



		Likelihood				
		Very Unlikely	Unlikely	Possible	Likely	Very Likely
		1	2	3	4	5
Severity	Negligible	1	2	3	4	5
	Minor	2	4	6	8	10
	Moderate	3	6	9	12	15
	Major	4	8	12	16	20
Extreme	5	10	15	20	25	

Risk Matrix Used RR = Residual Risk

# COVID19 RISK ASSESSMENT JUNE 2020

ALL PUBS

**COVID-19 - Managing the risk when each of our sites are open and trading (Main risk assessment). There will be general rules that apply to all pubs within Beerhouses. Where site specific the risk will also be assessed and is noted.**

The following assessment looks at how each of our sites will potentially manage the risk of COVID-19 when they re-open. All government guidelines will be followed, but this assessment looks at potentially what may have to happen as currently as of 29/06/20 based on government guidance issued w/c 22<sup>nd</sup> June 2020. The controls will look at all scenarios and try to rank them in order of impact, ease / practicalities of implementation.

**PEOPLE EXPOSED** - Colleagues / Staff members, Customers / Guests, Contractors, General Public, Suppliers / Delivery Drivers

**HAZARDS** – All assessed to have major risk (4) but based on current infection rates to be possible (3) before control measures therefore risk of 12 prior to assessment (4x3) after control measures a RR of 4 as the risk is still major however the likelihood becomes very unlikely (4x1).

Spreading or exposure to COVID-19 amongst or from staff. By having no additional controls in place then the risks of someone bringing in the disease and spreading it further is possible.

Spreading or exposure to COVID-19 to / from the wider public community. By having no controls in place this will allow COVID 19 to enter the premises and not be controlled to employees but will spread around the local community and possibly further. This uncontrolled hazard will potentially lead to civil and criminal investigation, claims and prosecutions.

Increased violence and aggression. The public are not necessarily used to being told what to do in a pub environment. If restrictions are in place this may cause issues.

## CONTROL MEASURES

Excellent personal hygiene practices by all employees.

All staff members will wash their hands at the beginning, during and after shifts. They are actively encouraged to clean their hands after every task completed.

Contractors and visitors will be instructed to wash their hands on entrance to the site. Delivery drivers encouraged to stay out of the building.

Customers will be reminded as well with clear sanitiser stations, staff greeting and reminders, with posters / signage and regular toilet checks.

Good personal hygiene practices will also be discussed for home life as well so that good personal hygiene is not just practised at work but at home too.

#### Zoning of working environments.

To prevent the risk of cross over and not maintaining social distance, where possible working areas will be zoned – behind the bar, cellar, kitchen & front of house. Staff will only allowed to go in to other areas after hand washing and only if totally required.

Working practices will have to change and where possible 1 person in 1 zone only. Training staff will take place social distanced.

#### Maintenance of social distancing (employees and customers)

Where possible for all employees and customers the 2m social distancing should be implemented where possible. It is regarded by the WHO and the HSE that there may be necessity of some operations where this may not be possible and social utility will be allowed as it is a benefit to the wider majority. All government guidance will be followed regarding 1m+. Social distancing will mean a reduction in numbers of people within the site. Where staff may need to work closer we will have screens for face to face work or encourage side to side.

#### Maintenance of existing property equipment (Glass washers / Dishwashers/ Hot water)

All glass washers, dishwashers and hot water will continue to be maintained while the pubs are closed. All statutory inspections to continue where staff furlough and rules apply and allow. If faults are discovered then they are prioritised for repair. Deep clean and sanitisation of this equipment is increased.

#### Reviewing menu and number of covers and also times the kitchen is open

To maintain social distancing it may be necessary for West Riding, Sportsman, Stalybridge Buffet Bar and Idle Beerhouse to review the food menus, the number of covers, specific times the kitchen will be open to offer food and whether food is to eat in on crockery or as a takeaway options – until government guidance is clear this will remain under review.

#### Reviewing the back bar & service areas

Where possible each site will ensure back bars and service areas are set up in such a way that this limits the cross over of any zones for staff members. In some sites this should be possible but it is recognised that not all sites will be able to do this there may be issues accessing equipment, cellar or kitchens at Stalybridge Buffet Bar, Cricketers, Old Turk & Idle Beerhouse – where this is not possible to fully distance the time in contact or do the task will be limited all reasonable efforts should be made to complete these tasks as quick as possible

#### Seating layout

All seating that is able to be moved will be positioned in such a way that there is social distancing. In all sites we shall inform people where to sit or in what groups as social utility will be allowed in this circumstance.

