19 symptoms

○ **Working Practices - Music Levels**

Music should be kept to a low background level. This is in order to reduce the need for customers to get close to each other to hear, Loud Music promotes shouting which increases the chance of moisture particles being released, therefore increasing the risk of COVID particles spreading further

○ **Working Practices - Track & Trace Customer Data Collection**

In line with Government guidance, all sites should try to gather customers contact details in order to assist the NHS Track & Trace system. Customer contact details should be gathered when they: book a table through DMN, Through an APP with Wireless Social that is linked to the sites WIFI log in page, or by scanning a QR code at the entrance. Sites must encourage customers to log their details but this is only Gov guidance. Operators can not insist that the customer complies & sites are not encouraged to refuse the customer entry if they wont comply as Track & Trace is a voluntary guideline. GDPR Rules apply & data is gathered by a third party who will manage GDPR on our behalf. Track & Trace information should be retained by the third party for 21 days