

**Golden Age Operations Ltd 59 Kynaston Road N16 0EB**

**Title : Coronavirus – Risk assessment**

**People involved in making this assessment : Paul Easterbrook/Dominic Townsend General Manager & Assistant GM**

**Task/ Process : Risk of infection from COVID-19, People at Risk : Employees, Contractors, Members of the Public**

### **1. Hazard : Food & Drink Preparation Areas**

Control Measures:

1. Employees instructed to ensure that good hygiene standards must be maintained when food or drinks are being prepared.
2. Ensure that when spills of food or liquids occur, they must ensure that the work surfaces are left in a clean and sanitised condition.
3. Employees reminded to keep your hands out of food and waste bins or receptacles as they may contain contaminated products, food or tissues.
4. Wash crockery and cutlery after each use before putting them away.
5. Single use paper tissues rolls are provided within kitchen areas and to be disposed of correctly in waste bins provided.
6. Dishwashers used to thoroughly clean crockery and cutlery.
7. Kitchen areas will be marked with signage or tape to allow for social distancing. Only Minimum No. of staff authorised to enter kitchen areas and to follow food safety hygiene procedures already in place.
8. Teams are to implement staggered breaks to reduce staff contact within confined spaces.
9. Employees to make their own hot or cold drinks during the working day.
10. All chefs overalls and cloths used in food preparation are to be washed daily at 60 degrees.
11. Kitchen staff to not travel to work in their overalls and leave on site to be washed after each shift.
12. Food menu to be reduced from normal operations so staff numbers required can be limited.

**2. Hazard : Communal areas/facilities. etc. Risk of cross contamination from equipment, surfaces etc. that may have been touched or otherwise contaminated by coronavirus and create a risk to health.**

Control Measures:

1. Employees are required to ensure that coats, scarfs and other outdoor items are stored separately (where possible) within coat cupboards avoiding contact with other people's personal items.
2. Employees instructed to clean their hands after using the toilet, by washing their hands with soap and water for at least 20 seconds.
3. Supplies of soap and sanitising agents are provided and regularly topped-up at all hand washing stations. NHS, Public Health and hand washing advice posters displayed.
4. Cleaning services: Toilets and communal areas, along with workspaces, are cleaned more frequently than before and the cleaning routine is to a higher specification. Cleaners to identify all 'Touchpoints' in the premises and clean these regularly, such as door handles.
5. Limited numbers allowed in shared spaces with staff instructed to wait before storing personnel belongings.
6. All equipment used by customers in the bar area should be subject to increased cleaning and taken out of use if possible. IE: dart board should be stopped to avoid spread of infection at contact points.

**3. Hazard : Workstations, telephone and equipment with direct contact.**

Control Measures:

1. Employees are advised to ensure that their workstations, IT and telephony equipment, such as Tills, keyboards, screens, phones and headsets are cleaned and sanitised on a regular basis throughout the working day. Suitable wipes and cleaners that do not damage equipment will be provided.
2. Employees instructed that they should not use each other's IT equipment, to prevent accidental cross-contamination.
3. Bar Tills, bar phones and any other IT equipment is cleaned at the end of each working day by the cleaning staff.
4. Employees advised not to share phones handsets and personal mobile phones with others to prevent accidental cross contamination.
5. Employees not in front of house roles are not to share their workstations.

**4. Hazard : Tills & Bars as a communal surface areas likely to be used by multiple staff.**

Control Measures:

1. The site is accepting contactless forms of payment where possible.

2. Measures put in place between customers and staff to prevent cross contamination at payment stations where 2m distance cannot be maintained, such as sneeze guards.
3. Frequent Cleaning of serving bars, tables, door handles, bar pumps, fridge doors, card terminals and other high contact items, sanitizer spray and disposable tissue to be available at every possible active site.
4. Staff shall keep 2m apart on the serving bar and till, where possible. Floor to be marked to allow easy recognition of 2m social distance on each side of the bar.
5. Systems have been put in place to protect staff who cannot keep 2m apart, staff do not work facing towards each other.
6. Markings placed on floor to highlight safe distances.
7. Separate sections of the serving bar identified for taking orders and for delivering drinks orders. Customers will receive table service only until this is reassessed after the opening weekend.
8. If/when serving at the bar, staff are instructed to place the drink on the bar and step back so the customer can safely receive the product.

