

Risk	Suggested Controls	Controls
<p>Preventing the virus from entering the business</p>	<ul style="list-style-type: none"> • Return to work interviews by phone to identify employees who should not return i.e. the high-risk shielding group and those who live with them. • Ongoing Personal Risk Assessments for new and expectant mothers and those who are at increased risk of severe illness from COVID-19. Reasonable adjustments must be made, and they must take extra care in observing social distancing whilst at work. • Staff must not come to work if they have the COVID-19 symptoms and must self-isolate for 7 days or if someone they live with has the symptoms (14 days self-isolation). • If they develop symptoms whilst at work, they must inform their manager and go directly home, apply for an NHS test and self-isolate for 7 days. • Uniforms and work clothes must freshly laundered and not be worn on public transport. If public transport is used, staff must change into their work clothes on arrival. • Measures will be put in place to ensure that customers are as far as reasonably practicable free from COVID-19 before entering the business including: <ul style="list-style-type: none"> ○ A notice should be displayed requesting that customers do not enter if they have symptoms of COVID-19. ○ Hand sanitiser placed at entrances with a notice to encourage customers to use them before entering. • All contractors and visitors must abide the rules of personal hygiene and social distancing whilst on the premises. A signing in record is required. • Social distancing controls to be observed when taking in deliveries of food and drink. • As far as possible, staff must not cover shifts in other pubs to restrict the number of colleagues interacting with each other. 	<p>Staff to complete return to work form prior to returning to work.</p> <p>As above & initial staff training</p> <p>As above & initial staff training</p> <p>As above & initial staff training (Team have details of how to apply for NHS test)</p> <p>Initial staff training and ongoing communication List staff that use public transport and look for alternative method of getting to and from work</p> <p>Notice displayed and front door Communication on our Facebook page</p> <p>Hand sanitiser at front door</p> <p>Poster on kitchen door regarding rules. One person to accept deliveries both food and wet to ensure rules are observed</p> <p>One person to work behind bar at a time</p>

	<ul style="list-style-type: none"> • Every reasonable effort must be made to comply with the social distancing guidelines set out by the government. (2m or 1m with risk mitigation where 2m is not viable) • Where the social distancing guidelines cannot be followed in full in relation to a particular activity, all mitigating actions possible will be taken to reduce the risk of transmission between staff, customers, contractors, suppliers, and visitors by: <ul style="list-style-type: none"> ○ Increasing the frequency of hand washing and surface cleaning, ○ Keeping the activity time involved as short as possible, ○ Providing screens between seating and at till order points where appropriate ○ Using back to back or side to side working rather than face to face whenever possible • Where staff live in the same household, social distancing will not be needed e.g. in kitchens or behind the bar. You should communicate this to your customers to avoid any concerns. • The social distancing measures will apply to all parts of the business, not just where staff usually work, but also entrances and exits, changing areas and team rest areas, smoking areas etc. • A 'one person only rule' for small spaces will be applied as appropriate to the back office, team rest room, stock rooms, changing rooms, walk in fridges and freezers etc. • As far as possible the sharing of equipment will be avoided. Where equipment needs to be shared it must be wiped down with sanitiser on a clean cloth before and after each use. 	<p>Table service to stop customers coming to bar. Customers will be seated at all times within the pub.</p> <p>Hand sanitiser behind the bar. Staff training to stress importance of hand washing. Timer on mobile phone set to 30 minutes to remind all team to wash hands All seats are at least 1m apart</p> <p>Briefed at initial team meeting – but no team members live in same household</p> <p>Stress at initial team briefing and posters around the business</p> <p>Posters on stock room and cellar door to stress only one person at once</p> <p>Sanitiser behind the bar and wipes to clean till, PDQ etc.</p>
	<ul style="list-style-type: none"> • Tables both inside and outside should be identified as those that can and cannot be used to maintain social distancing. Tables outside should be moved to provide the required distance between guests. Additional table chairs can be provided in function rooms, gardens and car parks and pavements may be 	<p>Tables have been moved to 1m apart – check daily. have extended our outside space available for customers.</p> <p>Tables that cannot be moved will have posters (out of order signs) on these tables and not allow people to sit on them, we will use these to deliver food and drinks.</p>