For fixed seats we will close off seats to maintain distancing as advised by the government with signage and local enforcement. This applies to both internal and external seating. There will be no seating at the bar or standing until government advice confirms this is allowed. Inside the premises all customers must be seated. We have measured seating at safe distance and therefore capacity will be limited. Outdoors, seating is recommended but standing will be allowed but in groups of no more than 6 and not congregating near doors and still maintaining a safe distance from other groups and tables. Tables will be cleaned after use by customers and left empty for 15 minutes before another customer is seated. All service of drinks / food will be via table service by our staff, there will be no option for customers to collect drinks / food from the bar.

#### Groups / Queues / Entry

We will not be encouraging queues or congregating in the inside areas of the pub. We will have a trained member of staff to greet customers on arrival (or if more than one group arrive at the same time) to direct them to their seats or a safe area to wait. This staff member will also encourage reading & following of the rules, hand sanitising and other safe processes.

#### Hand sanitising stations

All sites to have a hand sanitizer station located at all entrances. This with clear posters and signage encourages all types of customers and visitors to wash and sanitise their hands as they enter and leave the site. This potentially will be a WHO recommendation. Sanitising stations will also be placed by the entrances to toilets and in staff areas and kitchens.

#### Clear process for operators if they suspect an employee has COVID-19 and checking if staff have symptoms

Clear policy and training on what to do if a member of staff has COVID-19, either suspected at work or they ring in is in place for managers and staff at each site. Although the sites are open we must not lose the fact that the disease is still within the community. We also have a process and staff training in place to manage in a customer friendly way, how we should deal with a member of the public whom they suspect may have COVID-19

#### Majority of payments to be taken by contactless method or via a payment app

Cash will not be refused but with clear communication from staff at the point of entry and at the point of ordering we will be encouraging contactless or card payment or order and pay via an App, Cash will not be refused as this may affect the older or vulnerable categories of customers but our employees must wash or sanitise their hands after each cash transaction and when 'cashing up' the tills. We are looking creating an app that will also be deployed to allow people to be seated and order and pay from their seat. This will be promoted before opening on social media and also on posters as you enter the sites so customers are aware

#### Training and changing ways of working

Clear staff training has been provided for all our staff members on COVID-19 and how to sensibly manage the risks. All staff have been trained on personal hygiene and as a company we have and continue consider working practices whilst guidance is limited. We are proposing the following for drinks dispense. 1- When a drink is poured the staff may place it on the bar at a screened area for the customer to collect. 2- Drinks are poured by one staff member, it is then placed in a safe and screened area for another staff member to serve to customer at the table with safe handling of the glassware or bottles – this could be via ordering to staff member or App. When delivered to table care taken to distance from customers where possible. 3- Food orders, order at the bar or at table via staff / App and the customer collects at an agreed screened

point at the bar or delivered to table by staff member in a safe and distanced method 4- Regular toilet checks to ensure tidy and soaps all filled up 5- regular cleaning of all busy push points and tables, chairs and other areas whenever there is a change in customer use.

All training completed to be documented and signed for to show full understanding by each staff member before being considered for working

#### Physical barriers at the bar areas where there may be interaction

We will provide a physical barrier, at agreed areas where there will be customer or staff interaction that cannot be distanced such as for payment, collect food / drinks or when there is a need to interact. This will give better protection to employees when they are most likely to be in contact with the public or other staff members

#### Traffic flow and markings to maintain social distance

To help the public maintain a social distance each site we have considered a one way system and barriers to limit the numbers at the bar. This will be implemented if government guidance recommended it as it will be difficult to enforce and manage in many sites. This is possible where we can have clear entrances and exits or easy access to toilet areas. However at Stalybridge Buffet Bar and West Riding there are definite restrictions due to the age, size and layout of the building and facilities. Ultimately this is one of the areas that social utility would apply as by enforcing, it may cause other issues

#### Hand wash facilities at the bar

All of sites will have hand wash basins at the bar area, to allow staff to wash their hands. This will be cleaned and maintained with soap available. Space for drying and no touch dispensers are limited behind the bar in all sites so there will also be sanitiser and wipes available and staff will be encouraged to take frequent breaks to wash hands. There will be increased waste disposal bins for customers to use to dispose of their own waste.

