



**Euro-Pacific
Partnerships Ltd**
Living Brand Safety

Hand and Flowers

Coronavirus / Covid-19 Risk Assessment (v3)

Name of Location	Hand and Flowers
Name of Manager	Lourdes Dooley
Date of Initial Assessment	24/06/20

Covid-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal.

This is our **Risk Assessment** for dealing with the current Covid-19 situation.

The first step is to look at the Operational Flow instruction and create a plan of the site including pinch points, this will be used to support the social* distancing specific controls.

**Social distancing is thereafter referred to as 'Physical Distancing'*

Upon receipt of this document, Management will review the controls required (Column A) and add additional controls to enable the hazard identified to be controlled on an ongoing basis (Column B). There may be some controls in Column B already, if these are not relevant then please delete them. DO NOT delete any controls in Column A as they represented controls which must be addressed. You can enter how this will be done in Column B

The risk assessment will be signed and dated by the Manager and will be reviewed by EPP and the manager when guidance changes, when the manager changes or after any incident which indicates the necessity to review this document.

All staff will be trained in the contents of this risk assessment and attend an online COVID course

Details of training and signatures of trainees will be recorded.

Details of review of the risk assessment will be recorded.

Training will take place prior to the pub reopening and any subsequent new starters will be fully trained in this information prior to commencing work
It is recognized that as the understanding of COVID-19 develops revision of this document will be necessary to incorporate appropriate controls.

All staff in all roles must have a telephone interview before returning to work to determine they are fit to return to work. Use the Employee Daily Return to Work Questionnaire and record and retain the information.

Any questions regarding this document can be directed to :

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What is the hazard: Spread of Covid-19 Coronavirus

Who might be harmed: Staff, Guests, Visitors to the premises, Cleaners, Contractors, Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions, anyone else who physically comes in contact with us in relation to our business

General Controls Required (A)	Additional Controls which you can add to based on specific site (B) Delete comments in this column as required and add comments as to how you will manage the controls in column A	Action by who?	Action when? by	Date Completed
<p>Hand Washing Hand washing facilities with soap and water in place.</p> <p>Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace.</p> <p>Staff will be required to wash their hands</p> <ul style="list-style-type: none"> • On arrival at work • Before starting work • Between serving guests • Whenever they enter the kitchen • Whenever they re-enter the workplace 	<p>Wash hand basins are in the bar area and the corridor by the restaurant with an additional one in the relay area.</p> <p>Encourage staff to report any problems and carry out skin checks as part of a skin surveillance programme https://www.hse.gov.uk/skin/professional/health-surveillance.htm</p> <p>To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice – https://www.gov.uk/coronavirus?qclid=EAlalQobChMI0df2mt2w6QIVQbTtCh3RAwzkEAAYASAAEgK2i_D_BwE</p> <p>Posters, leaflets and other materials are available for display.</p>			

<ul style="list-style-type: none"> If hand washing facilities are not in place to allow this then appropriate hand sanitiser will be used instead. <p>This is in addition to normal food safety hand washing practices as per food safety management system</p> <p>Stringent hand washing taking place and supervision by management.</p> <p>See hand washing guidance.</p> <ul style="list-style-type: none"> https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/ <p>To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice –</p> <p>https://www.gov.uk/coronavirus?gclid=EAlaIQobChMI0df2mt2w6QIVQbTtCh3RAwzkEAAAYASAAEgK2i D BwE</p> <p>Gel sanitisers (minimum 60% alcohol) in any areas where washing facilities not readily available</p> <p>Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed.</p> <p>Should staff member make any physical contact with guests, they should wash their hands immediately</p>	<p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Staff encouraged to protect the skin by applying emollient cream regularly</p> <p>Sanitiser is available in touch free dispensers at staff entrance and for staff and guests - outside toilets and inside front of restaurant. There is an additional touch dispenser on the way to the staff entrance.</p>			
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Cleaning

Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, tills, payment machines, office equipment, toilet flushers and taps using appropriate cleaning products and methods.

