

## Covid-19 Risk Assessment

As of 8/03/21 England will enter a new system of 'steps' – with differing levels of business operation and restriction at each step

**Step 3 – 17/05/21** - Indoor areas of hospitality can reopen..

At premises serving alcohol, customers will be required **to order, be served and eat/drink while seated**. When not seated (to access toilets etc) customers will need to **wear face coverings**. If outside **and** need to access any indoor areas, they also need to wear a face covering.

**A group of up to 6 can be seated indoors together from mixed households, or two households.**  
Outdoors groups of up to 30 from mixed households.

**Face coverings to be worn by customer facing staff at all times**

**Table only service in operation at all times**

**NHS QR code poster displayed in prominent positions and works** – Check it every day. If a customer uses the NHS QR Code and app, this discharges the obligation for the venue to collect their details

If customers are unable to scan QR code the following details should be recorded.

- the name of the individual
- a telephone number on which the individual may be contacted;
- an e-mail address if the individual is unable to provide a telephone number;
- a postal address if the individual is unable to provide an email address;
- the date and time that the individual entered the relevant premises;
- where the individual is a member of a group seeking permission to enter premises together, the number of people in that group (including any member of the group that has scanned a QR Code when seeking to enter the premises).
- Venues will be required to collect the names of staff who work at the premises. A contact phone number for each member of staff and the dates and times that staff are at work
- The physical sign in book CANNOT be left unattended at any point. It should be stored in the office when not in use and the information destroyed after 21 days.
- Hand gel / anti bacterial wipes are to be stored with the sign in book.

The contents of this assessment are to be discussed with all staff to ensure that they understand the procedures and are happy with the content. Encourage staff participation and feedback into the content of this risk assessment. The risk assessment should be reviewed regularly; at least every month or when/where significant change has occurred.

**SHARE THE CONTENT OF THIS RISK ASSESSMENT WITH ALL STAFF AND LOCAL ENVIRONMENTAL HEALTH DEPARTMENT ONCE YOU HAVE IDENTIFIED IF YOU COMPLY WITH THE PROPOSED CONTROL MEASURES/NEED TO ADD MORE SITE SPECIFIC MEASURES**

**THIS IS A GENERIC ASSESSMENT THAT YOU NEED TO TAILOR TO YOUR PREMISES IT IS NOT A ONE SIZE FITS ALL AND WILL NEED TO BE REVIEWED and REVIEWED**

| Groups at Risk  | Hazards                        |
|---|--------------------------------|
| Staff   | Spread of Covid 19 Coronavirus |
| Visitors- customers/contractors/<br>cleaners/delivery drivers               |                                |
| Anyone who could come into contact<br>with you in relation to your business |                                |

