

COVID-19 Managing the risk when the sites are open and trading (Main risk assessment)

The following assessment looks at how the sites will potentially manage the risk of COVID-19 when they re-open. All government guidelines will be followed, but this assessment looks at potentially what may have to happen as currently this guidance is not available, as of 21st April 2020. The controls will look at all scenarios and try to rank them in order of impact, ease of implementation and cost

PEOPLE EXPOSED

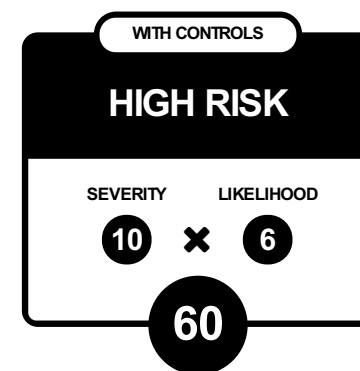
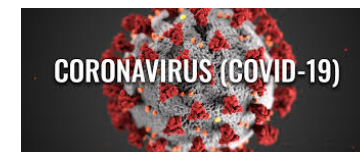
- 👤 Colleagues
- 👤 Contractors
- 👤 Visitors / Guests
- 👤 Members of the Public

HAZARDS

- ⚠️ **Spreading COVID-19 amongst staff**
By having no additional controls in place then the risks of someone bringing in the disease and spreading it further is possible
- ⚠️ **Spreading COVID-19 to the wider public community**
By having no controls in place this will allow COVID 19 to enter the premises and not be controlled to employees but will spread around the local community and possibly further. This uncontrolled hazard will potentially lead to civil and criminal investigation, claims and prosecutions.
- ⚠️ **Increased violence and aggression**
The public are not necessarily used to being told what to do in a pub environment. If restrictions are in place this may cause issues

CONTROL MEASURES

- **Excellent personal hygiene practices by all employees**
All staff members wash their hands at the beginning, during and after shifts. They are actively encouraged to clean their hands after every task completed. Contractors and visitors will be instructed to wash their hands on entrance to the site Customers will be reminded as well with clear sanitiser stations, visible and with posters and regular toilet checks Good personal hygiene practices should also be discussed for home life as well so that good personal hygiene is not just practised at work but at home too
- **Zoning of working environments**
To prevent the risk of cross over and not maintaining social distance, where possible working areas will be zoned. Only allowed to go in to other areas after hand washing and only if totally required. working practices will have to change, think about 1 person in 1 zone and training staff to stay in that zone and only come out for specific reasons



○ **Maintenance of social distancing (employees and customers)**

Where possible for all employees and customers the 2m social distancing should be implemented where possible. It is regarded by the WHO and the HSE that there may be necessity of some operations where this may not be possible and social utility will be allowed as it is a benefit to the wider majority. All government guidance will be followed when this is issued by the government. social distancing will mean a reduction in numbers of people within the site

○ **Maintenance of existing property equipment (Glass washers / Dishwashers/ Hot water)**

All glass washers, dishwashers and hot water to be maintained while the pubs are closed. All statutory inspections to continue. If faults are discovered then they are prioritised for repair.

○ **Reviewing menu and number of covers and also times the kitchen is open**

To maintain social distancing it may be necessary for every site to review the menu they offer, the number of covers and also specific times the kitchen will be open to offer food

○ **Reviewing the back bar**

Where possible sites should ensure back bars are installed in such a way that this limits the cross over of any zones for staff members. In newer sites this should be possible but it is recognised that not all sites will be able to do this. However all reasonable efforts should be made to complete this task when re-opening

○ **Seating layout**

All seating that is able to be moved needs to be positioned in such a way that there is social distancing. It is not expected that the sites tell people where to sit or in what groups as social utility will be allowed in this circumstance (unless there is clear government guidance on this). For fixed seating it may be worth closing off every other booth with signage and local enforcement. Both internal and external seating needs to be considered

○ **Hand sanitising stations**

All sites to have a hand sanitizer station located at all entrances. This with clear posters and signage encourages all types of customers, visitors to wash and sanitise their hands as they enter and leave the site. This potentially will be a WHO recommendation

○ **Clear process for operators if they suspect an employee has COVID-19 and checking if staff have symptoms**

Clear policy and training on what to do if a member of staff has COVID-19, either suspected at work or they ring in. 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 a customer friendly way, how the operator may deal with a member of the public whom they suspect may have COVID-19 Refer to the Policy for dealing with a suspected case

○ **Majority of payments to be taken by contactless method or via the Swifty app**