Appropriate cleaning products and sanitiser to be used which is based on hydrogen peroxide, peracetic acid or sodium hypochlorite (World Health Organisation – WHO and Society of Food Hygiene Technologists - SOFHT) and are solutions containing greater than 60% alcohol

Generic products are: -

-Alcohol Based – available as a ready to use solution or a pre-impregnated wipe based on 70% Propyl alcohols. The product should have verified viricidal efficacy under BS EN 14476

-Peracetic Acid Based (foaming) – an OPC Peracetic Acid disinfectant containing at least 250 ppm PAA at 1% v/v

-Peracetic Acid – 5 and 15% w/w respectively Peracetic Acid disinfectant concentrates suitable for CIP.

The products have verified viricidal efficacy under BS EN 14476

-Sodium Hypochlorite - solutions of Sodium Hypochlorite, typically 14 – 15% delivering 1,000 PPM free Chlorine

The company will purchase appropriate cleaning solutions based on the above World Health Organisation recommendation and compliant with BS EN 14476

Office equipment and similar equipment touch points wiped with sanitizer wipes before and after use

Sanitise desk telephones at beginning and end of each working day

In the kitchen sanitise the tap handles, fridge/ freezer/ oven/ rational/ blast chiller handle, equipment handles e.g. fryer

We will be using disposable paper towels within the guest toilets.

Bins in the kitchen are toilets are open, so no hand contact involved..

During working hours there will be a member of staff dedicated to cleaning touch points in the bar/ restaurant areas to include, door handles, rails, toilet door handles, flushers, switches, chairs and tables after guests leave

Every 20 minutes toilet touch surfaces and other public touch areas will be cleaned with an appropriate anti-viral sanitiser including:

- Front door handle
- Toilet handle
- Toilet flush
- Toilet taps
- Phone
- Screens

PDQ machine.

We use a timer to make sure we manage this time accurately

Personal bottle of sanitiser given to each table by the host and explained this is for them to use while in the restaurant.

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<p>Safety Data sheets and COSHH Risk assessments to be provided for new chemicals</p> <p>Entire table top / edges and chairs are wiped down with sanitiser after each guest leaves before the table is ready for the next guests</p> <p>Toilet taps and flusher to be sanitised before and after use</p> <p>Wipe down payment machine before and after use in front of guest using sanitiser wipes</p> <p>All staff to be trained in safe use of cleaning chemicals especially in relation to COVID-19 . This includes awareness of contact times for sanitiser.</p> <p>All staff to be made aware of any sanitiser contact time and to ensure that this time is adhered to , to allow the chemical to work</p> <p>Cleaning schedules to be fully reviewed to encompass COVID-19 controls</p> <p>With respect to washing of dishes, crockery, utensils , glasses etc, the rinse cycle or water must exceed 60°C</p> <p>Clothes, sponges etc should be changed daily and any tea towels or oven cloths used must be washed at least daily in temperatures above 60°C</p>				
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<p><u>Staff Uniforms</u> Staff uniforms to be washed at temperatures above 60°C Staff to change into work uniforms at work and not travel home wearing them Staff not to share uniforms including hats</p>	<p>Staff have a dedicated changing room with space to get changed and put their 'gym' bag containing their uniforms. A shoe bag will also be requested.</p>			
<p><u>Visitors e.g. contractors/ enforcement</u></p> <p>Visitors are not permitted until further notice with the exception being deliveries, post and essential tradespeople to repair faulty services e.g. water, heating, electricity.</p> <p>Assessment of work required and how tradesperson will work to be carried out prior to entry and shared with the tradesperson.</p> <p>Distancing of 2 metres to be maintained at all times when dealing with visitors</p> <p>Where work is being carried out in the building by a tradesperson, it is done outside working hours/ opening hours or staff are relocated to another part of the building and 2 metre gap maintained.</p>	<p>These will be sent out in advance to visitors / contractors when a visit is planned within 24 hours of the visit. Upon arrival it will be clarified that nothing has changed</p> <p>Visitors health questionnaires have all been revised to incorporate COVID-19. These will be reviewed by the Inline Manager before the visitor is allowed access to the building.</p> <p>Visitors questionnaires will provide the temporary record of visitors to support the NHS Test and Trace which we will retain for 21 days and will not be using this for marketing purposes</p>			
<p><u>Operational Flow</u></p> <p>Plan of inside / public area / outside area (H&F) documented to identify potential 'pinch points' and specific controls to cover these areas documented and trained to staff</p> <p>This plan to be reviewed at least fortnightly or when advice regarding COVID-19 changes.</p>	<p>Potential pinch points identified are:</p> <ul style="list-style-type: none"> * Door way at entrance * Toilet area – advise against queuing when they arrive and ask server to let you know when it is free * Entrance and corridors 			

Physical Distancing Generally

Reducing the number of persons in any work area to comply with the 1-metre gap

Redesigning processes to ensure physical distancing in place.