| Hazard  | Proposed control measure   | Do you comply with control measures? |    |     | Site comment |
|---|--|--------------------------------------|----|-----|--------------|
|   |  | YES                                  | NO | N/A |              |
| <p><b>Staff members /fitness to work</b></p> <p>Coronaviruses are generally thought to be spread from person-to-person through respiratory droplets, directly or indirectly. It is important that to prevent the virus from spreading that symptomatic and exposed persons are excluded from work as per government guidelines.</p> | <ul style="list-style-type: none"> <li>☞ If anyone becomes unwell with a new, continuous cough or a high temperature it is advised they follow the government stay at home guidance.</li> <li>☞ If employees are sick at work, send them home immediately. Clean and disinfect surfaces in their workspace.</li> <li>☞ If a member of staff (or someone they live with) is displaying symptoms/tested positive for Covid-19, they must follow track n trace guidance, and inform their Line Manager</li> <li>☞ While maintaining confidentiality, inform fellow employees of their possible exposure to COVID-19 in the workplace. If an employee has tested positive for COVID-19, any close contacts must follow track n trace guidance.</li> <li>☞ Upon return to work, staff must complete a Covid-19 Return to Work Form.</li> <li>☞ Vulnerability assessment to be completed where necessary on clinically vulnerable staff</li> <li>☞ Those who are clinically vulnerable may need to have their role adapted</li> <li>☞ Any existing individual risk assessments (disability, young persons or new / expectant mothers) to be reviewed</li> </ul>  |                                      |    |     |              |
| <p><b>Social distancing - staff</b></p> <p>All customers, staff and visitors can contract Covid-19 from unknown carriers of the virus if within 2 metres (or 1m with risk mitigation where 2m is not viable, is acceptable) to ensure that the spread of the virus is minimised from person to person.</p>                          | <ul style="list-style-type: none"> <li>☞ Establish floor plans to set up specific areas for staff to be contained within, consider marking the floor</li> <li>☞ Consider installing screens around reception desks, bars or any other areas where there are lots of interactions between people</li> <li>☞ Where possible each section to be manned by 1 member of staff</li> <li>☞ Implement back-to-back and side to side working rather than face to face</li> <li>☞ Organise staff into working groups or bubbles to facilitate reduced interaction</li> <li>☞ Dry stores &amp; back of house areas to be limited to 1 person at a time – signage to be displayed</li> <li>☞ Till/order points where possible limited to 1 person</li> <li>☞ Bar staff to place drinks on trays which are then transported to the table by waiting on staff</li> <li>☞ Table waiting on staff should ensure they keep 1m distance with risk mitigation (i.e. minimal time/face covering) when taking/delivering orders</li> <li>☞ Table waiting staff are to collect tray containing drinks and transport them to the customers table. Setting the tray down allowing the customer to remove their drinks from the tray themselves. Staff should not at any time need to touch the glasses.</li> <li>☞ Wedge doors open where appropriate to reduce touchpoints. ** This does not apply to fire doors**</li> <li>☞ Hands to be washed in line with normal procedures, i.e. after touching dirty glasses/chemicals</li> </ul> |                                      |    |     |              |

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|---|---|--|--|--|--|
| <p><b>Social distancing – non staff</b></p> <p>All customers, staff and visitors can contract Covid-19 from unknown carriers of the virus if within 2 metres (or 1m with risk mitigation where 2m is not viable, is acceptable) to ensure that the spread of the virus is minimised from person to person</p> | <ul style="list-style-type: none"> <li>☞ Table only service to prohibit customer bar service</li> <li>☞ Update customer information around how ordering will take place</li> <li>☞ All guests to be seated, food and drinks to be ordered and paid for at guest’s table</li> <li>☞ Update seating arrangements to ensure at least 2 metres (or 1m with risk mitigation where 2m is not viable, is acceptable) of separation between table setups, therefore reducing the capacity.</li> <li>☞ Staff to manage guests to ensure tables and chairs are not moved to adhere to the distancing rules</li> <li>☞ Maintain good ventilation in all internal areas -windows/doors etc</li> <li>☞ At tables a group of up to 6 can be seated together from mixed households, or two households</li> <li>☞ Encourage reservations only business model or call-ahead seating to better space guests. Walk-ins should be turned away if social distancing cannot be adhered to.</li> <li>☞ Review men’s urinals to allow social distancing. You may have to block off alternate urinals</li> <li>☞ Review toilet cubicles to allow social distancing. You may have to block off alternate cubicles.</li> <li>☞ Review hand wash basins in all toilets. You may have to block off alternate basins.</li> <li>☞ Consider the use of paper towels if there is only 1 hand drier or driers are close together</li> <li>☞ Manage access to and from toilets to allow social distancing via a one-way system or “priority to....” system</li> <li>☞ Implement signage informing customers not to enter the site if they have symptoms.</li> <li>☞ Consider establishing /setting up a one way system around the premises with clear arrows/signage</li> <li>☞ Music must be kept at a low volume to negate the need for guests to raise their voices.</li> <li>☞ Closely monitor the smoking area to ensure no mixing of households – posters to be installed to remind guests</li> <li>☞ No interaction between households / tables.</li> </ul> |  |  |  |  |
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| Hazard  | Proposed control measure  | Do you comply with control measures? |    |     | Site comment |
|---|---|--------------------------------------|----|-----|--------------|
|   |   | YES                                  | NO | N/A |              |
| <p><b>Service</b></p> <p>Cross-contamination may occur during service from staff. There is also the risk of cross-contamination via condiments that are used by</p> | <ul style="list-style-type: none"> <li>☞ Self Service condiments &amp; stations should not be provided to help reduce the risk of cross-contamination. Condiments, such as ketchup/salt/oils should be in sealed individual wrappers and provided on request.</li> <li>☞ Pots of sugar cubes for hot drinks must not be re-used. We recommend using sugar sachets for the foreseeable future</li> <li>☞ Runners/Waiters wash hand before/after placing</li> </ul> |                                      |    |     |              |

