

Risk Assessment
The Swan
July 2020

Guidance

This document is a guide to assist you in completing your Risk Assessment for protection against Covid-19 in readiness for re-opening. This guide has been completed taking into consideration the Government Covid-19 Secure Guidelines as of 29th June 2020.

The business owner must complete a Risk Assessment with operational oversight to the specific premises, he/she is responsible for.

This document is to be fully reviewed by the business owner and the document amended specifically for the relevant premises following the most up to date Government Covid-19 Secure Guidelines when issued for Pubs if necessary.

Compliance checks are to be expected and will be carried out by enforcement bodies such as EHO (Environmental Health Officer). We suggest best practice is to share your site-specific risk assessment with your local EHO.

Government guidance states you should share the results of your risk assessment with your workforce. If possible, you should consider publishing the results on your website (government states they expect all employers with over 50 workers to do so, but there is not an expectation for a smaller workforce than this). You should display a notice in your workplace stating you have followed the government guidance "Staying Covid-19 Secure in 2020" which lists the Five steps to safer working together.

General Information

The Swan
35 - 37 high street
Cheltenham
GL501DX
01242243726

Business Owner: Affable Explorations

Opening Date: 06.07.2020

Opening Times:

Mon - Fri 4.30pm - 10.30pm

Sat - Sun 12.00pm - 10.30pm

**Risk Assessment
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The Swan

Risk assessment for protection against covid 19

Potential hazards: Infection and illness

1. Coronavirus infection is acquired by 2 principle routes - Whilst Coronavirus symptoms are often mild, it can cause acute illness & in some individuals death. Infection is acquired by 2 principle routes:

- A. Airborne droplets carrying the virus which have been exhaled by an infected person. The risk is greatest when a person is displaying symptoms, but not all infected persons have symptoms. Coughs & sneezes increase infection risk. The virus can enter another person via mouth, nostrils or eyes.
- B. Contamination of hands from touching a surface contaminated with virus particles (because an infected person has coughed or sneezed over it, or passed on the germs with their hands) & then touching your own face (mouth, nostrils, eyes) with your contaminated hands.

2. Protect yourself from infection in 2 principle ways - Assume everyone is infected:

- A. SAFE SOCIALISING - Social distancing – as far as possible, keep the minimum distance advocated by government from all other people. This will reduce risk that you inhale airborne virus particles from an infected person.
- B. WASH HANDS REGULARLY. Ensure all team members wash hands frequently & vigorously using soap and water for 20 seconds in which they have been trained. They should avoid touching their face. This should be monitored throughout & take teams to task when not employed. Regular reminders will help employees adopt this safe behaviour.

3. Looking after your team - Effective precautions must be employed which will significantly reduce transmission of the virus between people

- A. All team members must complete in house Coronavirus Training before returning to work & on recruitment. This will make them aware of the controls within this RA (Risk Assessment). No team members may work unless they have completed the training.
- B. Should a team member develop symptoms whilst at work, they should be sent home immediately to self-isolate.

4.Keep virus out of the building – The Virus will only enter the building with another human. Either because they are infected or carry the virus on their hands. It is unlikely to be on stock delivered to the pub/restaurant.

- A. Display a conspicuous sign that persons can read before entering the building, instructing persons with Covid-19 symptoms not to enter the building.
- B. Brief team members not to come to work if they have symptoms, or have had symptoms in last 7 days OR someone in their household has had symptoms in previous 14 days.
- C. Before each team member starts a shift, take their temperature. If above 37.8C, that individual must immediately return home & self-isolate.
- D. Erect hand hygiene stations at both customer & team member entrances, together with signage requiring all persons on entering the building sanitise their hands. Team members must wash hands thoroughly & in accordance with their training, on arrival at work.
- E. Unless travelling alone in a private vehicle, team members must not travel to work in their work clothing. They should change on arrival at work washing hands before & after changing. If changing clothes is impractical, e.g. due to lack of facilities, they should wear outer clothing over their workwear which can be removed on arrival.
- F. Team members must not work at more than one pub. Do not loan staff out to other pubs.

5.Contractors – You should instruct contractors to attend outside of trading hours when possible. If they are required to attend during trading hours, you should request they do the following:

- A. Make an appointment with the site management
- B. Call from car park/street on arrival so that access can be arranged, maintaining social distancing & coming into contact with minimum number of people.
- C. Wear a face covering mask whilst in the building.
- D. Beer deliveries will require access to cellar & then cellar vacated whilst stock is being delivered. Or alternatively social distance whilst delivery takes place. If possible, leave stock for 24hours or more before handling.
- E. Always wear disposable gloves or wash hands after handling newly delivered stock.