This will naturally increase as the public are getting used to paying this way. Cash should not be refused but with clear communication from staff at the point of entry we should be encouraging contactless or card payment only, Cash should not be refused as this may affect the older or vulnerable categories but the employee must wash or sanitise their hands after each cash transaction The Swifty app will also be deployed which allows people to be seated and order and pay from their seat This can be promoted before opening on social media and also on posters as you enter the site so customers are aware

○ **Training and changing ways of working**

Clear staff training needs to be provided for all members on COVID-19 and how to sensibly manage the risks. All staff need to have training on personal hygiene and as a company we may need to consider working practices. 1- When you pour a pint the person may place it on the bar, customer collects 2- The perfect pint and the positioning of the hands to prevent cross contamination is now very important 3- Food orders, order at the bar and the customer collects at an agreed point 4- Regular toilet checks to ensure tidy and soaps all filled up All training completed to be documented and signed for to show full understanding

○ **Perspex barriers at the tills**

To provide a physical barrier, agreed areas may have a perspex barrier, such as the till points. This will give better protection to employees when they are most likely to be in contact with the public

○ **Traffic flow and markings to maintain social distance**

To help the public maintain a social distance each site may consider a one way system and barriers to limit the numbers at the bar. This would only be implemented if government guidance recommended it as it will be difficult to enforce and manage. Ultimately this is one of the areas that social utility would apply as by enforcing, it may cause other issues

○ **Hand wash facilities at the bar**

The majority of sites will have hand wash basins at the bar area, to allow staff to wash their hands. This needs to be cleaned and maintained with soap available. If older bars do not have a specific basin then the first option should be to install one. Where this is not possible then sanitise wipes and frequent breaks to wash hands must be allowed. If a bar area does not have a facility and it a secondary bar it should be considered if this area is needed, therefore closed off. If the site has alternative procedures then this needs to be added as a specific control

○ **Paper towels in toilets**

There is some thought that air drying of hands is not the most hygienic way to deal with a disease like COVID-19.. However the key control is still washing hands. Switching off the air dryers and installing paper towels needs to be considered but the risks of cross contamination after washing hands is low, so this will be considered if government guidelines, stipulate it

○ **Adequate supply of all chemicals**

Supply chain to be checked to ensure soap, D10 chemical and sanitiser wipes are available and all other cleaning options are available

○ **PPE considerations- masks**

When all other control measures have been exhausted and in specific sites where there is no other way of controlling the risk, then PPE should be considered. In relation to face masks these should be of the surgical type and disposable one use. If the area they are to be worn in is not public facing then cloth masks (such as Bandannas could be considered. By purchasing face masks it needs to be considered that you may be restricting the supply chain for NHS and other care workers. Unless there is clear government guidelines masks should only be considered as a genuine last resort). They are available from Nisbets if required

○ **PPE consideration - Gloves**

When all other control measures have been exhausted and in specific sites where there is no other way of controlling the risk, then PPE should be considered. It needs to be clear that gloves DOES NOT replace the need for excellent personal hygiene and the washing of hands as the best control measure against COVID-19. By wearing gloves gives false security. If gloves are needed then the following should be used - 1-In the kitchen blue powder free vinyl gloves. They are food safe and easily detectable2- For cleaning purposes then latex gloves should be used. They are stronger and more reliable

○ **Over hand washing**

By more frequently hand washing you may be removing the healthy oils and also good bacteria that defends against disease. A person may also suffer from hand dermatitis, due to over washing. It may be worth exploring barrier creams for all sites but people whom suffer from this will already be aware of the condition and manage it themselves

○ **Violence and aggression risk assessment review**

If controls are required (such as social distancing) it is an unfortunate fact that the public do not necessarily like being told what to do and the affects of alcohol differ from person to person, so the likelihood of violence and aggression increases. All operators to refer to the violence and aggression risk assessment and review it to add in any additional control measures as required

○ **Fitness to work forms**

Fitness to work form to include signs of COVID-19. This new amended form to be uploaded on to the Compliance Centre and team members complete this before working again for the first time and also make it a requirement to notify you if they or household member are displaying symptoms.Each site should have a spare prob and this could be used as a guide, although a lot of factors need to be considered when reviewing the results. It is more important to ensure staff report symptoms, although checking temperature is an option if the employee allowsThe operator needs to be aware of any pre-existing conditions, anyone shielding in the family under medical grounds. It is important to regularly check on your staff, verbally check daily and weekly record that your staff are fit to work

○ **Minimising touch points**

Pub will have enhanced cleaning but consideration to be given to propping open doors that are not required so this minimises the need to touch them in the 1st place. Internal fire doors DO NOT apply and must be kept closed.

○ **Staff breaks at different times**

Staff to have breaks at different times so social distancing can be maintained