

The Elm Tree @ Heath

Covid-19 Risk Assessment



Introduction

COVID-19, is a respiratory disease caused by a virus that gets into the lungs. It does this directly from droplets spraying from an infected person onto another person and entering the eyes, nose or mouth. Usually this will be face to face close contact i.e. within 1m. If the infected person coughs or sneezes, the droplets can travel further.

Droplets can also land on surfaces and infected people after touching their eyes, nose and mouth can also contaminate surfaces. Others who then touch those surfaces or shake hands with an infected person can then transfer the virus to their own eyes, nose and mouth via their hands.

In the early stages of infection most people don't have any symptoms but can be shedding virus particles. Latest data suggests that seven out of 10 of those who have tested positive for coronavirus had no symptoms at all. We must therefore treat everyone as a potential carrier of the virus.

COVID-19 causes an illness which may be asymptomatic, mild, moderate, severe or fatal and this could affect staff, customers, contractors, suppliers and visitors to the business.

Main Controls:

- Making sure that people with symptoms do not enter the business
- Social distancing
- Increasing the frequency of cleaning hand contact surfaces
- Increasing the frequency of hand washing and practising respiratory hygiene

New operating protocols

During the 'unlocking' phase of COVID the pub will operate in an entirely different way to previously. Full details are available within the risk assessment but the main key points are detailed below:

1. Visitors will be advised to book to visit the pubs inside.
2. The pub will have 2 interlude periods during the day when we open longer.
3. Staff will work in 'Bubbles' and it is anticipated that they will remain in these bubbles until current restriction are lifted further.
4. During interlude periods there may be a staff changeover and interim clean of all touch points to include (but not exclusively) tables, chairs, door handles, bar area, toilets.
5. A 1 way system will be introduced where possible. Staff may use 'cut through' areas but must still adhere to social distancing.
6. Drinks and food will be ordered via table service only inside and a order/ collection point for outside and the possible use of an app.
7. Payment will be encouraged to be via contactless, although cash may still be used.
8. There will be a meet and greet/chaperone on the main entrance. Visitors will be politely asked to remain at the main entrance if the chaperone is already engaged. A table lead will be asked for name and a contact number, if not already booked in. These details are required to comply with new regulations and will be held for 21 days.
9. Touch points will also be wiped periodically throughout each session and ideally every half hour.
10. All previous food take-away services are to remain, but we will do this at a separate door.
11. Under no circumstances can visitors re-arrange any furniture. These have been set out to comply with legislation both in side 2meter and outside 1.5meter plus.

Step	Suggested Control Measures	Controls in My Business
<p>Preventing the virus from entering the business.</p>	<ol style="list-style-type: none"> 1. 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. 2. 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. 3. 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). 4. If they develop symptoms whilst at work, they must inform their manager and go directly home and self-isolate for 7 days. 	<ol style="list-style-type: none"> 1. key staff invited to attend staff meeting on Monday 29th June to discuss return to work plans. All other staff will attend a full training session and review of this risk assessment on the 8th of July. As part of this process staff will complete a COVID screening questionnaire to confirm whether they have had symptoms, Confirmed COVID, have been shielding or contacted by NHS track and trace. Any staff who informs the management of any of the above will be required to seek further medical guidance prior to returning to work. 2. At Present we are not aware of any staff that are expectant. However this is to be discussed at staff meeting and staff informed to keep management aware of any changes to the above. 3. All staff to declare their health status prior to returning and also to sign a daily log with temperature being also recorded to ensure they remain symptom free. All staff informed that if they become unwell during a shift they must return home and self isolate and seek further medical advice. Should they be confirmed positive they should inform track and trace that they work in a pub and that customer records are available. 4. As above