	<p>used if licensing rules permit. The maximum number of customers for inside can then be calculated.</p> <ul style="list-style-type: none"> • Tables out of use will have a sign to say that they are out of use. These tables may be used as delivery points for food and drink and collection points for empty glasses, used crockery and cutlery. • Where possible making use of available doors, plan a one-way system for entry and exit and where possible a separate route of entry to use toilets. Plan where customers will safely queue with the objective of limiting queueing inside. Signs should be used to help customers to understand where to queue and navigate the one-way system. • During busy times, a host/greeter will be required to control entry when capacity is reached. Chalk lines should be marked outside to manage social distancing for customer queueing to enter. • All indoor customers must be seated. Customers outside may sit at tables, chairs and benches or stand in appropriately space standing room. • In the event of adverse weather, customers outside will not be permitted to seek shelter indoors when capacity is reached. • Floor markings must be placed at till order points so that customers know where to stand to keep the required distance from the staff taking orders. Customers will not be permitted to stand at the bar once they have been served. 	<p>One-way system in place; using the doors to the beer garden as 'out' door and the front door as the main 'in' door (with hand sanitiser available at both)</p> <p>We will operate a table-service only policy and customers will be asked to take a seat as soon as they enter the premises.</p> <p>Posters on external doors to beer garden explaining that during bad weather customers may not be able to come back in due to capacity numbers.</p> <p>Done – as above, table service only</p>
	<ul style="list-style-type: none"> • Table service orders should be taken where possible. ☒ • Toilets – notices should be provided requesting that customer respect social distancing whilst using the facilities. ☒ • Where the facility is available, customers should be invited to book in advance so capacity can be managed and staggered. • No menus, cutlery and condiments will be provided on tables. Disposable menus or chalk boards should be used. Condiments will be provided in sachets/rip pots or ramekins. • Self-service should not be permitted e.g. buffets, salad bars, carvery, vegetables etc. 	<p>We have fitted a lock to the 'outer' door to the toilet to ensure only one person goes in at once. Poster on the door to reinforce this</p> <p>Done</p> <p>Done</p> <p>No self-service is offered.</p>

	<ul style="list-style-type: none"> • Contactless payment should be encouraged. • No live performance of music, comedy, drama, DJ sets, karaoke, dancing is currently permitted. Background music and TV sport must be on a low volume so that normal conversation is possible without raising the voice. Customers must be discouraged from singing, shouting, or chanting to mitigate against the risk of aerosol transmission. • Manager should check daily before the team arrive for work that hand washing facilities are available and adequately supplied and supplies of disposable cleaning cloths, blue roll and sanitiser spray is made up and ready for both Front of House and Kitchen. • As the team come on shift the manager should confirm their health status, correct clean uniform is worn and the team have been briefed on the social distancing measures, enhanced hand washing and cleaning duties. • An enhanced cleaning regime should be implemented. Including sanitising tables, chairs, and highchairs each time they are turned and a regular wipe down of hand contact, surfaces behind the bar, front of house, toilets, and kitchen areas. • Non fire doors to be wedged open to reduce touchpoints. • Air circulation front of house will be maximised by opening windows and doors to provide ventilation where possible. • The size of bar will determine how many staff can work safely in the space and observe social distancing. Staff must step back to allow customers to make payments and pick up drinks. • Bars must set up so that each bar tender can have their own workspace to meet the social distancing requirement. Glassware and fridges need to be stocked so that staff do not need to cross over each other. • In small kitchens a limited menu should be designed that will allow the cookline will be a single person operation. • In larger kitchens the cookline will be likely be limited to a two-person operation. A 'starting chef' who will complete the majority 	<p>Contactless payment is set-up along with an ordering app. Areas cleaned on 30-minute cycle. Stools removed at bar to stop customers sitting. No live music etc booked or planned TV volume set to low and only manager has the control</p> <p>We have adjusted our pre-opening checklist to include this</p> <p>Management will do this to make sure all staff members are briefed</p> <p>Using our 30-minute timer we will clean behind the bar and wash hands. Tables, chairs etc will be cleaned with sanitising spray after each customer leaves</p> <p>Done</p> <p>Included in pre-opening checklist</p> <p>See above, one member of staff behind the bar only.</p> <p>No possible, bar too small. So, see above, one person behind the bar at any time.</p> <p>Menu reduced to allow one person to cook all menu items solo.</p>
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	<p>of the cooking and a 'finishing chef' who will do final plating, starters, and desserts. Cross overs must be minimised e.g. for hand washing and where necessary completed back to back.</p> <ul style="list-style-type: none"> • Access to kitchens to be minimised to as few people as possible. In most kitchens this will be restricted to a single front of house staff member at a time. In/Outdoors to be used where provided. • Contact at the pass and pot wash area to be minimised by the kitchen staff stepping away to allow the front of house staff to pick up food orders or drop off dirty plates etc. • Ensure staff know and understand how to manage a situation when customers fail to follow the processes put in to place to protect people's safety. If a customer's actions put another customer or staff at risk this should be referred to the manager and dealt with using conflict management and the right to refuse service. • Back office equipment will be shared by the smallest number of staff as possible. Keyboard, mouse, door handles, safe etc. should all be sanitised before each use. • 	<p>One staff behind the bar and one staff to take food from the kitchen. We cannot have an in/outdoor. But cook will put food under heat lamps and then call for staff, then move away from the pass.</p> <p>One staff in kitchen will manage limited menu and washing up. Waiting on staff (1) will leave dirty dishes at the sink (away from chef) Initial staff meeting – staff to inform management of any customers not following rules. Warning by management to customer, repeat offenders will be asked to leave.</p> <p>Reduced access to back office by front of house staff members. Access by admin/ management only</p>
Test and trace	<ul style="list-style-type: none"> • To assist NHS Test and Trace we will keep records of staff rota information for 21 days, contractors and visitor visits and participate with the Government designed system for collecting and keeping temporary records of customers for the required period. 	<p>We are waiting for confirmation from the Government on the detail of this. As a failsafe we will ask customers for their name and address when we take their first order at table.</p>