**5. Hazard : Cleaning and hygiene Inadequate cleaning & hygiene standards pose a risk of spreading infection by way of cross-contamination from surfaces contaminated with the coronavirus.**

Control Measures:

1. Cleaning regimes have significantly increased and the frequency of cleaning of hard surfaces (floors, handrails, door handles, passenger lifts, building equipment buttons, switches, etc). Cleaning staff resource has been increased in line with the increased cleaning regimes.
2. Suitable cleaning products to be in place for day staff and cleaning staff.
3. Sufficient hot water, liquid soap, disposable towels and hand sanitiser dispensers are provided throughout the building.
4. Employees are required to report anything contaminated or spilt that requires cleaning.
5. All dishwashing equipment and glass washing equipment set to wash at 60 degrees celsius to kill virus.

**6. Hazard : First Aid Provision.**

Control Measures:.

1. Additional first aid equipment provided in first aid boxes to reduce risk to first aiders. CPR shields and disposable masks and gloves are now provided.

**7. Hazard : Close contact Employees working on the premises.**

Control Measures:

1. Employees instructed to avoid close face-to-face contact or touching other employees, visitors, etc. and follow the 2m social distancing rule.
2. Physical contact, such as handshakes, hugs, to be avoided.

3. Directional signage will be in place on common and floor areas to allow for social distancing.
4. Controls on access, one door to enter and one to exit the premises to limit contact points.
5. Where possible, kitchen areas to be designated to one member of staff, hazard tape to be laid for specified areas.
6. Contractors to sites will be managed and controlled by the General Manager Only. Contractors only allowed on site for essential maintenance.

**8. Hazard : Transfer of coronavirus through cross contamination after contact with waste (accidental or otherwise).**

Control Measures:

1. Waste bins are provided at serving areas, workstations, at cleaning stations throughout the public house and within staff kitchen areas where possible in relation to the vicinity of customers.
2. Employees instructed that disposable tissues should be used when coughing and or sneezing and put directly into a waste bin, and hands to be washed with soap and water for 20 seconds.
3. All waste bins and receptacles are carefully and safely emptied daily by the cleaning staff.
4. Employees are required to have consideration for cleaning staff with regards to discarded tissues, to prevent cleaning staff being accidentally contaminated.

**9. Hazard : Employed staff who are not fully aware and understanding of the procedures and arrangements we have put in place to work within government guidelines.**

Control Measures:

1. Employees can raise any concerns with their line manager.
2. Health & Safety communications available to all employees.
3. Employees have support of management teams on site.
4. Communication warning posters displayed throughout all premises to warn of threat of Coronavirus. Posters on display outside instructing persons with Symptoms of Coronavirus not to enter.
5. Every member of staff has been fully briefed to ensure that that they are aware of the hazards and risks and understand the rules and procedures we have put in place.
6. Specific procedures and measures to reduce the risk of spreading Coronavirus have been prepared. These are based on NHS, Public Health and Government guidance and instruction. They are updated to reflect any changes in the official advice and guidance.
7. All staff have access to this risk assessment and any other company procedures relating to COVID-19.
8. Staff are instructed not to handle any items not authorised to do so.

9. Management will monitor all updates on Government guidance regarding Covid-19 regarding testing, tracking and tracing and to action accordingly.

10. Staff are to have temperature taken before each shift starts, if over 37.8C that individual must immediately return home & follow UKGOV guidance and report to NHS 111 service.

9. All equipment used by customers in the bar area should be subject to increased cleaning and taken out of use if possible. IE: dart board should be stopped to avoid spread of infection at contact points.

**10. Hazard : Vulnerable employees with underlying conditions, which make said employee more vulnerable to the virus.**

Control Measures:

1. In accordance with Govt guidelines employees who are in the vulnerable and high risk categories will work from home where possible or remain on furlough.

2. Employees with family members in high risk categories have been instructed to inform their management team.

**11. Hazard : Personal hygiene, Poor personal hygiene standards pose a risk of infection.**

Control Measures:

1. The importance of good personal hygiene has been explained to all employees. Particularly the need for regular thorough hand washing and the avoidance of touching eyes, nose or mouth, if their hands are not clean.

