

COVID-19 RISK ASSESSMENT**Living Document**

This is a living document that will be continuously edited and updated as understanding of the virus improves; government guidance changes and members develop improved solutions

Customer Journey	Controls in my business (based on government issued principles, own enhanced measures and)	
Pre-booking (if feasible)	<ul style="list-style-type: none"> Customers wishing to dine will be encouraged to book in advance via the telephone or email. Diners who have not booked will be informed by a member of staff at the door if they can be accommodated within the guidelines. 	√
Arrival outside venue	<ul style="list-style-type: none"> Bookings and walk ins will be directed to one of the points where our procedures can be viewed or a member of staff will discuss our guidelines with customers while they are seated. Guideline packs will detail both Government Covid-19 guidelines, plus in-house policy on capacity etc. will be available on request. Signage directing to external drinking spaces will be clearly visible with instruction on our table service ordering policy. 	√
Queuing outside	<ul style="list-style-type: none"> Boards and staff to detail no customers at the bar, this will also be visible on posters at the entrances including the beer garden to the rear. Selected tables will be removed, providing adequate room for distancing measures as well as highly visible signs asking that customers only leave their seats to use toilet facilities. 	√
Entering the premises	<ul style="list-style-type: none"> Customers will be directed to an available table by a member of staff, advised not to visit the bar or leave seats unless using the facilities and also informed of the availability our guidelines pack should they wish to view it. 	√
Collecting Customer/Visitor details (to assist NHS Test and Trace)	<ul style="list-style-type: none"> We will collect customer and visitor ID data daily via a recorded log upon entrance. We will store this data safely and confidentially for 21 days. We will destroy all data greater than 21 days old. 	
Walking to table Either inside or outside	<ul style="list-style-type: none"> Usage of Signage and verbal cues to reinforce social distancing. Staff to wear PPE should they wish. This is our staff's prerogative. 	√
Ordering food and drinks, Bar Service and Food and drinks service	<ul style="list-style-type: none"> Table service only. Staff to wear PPE should they wish- encouraged to use their own masks and clean them so that they are happy that their equipment is sanitised and sterile. 	√

Customer Journey	Controls in my business (based on government issued principles, own enhanced measures and)	
	<ul style="list-style-type: none"> No customers at the bar. No more than 2 members of staff behind the bar Hand hygiene gel and hand wash available to customers wherever needed. 	
Clearing the customers table	<ul style="list-style-type: none"> Clean & sanitise table and seating once customer leaves. Ensure all cleaning products are readily available and restocked 	√
Going to the toilet	<ul style="list-style-type: none"> Sanitise door handles regularly- this will be checked and signed off twice hourly Have plenty of soap available Check soap and drying facilities regularly Block out centre urinal in gents to enforce social distancing measures. Have a maximum of two people in the toilets at any one time with a '1 in 1 out' policy. Appropriate signage and hand washing descriptors available 	√
Paying	<ul style="list-style-type: none"> Cashless via telephone or contactless payments 	√
Leaving the business	<ul style="list-style-type: none"> Provide sanitiser points at exits and entrances 	√
In-between customers	<ul style="list-style-type: none"> Clean & sanitise table and seating once customer leaves 	√
Continuous actions (Cleaning etc.)	<ul style="list-style-type: none"> Documented cleaning programme with hourly sign-offs. This will include but is not limited to: Door handles (12 in total) 	√

Staff Assessment

Staff Journey	Controls in my business (based on above principles and/or own enhanced measures)	
Before returning to work	<ul style="list-style-type: none"> Staff with any Covid-19 symptoms to call in and be informed to self-isolate for 14 days 	√
Pre-arrival	<ul style="list-style-type: none"> Training plan on personal cleanliness and hygiene, staff to be forwarded guidelines before a preopening staff meeting. Meeting to include procedures which staff will undertake and any revisions that they may need make (a fresh pair of eyes can help se points of issue that might've been missed). 	√