Risk Assessment control table: The following table is a checklist for your risk assessment. If you answer “no” for any item you should provide further information on what alternative actions you are able to take to mitigate the risk.

	Control to be implemented	Y	N	Alternative control if answer is no and compliance notes
1.0	CUSTOMER			
1.1	Customer encouraged to pre-book tables.		N	Outdoor open only, staff will manage entrance system
1.2	Walk-ins permitted if tables are available.	Y		Walk in only service
1.3	Vertical drinking will not be permitted, although customers may use high tops in bar area.	Y		Outdoor open only. No access to the bar area Drinks are collected from the collection point
1.4	Put tape on floor parallel to bar to ensure tables & chairs do not encroach within the safe social distance of anyone working behind the bar.		N	Outdoors only open. Chalk spray to be used where necessary Signage to be used where needed
1.5	Need to manage door during peak periods to ensure customers are not bunching inside the pub. Queuing at entrance or in car park might be necessary & social distancing may need to be encouraged via the door host.	Y		Staff will be employed as door monitors when needed Floor monitors will be working constantly to ensure social distancing rules are adhered to
1.6	Trade area must be set up to maintain social distancing, some tables & chairs removed or clearly marked as out of use.	Y		Site rules and signage prohibits movement of any furniture
1.7	A single customer entrance has been identified with a separate exit door to ensure one-way flow of customers. Signage makes this clear.		N	Outdoors only open One way system implemented at point of entrance and at collection and order points. Only one person allowed from each table to place orders

1.8	Alternative access point may be necessary for persons with impaired mobility. Ensure a plan is in place & team are aware of this.	Y		Rear access available if needed for impaired mobility customers
1.9	Customer toilets are managed for single entry or sufficient urinals, hand wash sinks & toilet cubicles are taken out of use to maintain social distancing.	Y		Toilets are now only to be accessed by one person at a time, new sanitisation points are installed
1.10	Pinch points where social distancing cannot be maintained have been identified & suitable precautions employed.	Y		Relevant signage has been implemented at pinch points and throughout the public accessed areas.
1.11	Acceptable cover provided for all seating to ensure social distancing rules are respected during periods of adverse weather.	Y		For the few tables not covered an indoor area will be opened up to provide socially distanced seating whilst customers finish their drinks in an allocated time period.

	Control to be implemented	Y	N	Alternative control if answer is no and compliance notes
2.0	TEAM			
2.1	Team members can stagger breaks & removed from customers or at least maintain social distancing.	Y		Public house interior will be for staff only
2.2	Team members have been allocated to specific shift teams. Switching between teams should not take place unless absolutely necessary and only with approval.	Y		
2.3	Team meetings may only be conducted remotely. Any necessary one to one meeting must observe social distancing.	Y		Where meetings are needed and cannot be conducted remotely, they will be held outside whilst observing social distancing.
2.4	All team members with a specific workstation. e.g. behind bar or in	Y		

	kitchen, must be set up so that each station is self-sufficient to avoid unnecessary moving around which may compromise social distancing. Staff may occasionally pass each other on the cook-line or behind the bar, but this should be avoided as much as possible. This may mean that only one person is working the bar or one person in the kitchen.			
2.5	Uniforms kept clean. Fresh work clothes to be used for every shift.	Y		

	Control to be implemented	Y	N	Alternative control if answer is no and compliance notes
3.0	BAR SET UP			
3.1	Where possible, all drinks will be served to customers seated at tables. Bar tenders should have their own workspace, including dedicated ice bucket, scoop, fruit & tongs. These together with any spirit bottles should be cleaned & sanitised at the end of each shift or on change over. If bar is large enough for 2 people, each space should be marked out with floor tape.		N	Outdoors open only Drinks collected from station Only disposable glassware to be used Bar person to implement relevant cleaning standards for all equipment at the start and end of every shift

	Control to be implemented	Y	N	Alternative control if answer is no and compliance notes
4.0	KITCHEN SET UP			
4.1	Social distancing must be maintained in the kitchen. If this is not possible, then only one person to work there. More preparation & cleaning time may be required outside of trading hours.	Y		