Conference calls to be used instead of face to face meetings.

Ensuring sufficient rest breaks for staff are staggered to reduce contact.

Physical distancing also to be adhered to in kitchen area and smoking area.

Staff to be reminded on a daily basis of the importance of Physical distancing both in the workplace and outside of it.

Management checks to ensure this is adhered to.

Tables to be arranged with a 1 metre circumference around the table at all times

Physical Distancing – Guest and Staff

Usable guest area measured to identify maximum capacity when 1 metre distancing is applied, and tables are laid out accordingly and 2 metres when 1 metre is not possible

The host will monitor the number of guests to ensure they do not exceed the Covid Capacity. Physical distancing policies are in place and executed at all times.

Review work schedules and rosters including start & finish times/shift patterns, working from home

The quest area of our business is 112 m2
Allowing for tables and chairs and radius of 2 metres between chairs, our maximum COVID CAPACITY is 56 covers

Bar is not in use and any chairs are removed

All consumption of meals and drinks to take place at tables only.

Screens have been provided to put between tables where the 1m gap is not possible. Screens are sanitised when guests depart the table before the next guests arrive

<p>etc. to reduce number of workers on site at any one time. Also relocating workers to other tasks.</p> <p>Staff start times will be staggered to allow for clocking in and changing so they avoid contact with other staff in the change room</p> <p>Review of the number of people who can use the office space and staff facilities/ areas and maintain the 1 metre distancing – due to space limitations only one person in the office at a time</p> <p>Numbers of staff and guests in the building to be reviewed to ensure numbers of staff attending the office does not exceed safe distancing practicalities</p>	<p>All guests must book in advance for their meals.</p> <p>We will limit group bookings to 30 people</p> <p>Guests are made aware at booking that there are limits on gatherings booking is limited to members of any two households or a group at most of six people from any number of households</p> <p>Should guests arrive early, they host will direct them to physically distanced seating in the marquee outside and ask if they would like a refreshment while they wait. The host will then go to the guests to advise them their table is ready. Guests are advised to arrive on time rather than early.</p>			
<p><u>Physical Distancing – Guest arrival and departure</u></p> <p>The Host on duty at front of house to greet guests and advise them of the safe system of work regarding, seating, ordering, payment, one way system, Physical distancing, and where the toilets are and how to use the safe system of locking the door.</p> <p>The Host will escort the guests to the table</p> <p>Courtyard area is not in use and the gate will be closed and secured</p> <p>Clear route for guests to follow after they have finished their meal and a separate exit</p>	<p>Online reservation system used to manage bookings and numbers of guests. This will include advice not to book if guest is displaying the COVID-19 symptoms.</p> <p>One way system applied to the restaurant from arriving to exit</p> <p>Host is aware of maximum COVID CAPACITY and monitors numbers of guests. . Whilst there is a booking system in place, numbers must still be monitored in case the size of the party increases since booking</p> <p>Where possible doors are open to circulate air and avoid necessity to touch doors. This may not be possible due or weather conditions.</p> <p>Guests will be invited to hang their coats in the coat area themselves</p>			