Arrival	<ul style="list-style-type: none"> • Leave coat / bag in staff area. Wash hands thoroughly as per guidelines. Provision of PPE where necessary 	✓
Uniform change (if applicable)	Staff are to arrive in clean uniform and remove and wash uniform once at home.	✓
	Kitchen; Controlled Measures Taken (based on government issued advice, the food standards agency and own initiative)	
Harrogate council to be notified of our intent to reopen	<ul style="list-style-type: none"> • Notify local authority of intention to restart operations. • Notify local authority of any change to the business activities registered for, including the introduction of new takeaway service. • Notify local authority that waste removal to commence prior to reopening 	✓
Menu	<ul style="list-style-type: none"> • Initially members of kitchen staff will be reduced to two persons to comply with distancing criteria and to limit contact. PPE will be worn where necessary with frequent breaks from hot temperatures to ensure staff do not overheat. • Reduced menu restricting amount of critical control points, balancing the hot/cold options and delegating a member of staff specifically to this area. • Menu will be suitable for both eat in and takeaway • Menu adapted so that disposable cutlery and serving can be used if deemed necessary. 	✓
Kitchen Area	<ul style="list-style-type: none"> • Full site assessment, including checking cleaning stock. • Re-assessment of food safety management system to evaluate risks, to be recorded in HACCAP plan. • Kitchen to be sanitised frequently all used surfaces including sinks and taps to be cleaned and sanitised within compliance of guidelines. 	✓
Food Storage Areas	<ul style="list-style-type: none"> • Closed food storage area i.e. fridges to be sanitised daily • Existing food dates to be checked • Food that arrives packaged should have any outside packaging removed and relabelled where necessary. 	✓
Outdoor areas	<ul style="list-style-type: none"> • Outdoor areas should be kept free from debris and checked on the twice hourly rounds by the designated staff. 	✓
Equipment	<ul style="list-style-type: none"> • Thoroughly clean equipment before restarting and restocking, after using. This should be kept up throughout operation. • Check required temperatures and any temperature control records, if kept during closure period. 	✓
Work benches and tables	<ul style="list-style-type: none"> • All work surfaces and tables used should be sanitised and cleaned down after each use. 	✓

Cellar	<ul style="list-style-type: none"> Cellar area to be sanitised frequently all used surfaces including sinks, taps and barrels to be cleaned and sanitised within compliance of guidelines. 	√
Deliveries	<ul style="list-style-type: none"> Distancing rules in place. Delivery checks and signed electronically. Wash and sanitise hands following receipt of delivery 	√
	Font of House: Controlled measures taken (based on government issued principles, own enhanced measures and)	
Front of House	<ul style="list-style-type: none"> Review the government advice on social distancing in the workplace, training will be given before opening on the below measures: Provide where possible for 2 metre social distancing but 1+ meters where not possible for 2 m. Measures undertaken to be frequently updated. Identify staff at higher risk and taking appropriate measures. Increase ventilation. Possibility to be assessed to do this without introducing new risks or hazards to hygiene. 	√
Toilet Use	<ul style="list-style-type: none"> Cleaning material is in place Hygiene measures followed Toilets checked and sanitised twice hourly 	√
Interaction with customers	<ul style="list-style-type: none"> Observe 2m distance where practicable Physical contact to be kept minimal PPE to be worn if staff wish Mandatory gloves to be worn to clear tables. 	√
Interaction with work colleagues	<ul style="list-style-type: none"> Cohort working teams to lower staff mixing. Identify staff at higher risk and taking appropriate measures. Observe 2m distance where practicable 	√
Leave work	<ul style="list-style-type: none"> Wash hands following completion of shift and collection of personal property Staff to ensure that the remove and wash clothes as soon as they are at home. 	√
Staff rest rooms	<ul style="list-style-type: none"> Staff to continue to use available customer toilets with hand cleaning products readily available (checked twice hourly) 	√
When staff feel "unwell"	<ul style="list-style-type: none"> Report immediately to management. If Covid-19 symptoms, then self-isolate for 14 days and inform staff who may have come into contact with them also. 	√
Staff welfare check in	<ul style="list-style-type: none"> Check in conversation with employees, i.e. checking in on welfare. Following the My Contribution process, these conversations can be used to look at: Well-being: how is the employee feeling? 	√

	<ul style="list-style-type: none">• Contribution: do they feel they have the right tools to deliver (tasks and actions),• Look forward: is there anything that is concerning them over the coming day(s)• Feedback: are there any further areas of support required from the line manager/company	
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