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| customers during service.  | food/drinks/crockery/cutlery/condiments etc on tables   |  |  |  |  |
| <b>Access / egress to site</b>   | <ul style="list-style-type: none"> <li>ⓘ Stop all non-essential visitors</li> <li>ⓘ Monitor site entry/exit points to enable social distancing – at closing time utilise as many exits as safe to do so to reduce crowding</li> <li>ⓘ Consider installing a 1 way system with signage to identify walkways</li> <li>ⓘ Implement signage informing everyone (customers/staff/contractors etc) not enter if they have any of the Covid 19 symptoms</li> <li>ⓘ Require all staff to wash or clean their hands before entering or leaving the premises and for 20 seconds every 20 minutes 20@20</li> <li>ⓘ Allow plenty of space (two metres) between people waiting to enter premises</li> <li>ⓘ Regularly clean common contact surfaces at reception desk, bar, toilets and any other high footfall area (see cleaning section below)</li> <li>ⓘ Consider holding pre-shift meetings outside to allow fresh air to circulate around staff in attendance</li> </ul> |  |  |  |  |
| <b>Hand washing/ sanitiser stations-</b><br>Poor hand hygiene provides a vehicle of transmission for any bacteria or virus. Inadequate handwashing can increase the risk of cross-contamination from person to person or person to object. | <ul style="list-style-type: none"> <li>ⓘ Provide a hand sanitising station upon entry and other key points around the building that visitors/customers can use.</li> <li>ⓘ Signage should be put in place to remind all staff to wash their hands for 20 seconds every 20 minutes, as a minimum. This is in addition to normal hand washing requirements (i.e. after visiting the toilet, handling raw foods etc)</li> </ul>  |  |  |  |  |

| Hazard   | Proposed control measure   | Do you comply with control measures? |    |     | Site Comment |
|--|--|--------------------------------------|----|-----|--------------|
|  |  | YES                                  | NO | N/A |              |
| <b>Cleaning – contact points &amp; disinfection</b><br>Covid-19 is known to survive on hard surfaces for a period of time and therefore increasing the risk of spreading the virus | <ul style="list-style-type: none"> <li>ⓘ Hand contact points should be cleaned/sanitised* on a more frequent basis to ensure that they do not act as a vehicle for the virus and it is prevented from spreading.</li> <li>ⓘ Chemicals used for disinfection and sanitisation* must be suitable for killing Covid-19 (e.g. Aldi Power Force Antibacterial spray)<br/><b>Check your product</b></li> <li>ⓘ Staff to be trained to understand the contact time of the anti bacterial spray. 10 seconds</li> </ul> |                                      |    |     |              |