	<ol style="list-style-type: none"> 5. 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. 6. 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: <ol style="list-style-type: none"> a. A notice should be displayed requesting that customers do not enter if they have symptoms of COVID-19. b. Hand sanitiser placed at entrances with a notice to encourage customers to use them before entering. 7. All contractors and visitors must abide the rules of personal hygiene and social distancing whilst on the premises. 8. Social distancing controls to be observed when taking in deliveries of food and drink. 	<ol style="list-style-type: none"> 5. Staff will be required to wear there usual uniform excluding ties and must ensure they are laundered daily. No staff currently uses public transport to travel to work. 6. A chaperone will meet all customers on arrival. They will be asked their details for recording purposes and asked if they have any symptoms of COVID. all visitors will be asked sanitise their hands on entry. The chaperone will escort them to their allocated seating pointing out the sanitiser around the building and explaining the toilets and other important information that they all need to know and take first drinks order. A notice will be placed within the entrance lobby to ask customers to wait to be seats. Should multiple customers arrive at the same time they will be asked to que in a sensible manner ensuring current social distancing distances? 7. Any contractors, staff or customers who refuse to adhere to the control measures set out in this risk assessment will be refused entry. 8. 1 way system is to be introduced. Staff may have 'cut throughs' but must not compromise social distancing
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Step	Suggested Control Measures	Controls in My Business
Reducing the risk of transmission	<ol style="list-style-type: none"> 1. As far as possible, staff must not cover shifts in other pubs to restrict the number of colleagues interacting with each other. 2. Every reasonable effort must be made to comply with the social distancing guidelines set out by the government. 3. 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: <ol style="list-style-type: none"> a. Increasing the frequency of hand washing and surface cleaning, b. Keeping the activity time involved as short as possible, c. Using back to back or side to side working rather than face to face whenever possible 4. 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. 5. 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. 	<ol style="list-style-type: none"> 1. All staff work exclusively at the Elm Tree and do not work at any other pubs. If staff have other jobs (or have indeed taken on other employment during lockdown) this will be discussed with management and a decision made as to what further control measures are needed. 2. There are robust plans and table layouts that are being considered to ensure that we can safely operate. Staff must be aware that under no circumstances can visitors move any furniture around either internally or externally. 3. It is envisaged with the operating plan that we should be able to maintain a safe 1 metre distance at all times. However, once the business is operational this will remain constantly reviewed and adjustments to be made accordingly. 4. As the pub is a local village pub most regular visitors will be fully aware of any family connections. However, should this become a concern or is regularly questioned then signage will be produced to explain this. 5. The kitchen staff and front of house staff will have their own working areas and no cross over will take place during trading hours. Management have the right to access all areas where appropriate but will maintain

	<p>6. 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.</p> <p>7. 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> <p>8. 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 gardens and car parks and pavements may be used if licensing rules are relaxed. The maximum number of customers for both inside and outside can then be calculated.</p>	<p>social distancing. All entrances, exits, 1 way systems, toilets and smoking areas will be clearly displayed and demarcated. This will remain under constant review.</p> <p>6. There are some smaller areas back of house but it is envisaged that once entering the workplace staff will have little need to re-enter these areas. Should any pinch points be noted during the operating of the business this will be reviewed with additional control measures introduced</p> <p>7. Other than bar staff it is not envisaged that staff will have to share any equipment. When more than one bar staff is working then a localised agreement on what drink dispensers each on will use. Bar staff are unlikely to be working as individuals but will be working as a team to produce drink orders.</p> <p>8. Where possible any furniture that is deemed to be unusable will be removed and stored in an unused area of the pub. Where this isn't possible it may be utilised as part of bollarding or simply marked up as not in use.</p>
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Step	Suggested Control Measures	Controls in My Business
Reducing the risk of transmission (continued)	<p>9. 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.</p> <p>10. For garden only service, 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. Signs should be used to help customers to navigate the one-way system.</p> <p>11. 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.</p> <p>12. 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.</p> <p>13. For garden only service, a separate collection point should be set up and customers should be encouraged to clear empty glasses and crockery to this point to allow the team to collect whilst maintaining the social distance requirements.</p>	<p>9. See 8 above</p> <p>10. All tables will be numbered and 1 way system signage will be in use where possible.</p> <p>11. It is intended to use a chaperone/Meet and Greet person who will control access into the premises. An orderly queuing system will be introduced. However, should difficulties arise discussion will be made with the parish council to seek permission to apply temporary stickers/markings on the public pavement immediately outside the main entrance.</p> <p>12. Customer will receive table service only. Staff will take orders and these pass to bar staff remotely . However, the same principle applies to bar staff to ensure that social distancing face to face contact between bar staff and waiter team can be maintained.</p> <p>13. Waiter team will collect all empty glasses periodically throughout each opening session.</p>