	Where more than one person working in kitchen, each must have their own workstation. Do not mark out sections with floor tape, this may become a trip hazard & will become a dirt trap. Ensure each member of kitchen team understands the boundaries of their workstation & that they have their own dedicated utensils, including temperature probe.			
4.2	Kitchen staff allocation of 2 max	Y		
4.3	Put utensils through wash machines between shifts.	Y		
4.4	Do not share pens when completing due diligence paperwork.	Y		
4.5	Disposable gloves should be worn for taking in food deliveries & then discarded once this task is complete. Remembering to wash hands after use. No handling of shared equipment Staff must wash up once delivery is received.	Y		
4.6	Do not allow delivery drivers to enter any service areas	Y		

	Control to be implemented	Y	N	Alternative control if answer is no and compliance notes
5.0	SANITISATION POINTS			
5.1	Should be installed FOH (front of house) and BOH (back of house).	Y		Points installed for staff internally to use on arrival
5.2	At customer & team member entrance.	Y		
5.3	Adjacent to working till, one for team & another for customers.	Y		

	Control to be implemented	Y	N	Alternative control if answer is no and compliance notes
6.0	REDUCE CONTACT			
6.1	Display signage encouraging customers to use contactless payment or on Order & Pay digital platform if available.	Y		Card only
6.2	Identify a single till where customers can order & pay for food. Put tape on floor to identify social distancing requirements.	Y		Chalk spray and signage to be used
6.3	Any operational tills must be protected with a plexiglass screen & hand sanitizing gel. The PDQ machine & printer should be on the customer side of the screen. If plexiglass screen not available, use face visors, or social distancing should be maintained throughout the transaction.	Y		
6.4	Any cash transactions should be through the gap in the screen or if no screen ask customer to place cash on the counter and step back following social distancing throughout the transaction (amend accordingly).		N	Card only
6.5	Customers will be expected to remain seated; food & drink will be taken to their table or if customers are being served drink at the bar social distancing must be observed.		N	Outdoor open only Food ordered through and app and collected at collection point Drinks collected from pick up point after payment as dispense service only
6.6	Team members will need to be FOH to deliver plated food & drinks to tables & to collect used crockery & glassware. In such circumstances social distancing cannot be maintained. Keep contact time with customers to		N	No food delivered by staff Food is collected in take away containers and disposable cutlery is provided.

	a minimum. Ensure adequate face masks/coverings are available should team members wish to wear them.			
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	Control to be implemented	Y	N	Alternative control if answer is no and compliance notes
7.0	TABLE SET UP			
7.1	Tables will be left empty between customers.	Y		
7.2	Cutlery & condiment sachets will be brought to table at same time food is served.		N	Disposable cutlery only No condiments are provided
7.3	Single use napkins only & disposable sauce sachets. No reusable bottles.	Y		
7.4	Clear, clean & sanitise tables & chair backs (where customers may have touched them) between each party of customers.	Y		
7.5	If necessary, return table & chairs to safe distance from others.	Y		Furniture to only be moved prior to opening
7.6	Use glass trays to collect empty glasses. Do not put fingers where customers mouths have been.		N	Disposable drinkware only Glasses can be purchased and kept by customers and will not be handled by staff No drink top ups will be allowed in purchased glassware
7.7	Always wash hands after clearing tables & glassware.	Y		
7.8	A pedal bin with close fitting lid, must be provided for staff to dispose of face masks & disposable gloves.	Y		

	Control to be implemented	Y	N	Alternative control if answer is no and compliance notes
8.0	CLEANING MONITOR			
8.1	Touching of some surfaces is unavoidable. Frequent cleaning with suitable sanitizer will kill the virus if it is on the surface	Y		Sanitation points will be available at all times for staff and for customers
8.2	Use your nominated cleaning sanitiser.	Y		
8.3	Increase frequency of cleaning of all surfaces that are frequently touched. These include door push plates & handles, till buttons, card machines & office keypads, toilet handles & all taps, hand dryers, tables, chairs & AWP machines. During busy periods a dedicated person allocated to this task will increase customer confidence.	Y		Cleaning schedules will be implemented to ensure constant cleaning standards

	Control to be implemented	Y	N	Alternative control if answer is no and compliance notes
9.0	TRACK AND TRACE			
9.1	Track and trace procedure to be implemented and maintained. Track and trace data to be held for 21 days and available on request by authorities.	Y		A track and trace phone number will be available to text on entrance to the sight to provide track and trace information.

I declare this business is compliant with Covid-19 Secure guidelines & can safely trade and I have reviewed the Risk Assessment with each member of my team as outlined below.

PRINT NAME		SIGNATURE	
DATE		JOB TITLE	