|  |   |   |           |            |                       |  |  |  |  |
|--|---|---|-----------|------------|-----------------------|--|--|--|--|
|  | <p>minimum for the Aldi Power Force. <b>Check your product</b></p> <ul style="list-style-type: none"> <li>☞ Every half an hour the following points are to be cleaned:           <table border="0" style="margin-left: 20px;"> <tr> <td>Door handles</td> <td>Handrails</td> </tr> <tr> <td>Taps/sinks</td> <td>Toilet flush handles.</td> </tr> </table> </li> <li>☞ PDQ (Card Payment) machines are cleaned after <b>each</b> use using an alcohol based anti-bacterial wipe.</li> <li>☞ Table and chairs (including underside of chair seat where likely hand contact may have occurred when positioning chair for dining) are to be fully cleaned down and disinfected after each customer use.</li> <li>☞ Wash, rinse &amp; sanitise drink contact surfaces, dishware, utensils &amp; equipment after use.</li> <li>☞ Frequently clean &amp; disinfect floors, counters, &amp; other facility access areas</li> <li>☞ Consider single use disposable cleaning products such as blue roll/ "J cloths"</li> <li>☞ Waste does not need to be segregated unless an individual in the setting shows symptoms</li> <li>☞ Dispose of routine waste as normal, placing any used cloths or wipes in 'black bag' waste bins. You do not need to put them in an extra bag or store them for a time before throwing them away</li> </ul> | Door handles                                | Handrails | Taps/sinks | Toilet flush handles. |  |  |  |  |
| Door handles   | Handrails   |   |           |            |                       |  |  |  |  |
| Taps/sinks   | Toilet flush handles.   |   |           |            |                       |  |  |  |  |
| <p><b>Staff breaks</b></p> <p>The workforce should also be requested to stay on site once they have entered.</p> | <ul style="list-style-type: none"> <li>☞ Dedicated staff seating areas should be identified on site.</li> <li>☞ Break times should be staggered to reduce congestion &amp; contact at all times</li> <li>☞ Hand cleaning facilities or hand sanitiser should be available at the entrance of any room where people eat &amp; should be used by everyone when entering and leaving the area</li> <li>☞ Workers should sit at least 2m (or 1m with risk mitigation where 2m is not viable is acceptable) metres apart from each other whilst eating and avoid all physical contact</li> <li>☞ Drinking water should be provided with enhanced cleaning measures of the tap mechanism introduced</li> <li>☞ Tables should be cleaned between each use</li> <li>☞ All rubbish should be put straight in the bin and not left for someone else to clear up</li> <li>☞ All areas used for eating must be thoroughly cleaned at the end of each break and shift, including chairs, door handles, vending machines and payment devices.</li> </ul>  |   |           |            |                       |  |  |  |  |
| <b>Hazard</b>  | <b>Proposed control measure</b>   | <b>Do you comply with control measures?</b> |           |            | <b>Site Comment</b>   |  |  |  |  |
|  |   | YES   | NO        | N/A        |                       |  |  |  |  |
| <p><b>Use of Changing facilities, showers</b></p>  | <ul style="list-style-type: none"> <li>☞ Introduce staggered start and finish times to reduce congestion and contact at all times</li> <li>☞ Introduce enhanced cleaning of all facilities throughout the day and at the end of each shift</li> <li>☞ Based on the size of each facility, determine how many people can use it at any one time to maintain a distance of two metres</li> <li>☞ Provide suitable and sufficient rubbish bins in these areas with regular removal and disposal.</li> </ul>  |   |           |            |                       |  |  |  |  |

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| <p><b>Payment methods</b></p> <p>Money can act as a vehicle for transmission of the virus from one person to another.</p>   | <ul style="list-style-type: none"> <li>☞ Cash free payments are the best method of payment as this reduces the risk of the virus being transferred from one person to another.</li> <li>☞ Where cash payments/tips are received, you must wash hands thoroughly after handling any cash, in line with Government guidelines.</li> <li>☞ PDQ (Card Payment) machines must be cleaned after each use using an alcohol based anti-bacterial wipe</li> </ul>   |  |  |  |  |
| <p><b>COSHH/PPE</b></p> <p>PPE should be used when all other measures are inadequate to control exposure.</p>   | <ul style="list-style-type: none"> <li>☞ Disposable gloves to be made available for staff to use during cleaning</li> <li>☞ Disposable aprons to be made available for staff to use when cleaning and disinfection of areas and reduce the risk of contamination to clothing.</li> </ul>   |  |  |  |  |
| <p><b>Face Covering</b></p>   | <ul style="list-style-type: none"> <li>☞ Practise social distancing wherever possible</li> <li>☞ Customer facing staff must wear face coverings at all times</li> <li>☞ Wash hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it</li> <li>☞ avoid touching their face or face covering, as they could contaminate them with germs from your hands</li> <li>☞ change their face covering if it becomes damp or if they have touched it</li> <li>☞ continue to wash hands regularly</li> <li>☞ change and wash 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 usual waste</li> </ul> |  |  |  |  |
| <p><b>Laundering of uniforms</b></p> <p>Uniform can become contaminated during service and act as a vehicle of transmission. Uniforms should be laundered after each shift to ensure that all viruses and micro-organisms are killed.</p> | <ul style="list-style-type: none"> <li>☞ Staff are to be issued guidance on how to launder (excess of 60°C) their uniform to ensure that they are cleaning and disinfecting their garments after each service where professional laundering is not an option.</li> </ul>   |  |  |  |  |