<p>Service Consideration of menus and the materials they are made of and either cleanable through sanitiser or disposable after each guest leaves the table. Orders will be taken personally by a staff member assigned to that specific table No orders taken at the bar</p> <p>No condiment bottles on tables Glasses handled by bases Ice scoop handles are sanitised between usage No cutlery is accessible by the guests Allergen information is still available and documented for each item Staff will clear all tables, and this should not be done by guests</p>	<p>Disposable food menus in use</p> <p>Wipeable wine list in use Sauces are decanted for use Salt and pepper and sugar are served in sachets which are cleared with at the end of the cover and discarded Rather than bring the cutlery, glasses etc and set the table when the guest arrives, we have chosen to have the table re-laid after it is sanitised at the end of each cover. We feel this is because it means there is less risk of contact with the guest and less opportunity to have to be in the guest's personal space</p> <p>Water glasses are place on table when it is re-laid however wine glasses are brought to the table for the guest if wine is ordered.</p> <p>We will be giving the bottle of water to the guest to pour however we will pour the first glass of wine and suggest the guest continues to pour</p> <p>Rather than disposable paper towels we will be using linen napkins. These are single use and are placed in a used towel bin and they are laundered above 60°C by our laundry company.</p> <p>Tables and chairs are completely wiped down and sanitised after each guest leaves – cloth is disposable and used for one table only then discarded. Staff are aware of the contact time and work to 15 minutes before the table is re-laid</p> <p>When the meal is due to be served to the table, the server will announce this is about to happen and ask the guest if they are happy to move along and allow the plate to be placed in front of them or if they would</p>			

	<p>like the meals put at the end of the table, if space permits</p> <p>Staff will wash or sanitise their hands before serving a plate and after taking dirty crockery to the wash up area.</p>			
<p>Payment Payment is at the table using contactless where possible We do not accept cash, and this will be made apparent on the website and during the booking confirmation.</p>	<p>Card payment machine is wiped with a sanitiser wipe in front of guest before and after each usage Contactless payment / apple pay/ pin and chip (wipe after)</p>			
<p>Physical Distancing – Toilets/ Rest Rooms and Staff Facilities</p> <p>All staff to ensure that they do not pass in space restricted areas such as stairs, staff room/ toilets</p> <p>Signage at toilets for guests to advise them to lock the door to the toilet area so only one person can be in the toilet area at a time.</p>	<p>Maintain a 'lone person zone' on stairs, staff room, rest room/ toilet</p> <p>Only one person in the toilet area at a time</p> <p>Staff will not go on cigarette breaks with anyone else</p>			
<p>Wearing of Gloves Where Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided. Staff will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely.</p> <p>There is no current requirement to wear gloves in the hospitality sector with respect to COVID-19</p>				

Face Masks/ Coverings

Government is advising that people should aim to wear a face covering in enclosed spaces where Physical distancing is not always possible, and they come into contact with others they do not normally meet. Face coverings are not intended to help the wearer but to protect against inadvertent transmission of the disease to others if you have it asymptotically.

<https://www.gov.uk/government/news/public-advised-to-cover-faces-in-enclosed-spaces>

When managing the risk of COVID-19, additional PPE beyond what you usually wear is not beneficial. This is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through Physical distancing, hygiene and fixed teams or partnering, not through the use of PPE.

Whilst it is recognised that PPE beyond the normal PPE in our jobs is not required we have made the decision that all our staff will wear face visors. The individually named visors and individual staff members will be trained in how to clean and sanitise them at the start and end of every shift and if the need arises in between.

These do not need to be worn if the staff member is working alone in the kitchen or alone in the restaurant area

Working Arrangements

Staggered work arrangements

Specified areas to be used by one person at a time only

Guests plates are taken directly to pot wash area and are not left in any other location

Staff are encouraged to travel to work individually by private transport (unless they cohabit) e.g. car, bike , foot and if they do use public transport they must wear face coverings

Areas where one person at a time area are allowed in are : walk in chiller/ walk in freezer/ dry store/ cellar/ bin store

Menu will continue to be reviewed to determine whether changes to items offered can reduce crossovers in the kitchen in terms of preparation.

- Staff in main kitchen will be:
- 1 on larder
 - 1 on garnish
 - 1 on sauce
 - 1 on pass
 - 1 on pastry

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	<ul style="list-style-type: none"> • 1 KP at any time <p>Staff in prep kitchen – 1 person</p> <p>Staff in top kitchen</p> <ul style="list-style-type: none"> • 1 on garnish • 1 on pastry <p>1 FOH staff and 1 bar staff</p> <p>Office has 2 staff on reception, 2 managers and 1 Chef</p> <p>Shift rosters will provide the record for NHS Test and Trace which we will retain for a minimum of 21 days</p>			
<ul style="list-style-type: none"> • <u>Communication for guests</u> <p>Covid controls are communicated to guests as follows</p> <ul style="list-style-type: none"> • Website to explain steps the restaurant is taking to keep guests and staff safe • We will explain that we will be taking a temporary record of the guests to support the NHS Test and Trace which we will retain for 21 days and will not be using this for marketing purposes • Bookings are the only way to secure a table and in the current climate there is no walk in for meals or a drink • Payment explained • The number of bookings taken will take into account Physical distancing in the restaurant • Booking will confirm if there are any allergies or intolerances to be aware of • Guests are greeted on arrival and the controls in place are explained regarding 	<p>We will display the 'Staying COVID-19 Secure in 2020' signed mandatory form on our website and in a prominent position in our business so staff and guests can see this.</p> <p>We will display a risk assessment on our website</p>			