2. Alcohol based sanitisers are in place and staff are reminded not to touch the face or eyes until the sanitiser has dried, reducing the risk of irritation.

3. If alcohol gel comes into contact with eyes then employees are to (remove glasses or contact lenses if worn) and rinse eyes with water for several minutes, then seek first aid assistance.

4. If eye irritation persists then employees to seek medical advice or assistance.

5. Employees with a diagnosed skin condition are advise not to use the alcohol hand sanitizer as this may exacerbate their condition, but to use soap and water for 20 seconds.

6. Alcohol gel hand sanitizer spillages are to be cleaned up immediately with water and area dried off.

11. Employees instructed to clean their hands frequently, using alcohol-based hand sanitisers or to wash their hands with soap and water for at least 20 seconds.

**12. Hazard : Managing Customers Increased risk of transmission of COVID-19 by a high volume of customers.**

Control Measures:

1. The total number of customers who can be inside the site safely at any time are: 103
2. Customers are to only enter alone normally and not arrange to meet anyone else outside your household. You may enter accompanied only by members of their own household or their shared household.
3. Social distancing measures in place around the bar, floor marked to indicate this.
4. Entrances to the bar are clearly sign posted with the bars social distancing measures in place.
6. Customers who have children with them are reminded that they are responsible for supervising them and ensuring they follow social distancing guidelines.
7. External areas are used for safely queueing to get inside bar. This must be managed by staff to ensure social distancing of 2m is maintained.
8. Hygiene stations installed at the entrance, exit and throughout the bar for customers to use.
9. Staff to remove all food condiments from tables and only issue wrapped sauces and seasoning sachets upon request from behind the bar.
10. Staff to not leave clean cutlery on tables and only to issue it with any food served.
11. All stools and chairs to be removed from the serving bar area and a table service system implemented throughout the venue.
12. Only designated serving areas at the bar demarked on the floor where 1 person can stand and take their drinks order. Drinks to be placed on bar then staff to stand back to allow customer to take drinks whilst maintained social distance.
13. Beer gardens and any outside areas must be regularly patrolled by staff to ensure large groups do not gather, groups must be ask to break up or leave.
14. Table service to be in place for food orders, staff provided with Face Masks and gloves to be worn when serving customers as 2m social distance cannot be continuously maintained.

**13. Hazard : Cold / Infections There is a risk that any cold and or infection could be consistent with COVID-19 symptoms and there is a risk that accidental cross infection could be transmitted to other persons.**

Control Measures:

1. Where symptoms of a cold/infection starts at work employees are required to notify their management team immediately. Decisions to refrain from working will be made accordingly where there is a potential risk.
2. Employees who have a family member who have tested positive for corona Virus or have symptoms are not to return to work and inform their line manager.
3. Employees are advised to isolate in accordance with Government guidelines.

**14. Hazard : Handling goods.**

Control Measures:

1. Staff collecting empty glasses from tables must follow hygiene routines by washing hands thoroughly for 20 seconds before and after carrying out the task.
2. Food should be delivered to the serving area by the designated member of staff as per the daily rota. Once finished eating, food waste, plates and cutlery taken to serving area to be removed by staff. Handwashing regime to be carried out after every action.

**15. Hazard : Inbound & Outbound Deliveries Spreading of pathogens either by person to person contact (Staff and delivery drivers) or by touching contaminated stock.**

Control Measures:

1. One member of the team to be designated with stock refill etc, as per the daily rota.
2. Over ordering where possible, to reduce the frequency of deliveries.
3. Cleaning procedure for goods entering and exiting the premises are in place, washing hands before and after handling products, receptacles re boxes etc to be disposed of immediately and hands to be washed for 20 seconds.
4. Stock arriving on-site is to be thoroughly cleaned and sanitised before being put on display and after service each night.
5. Electronic documentation used where possible.
6. All suppliers and contractors used by the business are subject to health and safety monitoring where policies and safe systems of work and risk assessments will be requested before they can commence any work on our sites.

**Review Date : 26.06.20**

**Reviewer : Paul Easterbrook**