| Hazard   | Proposed control measure   | Do you comply with control measures? |    |     | Site comments |
|--|--|--------------------------------------|----|-----|---------------|
|  |  | YES                                  | NO | N/A |               |
| <p><b>Staff personal hygiene</b></p> <p>A smartly dressed, hygiene-conscious workforce sends out a powerful message of professionalism and trustworthiness to customers and to the general public.</p> | <ul style="list-style-type: none"> <li>☞ Always wash hands with soap &amp; water. If soap &amp; water are not readily available, use an alcohol-based hand sanitiser with at least 60% alcohol &amp; avoid working with unwrapped or exposed foods.</li> <li>☞ Avoid touching your eyes, nose, and mouth.</li> <li>☞ Before preparing or eating food, always wash your hands with soap and water for 20 seconds for general food safety.</li> <li>☞ Cover your cough or sneeze with a tissue, then throw the tissue in the bin or flush it down the toilet &amp; wash hands after. If you are unable to access tissue quickly enough, cough or sneeze into the crease of your elbow, wash hands immediately after</li> </ul>   |                                      |    |     |               |
| <p><b>Mental health</b></p> <p>All of us will feel the impact of COVID-19 and it is likely to be a distressing and potentially traumatising time for many. Supporting staff wellbeing is vital</p>     | <ul style="list-style-type: none"> <li>☞ Give staff full access to your Covid-19 policy. This will give them confidence that you, as an employer, are taking their health &amp; wellbeing seriously &amp; will alleviate some of the stress</li> <li>☞ Consider engaging an Employee Assistance Program (for example Hospitality Action EAP) &amp; offer this as a free service to staff allowing them to speak to a professional councillor at a time to suit them.</li> <li>☞ Be understanding of the fears and stresses that Covid-19 has put on people. Some will react very differently to this situation and will need additional support.</li> <li>☞ Consider sending some members of the team on a Mental Health First Aid Course.</li> <li>☞ Talk to each other – Peer support is an excellent way to combat stress.</li> <li>☞ Be Kind</li> <li>☞ Consult your HR manager whenever you feel you need assistance in dealing with a mental health issue</li> </ul> |                                      |    |     |               |
| <p><b>Management</b></p>   | <ul style="list-style-type: none"> <li>☞ Please ensure all staff are aware of the Covid-19 risk assessment and understand their obligations relating to the safety of themselves, other employees &amp; guests.</li> <li>☞ Information is to be regularly repeated in pre-shift meetings and attendance of pre-shift documented</li> <li>☞ This must include letting staff know about symptoms and actions the medical professionals are advising people to take.</li> <li>☞ Any colleagues who have been off work due to sickness for cannot return to work until the return to work form has been completed</li> </ul>   |                                      |    |     |               |

Additional Site-specific Control Measures

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Responsible Person: Signature: Date: / /

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**The contents of this assessment are to be discussed to all staff to ensure that they understand the procedures and are happy with the content.**

**Encourage staff participation and feedback into the content of this risk assessment.**

**The risk assessment should be reviewed regularly; at least every month or when/where significant change has occurred**

**Once staff have been trained on the control measures ask them to confirm that they understand and sign the training record to say they have been trained.**

Review: Signature: Date: / /

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