	<p>14. Toilets – notices should be provided requesting that customer respect social distancing whilst using the facilities.</p> <p>15. Where the facility is available, customers should be invited to book in advance so capacity can be managed and staggered.</p> <p>16. 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.</p> <p>17. Self-service should not be permitted e.g. buffets, salad bars, carvery vegetables etc.</p>	<p>14. It is intended to use a 1 in, 1 out system within the toilets. Historical evidence shows that the toilets are usually sufficient when the pub is in normal full use therefore our proposal should be adequate. However, we intend to keep this under constant review.</p> <p>15. Utilising social media and other local advertising methods it is intended to detail our new operating principles prior to opening. This should avoid conflict/disappointment. It is intended to change and adapt our current booking system for tables. Therefore we should know at any one time what available space there is for any one attending without a booking.</p> <p>16. All menus will be single use, only to use sachets of sauces and all cutlery will be delivered to table when food is ordered.</p> <p>17. We will not be serving our Sunday carvery for the foreseeable future.</p>
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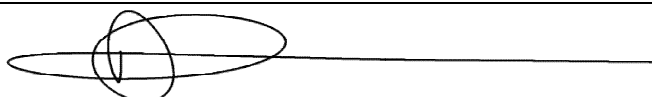
<p>Reducing the risk of transmission (continued)</p>	<p>18. Contactless payment should be encouraged.</p> <p>19. Gaming machines, pool tables and darts equipment included in the enhanced hygiene regime.</p> <p>20. Manager should check daily before the team arrive for work that hand washing facilities 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.</p> <p>21. 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.</p> <p>22. 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</p>	<p>18. During advertising we will be encouraging using contactless payment. However, it is envisaged that some customers may still use cash. We have ordered a second PDQ machine to help with this.</p> <p>19. No entertainment equipment will be in use</p> <p>20. A daily opening check will be performed. This will include random sampling of cleanliness to ensure that the premises are hygienically ready to be opened.</p> <p>21. All staff will sign daily sheets along with a record of their temperature, will have completed a pre-return to work questionnaire and be briefed during staff meeting of the new operating protocols. On arrival of their first shift they will arrive 15 minutes early to familiarise themselves with the changes.</p> <p>22. A full daily clean will continue to take place each morning and additional cleans will take place during daily closure periods. It is currently planned that when we open for longer that we will stop service to carry out full cleaning</p>

	<p>and kitchen areas.</p> <p>23. Non fire doors to be wedged open to reduce touchpoints.</p> <p>24. Air circulation front of house will be maximised by opening windows and doors to provide ventilation where possible.</p> <p>25. 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.</p> <p>26. 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.</p> <p>27. In small kitchens a limited menu should be designed that will allow the cookline will be a single person operation.</p> <p>28. In larger kitchens the cookline will be likely be limited to a two-person operation. A 'starting chef' who will complete the majority 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>	<p>of all high risk areas. Additionally, all touch points will be wiped every half hour during trading hours.</p> <p>23. Both the front and side doors will remain wedged open along with windows to ensure a through flow of air is maintained. Weather permitting.</p> <p>24. As above</p> <p>25. No Customers will be purchasing directly from the bar</p> <p>26. When more than one bar staff is working then a localised agreement on what drink dispensers each on will use. Bar staff are unlikely to be working as individuals but will be working as a team to produce drink orders.</p> <p>27. We have rearranged our kitchen to prevent a crossover of staff and have limited our menu and food offerings.</p> <p>28. As above</p>
	<p>29. 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/Out doors to be</p>	<p>29. As above</p>

	<p>used where provided.</p> <p>30. 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.</p> <p>31. 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.</p> <p>32. 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>	<p>30. Glass and dishwashers will still be used. Glass washing will still take place but bar staff will be made aware when glasses are being returned. Clean glasses will be placed within the bar area and the bar staff will re-stock the shelving. No pot washers will be onsite at the moment.</p> <p>31. The door chaperones/meet and greet will explain the new operating protocols to all visitors. These staff are long standing employees within the sector and have dealt with conflict on many occasions. While every effort will be made to re-enforce the protocols in place as a last resort visitors may be barred from the premises until normal operating protocols return.</p> <p>32. These areas are used by management only who are family member, however they will be cleaned daily</p>
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Sign off

I have carried out a COVID-19 risk assessment and shared the results with the people who work here (see over)

Signed:		Print Name:	Martin Gunn
Date:	1st July 2020	Job Title:	Director

Team:

I understand the controls that I must follow as outlined in the risk assessment above:

Team Member Name:	Signature:	Date:
Kate		
Sara		
Jordi		
Kyle		
Millie		
Matt		
Megan		
Jodie		
Rhys		
Joy		
Hanna		
Judy		
Julie		
Richard		
Tom F		
Tom W		
Vic		
Will		
Micheal		

1st July 2020