<p>ordering , use of bathroom area and payment.</p> <ul style="list-style-type: none"> • A personal bottle of sanitiser and sanitised wipes on arrival is provided per booking and its use explained. • Again, confirm no allergies 				
<p>Symptoms of Covid-19 Current symptoms are included in this information e.g.</p> <ul style="list-style-type: none"> • New persistent cough • High Fever • Loss of sense of taste/smell <p>Similar information is displayed on the Company website and on any booking apps.</p> <p>If anyone becomes unwell with a new continuous cough or a high temperature in the workplace they will be sent home and advised to follow the stay at home guidance.</p> <p>Detailed controls within Staff Sickness and Cleaning Policy</p> <p>Line managers will maintain regular contact with staff members during this time.</p> <p>If someone with coronavirus comes to work, we follow Government cleaning advice.</p> <p>https://www.acas.org.uk/coronavirus/if-someone-has-coronavirus-symptoms-at-work</p> <p>https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings</p>	<p>Line managers will offer support to staff who are affected by Coronavirus or has a family member affected.</p>			

Health of Staff and Visitors

A return to work interview to be conducted with all staff members prior to returning to the pub. The Employee Daily Return to Work questionnaire is used for this . This form must be signed and retained in accordance with GDPR requirements.

Use of health questionnaires for pre-employment, visitors / contractors and return to work from holiday /illness have all been revised to incorporate COVID-19

Review fitness to work daily - every employee of every day they work will complete the Employee Daily Return to Work questionnaire regardless of position. This document is filed.

The Inline Manager checks the temperature of the staff each day before they enter the building , We use an infra-red thermometer designed for this process. If the temperature is outside acceptable range we ask them to go to a cool area and we then retest. We do this twice. The thermometer shows RED if the temperature is unacceptable

If it is red on the third attempt we ask the person to go home and arrange for coronavirus testing to be carried out.

The first person in will check and record their own temperature and record it.

The thermometer is sanitised after each use

We record this information daily and retain records

Visitors questionnaires will provide the temporary record of visitors to support the NHS Test and Trace which we will retain for 21 days and will not be using this for marketing purposes

Clinically vulnerable individuals are advised not to work outside the home during the pandemic and only to return to work when community infection rates are low. If clinically vulnerable staff cannot work from home we will offer them the option of safest available onsite roles to enable them to maintain physical distancing guidelines. If they cannot maintain the physical distancing then an individual assessment will be made by HR regarding their level of risk.

Deliveries and Post

Deliveries are managed by the Manager or the Kitchen.

Post is managed by the Manager

Wipe down all deliveries with sanitiser wipe or spray if the packaging allows this.

Arrangement for deliveries by our suppliers is as follows (per supplier). Food safety remains important so arrangements do not jeopardise this:-

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<p>No contact deliveries. Location of the delivery to be arranged with the supplier who will leave the delivery in agreed place as per arrangement so there is no contact with Staff</p> <p>Thoroughly wash hands after handling post and deliveries</p>	<p>.</p> <p>.</p>			
<p><u>Training and Communication</u> All staff to attend training online for COVID-19 All staff to be trained in this risk assessment to ensure they understand all aspects of its application Training to take place before returning to workplace.</p> <p>Weekly staff briefing to document any updates or changes to COVID-19 policies and risk assessments. Attendance of the briefing to be documented.</p>				
<p><u>Mental Health</u> Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help Reference - https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/</p>	<p>Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast changing situation.</p> <p>Regular communication of mental health information and open door policy for those who need additional support.</p>			

This document has been reviewed and will be reviewed again when :

- Reissued by EPP,
- Any changes take place in the pub (structure/ menu processes/ design)
- New Manager
- Change in Government Advice