#### Toilets

All our sites have hot air hand dryers, there is some thought that air drying of hands is not the most hygienic way to deal with a disease like COVID-19. However since the key control is still washing hands so therefore we will also provide paper towels and sanitising wipes in the toilets. We will operate a clear one person only in the toilets at any one time, toilets will be cleaned and checked by staff members on a regular basis and there will be clear advice to encourage the customers to clean, sanitise and wash hands effectively.

#### Adequate supply of all chemicals

Our supplier, Polar Hygiene, will guarantee supply of chemicals to be used in a professional situation within our pubs including cleaning products and paper products

#### PPE considerations- masks including full face shields

In relation to face masks these should be of the surgical type and disposable one use. If the area they are to be worn in is not public facing then cloth masks (such as Bandannas could be considered). By purchasing face masks it needs to be considered that we may be restricting the supply chain for NHS and other care workers. Masks will be considered as a last resort rather than preferred method, however we will consult with staff members on an individual basis and accept that some may prefer wear masks. When this is the case training on wearing and handling masks will be given.

### PPE consideration - Gloves

It will be clear that gloves DO NOT replace the need for excellent personal hygiene and the washing of hands as the best control measure against COVID-19. Wearing gloves sometimes gives false security and no gloves is preferred in conjunction with excellent hygiene however we will consult with staff members where applicable. If gloves are needed then the following will be used – 1 - In the kitchen blue powder free vinyl gloves. They are food safe and easily detectable 2- For cleaning purposes then latex gloves should be used. They are stronger and more reliable – taking in to consideration staff allergies.

### Over hand washing

By more frequently hand washing staff may be removing the healthy oils in skins and also good bacteria that defends against disease. A person may also suffer from hand dermatitis, due to over washing. Therefore there will be barrier creams available at all sites. Any people whom suffer from this already will already be aware of the condition and manage it themselves, however we will remind all staff members of the issues relating to over washing hands

### Violence and aggression risk assessment review

If controls are required (such as safe distancing) it is an unfortunate fact that the public do not necessarily like being told what to do and the effects of alcohol differ from person to person, there is the likelihood of violence and aggression increases. As such we have reviewed the training and risk assessment that relates to this. As an increased measure all staff have had increased training in conflict management and including the SAFER and PALMS methods of reducing and managing conflict

### Fitness / Return to work forms review

Fitness / Return to work form to include signs of COVID-19 and to have been tested / have a negative test if staff member was ill due to suspected COVID-19. Managers will be trained on this new form and team members should complete this before working for us again after 'lockdown' again for the first time and also make it a requirement to notify Beerhouses if they or any household member are displaying symptoms of COVID-19. It is more important to ensure staff report symptoms, although checking temperature is an option but in general unfeasible we will require staff members to be honest when symptoms are unclear. We have asked all staff members in the company to make us aware of any pre-existing conditions or anyone shielding in the family under medical grounds. We will regularly check on our staff for symptoms and have reminded of sickness procedures including advising calling the relevant COVID-19 phone number.

### Minimising touch points

Each pub will have enhanced cleaning but consideration will be given to propping open doors that are not required or fire doors so this minimises the need to touch them in the 1st place. Internal fire doors DO NOT apply and must be kept closed.

### Staff breaks at different times

Staff to have breaks at different times so social distancing can be maintained

### Track & Trace

As per government guidance, all visitors to the pubs will be asked for contact details to enable track & trace

### Further Action

Visit government & NHS websites on a regular basis. Amend risk assessment and notices in line with any significant updates or recommendations given by the governing authorities. Issue briefing provided with information on symptoms, advice and controls for the business to all staff. All external companies will be notified of any significant changes as they occur with an accompanying update risk assessment to follow soon after. Monitor business relevant websites for up to date industry specific advice and actions. Keep in contact & act upon any advice given by local authorities such as EHO and licensing. Weekly assessment of the policies and practices in place and amend where required.

### When travelling to / from work

Travelling to and from the work should be done via own transport not collecting other staff or friends on route. If travelling on public transport or via a Taxi it is important to follow guidelines inc. wearing a face mask. Walking or cycling to work is encouraged where possible.

### Head Office

Homework considered and encouraged for office staff. Where staff are required in the office they must distance at 2m and not use other peoples equipment. Contactless sanitizer is available on entry to be used. Online meetings considered where applicable. Visitors to knock rather than just enter. All meetings to be held in the pubs rather than meeting room to enable distancing.