The Cardinal’s Hat

Risk Assessment for the specific risk of Covid-19

19th July 2021



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Version Controls

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| Version No. | Date | Amendments |
| V0.1 | 30/06/20 | First draft |
| V0.11 | 1/7/2020 | Amendments following review  |
| V2  | 11/9/2020 | Amendments in red |
| V3  | 1/12/2020 | Amendments in red |
| V3.1 | 26/12/2020 | Amendments in red |
| V4 | 11/4/2021 | Roadmap Stage 2 – reopening outside |
| V5 | 15/5/2021 | Roadmap Stage 3 (indoor hospitality) amendments in red |
| V6 | 19/7/21 | Lifting of legally enforced Covid restrictions |

Contents

1. Introduction
	1. The Hazard
	2. Known routes of transmission
	3. Main controls
	4. Hierarchy of Controls
2. Staff Risk Assessment
	1. Before Returning to Work
	2. Pre-arrival
	3. Arrival
	4. Uniform Change/Removal
	5. Moving around the building
	6. Kitchen areas
	7. Equipment and Machinery
	8. Deliveries and Contractors arriving on the Premises
	9. Other areas to consider with specific controls
	10. Staff toilet use
	11. Interactions with Customers
	12. Interactions with Colleagues
	13. Use of the Office Space
	14. Staff Areas
	15. Leaving Work
	16. When a member of staff or their immediate family feel unwell
3. Customer Journey
	1. Capacity
	2. Booking
	3. Arrival – outside the property
	4. Arrival – entering the property
	5. Moving around / walking to tables
	6. At the Bar
	7. Ordering Food and Drink
	8. Going to the Toilet
	9. Paying
	10. Leaving the premises
4. Guest Accommodation
	1. Capacity
	2. Booking
	3. Arrival
	4. Ordering Food and Drink
	5. Leaving the premises
	6. Cleaning
	7. Breakfast
5. Cleaning and Hygiene Controls
	1. Keeping the Venue Clean
	2. Keeping the Kitchen Clean
	3. Handwashing, Hand Sanitisation Stations and Toilets
	4. Live Music
	5. Condiments and Cutlery
	6. Blankets
	7. Cigarette Pots

1.0 **Introduction**

To comply with current Government requirements for re-opening businesses in the hospitality sector, this document has been developed to form a framework for hospitality businesses to use an industry-specific template to carry out an assessment of risk of COVID-19 in their business and determine the controls necessary to reduce risks to those who work in and enter the premises. It differs to a “normal” risk assessment because this is a unique situation. The hazard, (SARS-CoV-2) is the same throughout, and the risks depend on the activities at various stages of the customer or employee journey in the premises.

This document has been developed as a hybrid of HACCP and a Risk Assessment, taking a step by step approach, to demonstrate that the business has considered the routes people take through the business and the hazard and risks encountered by both customers and the staff at various steps to therefore give confidence to guests, staff and enforcement agencies that due consideration has been given to this serious issue.

This document identifies the routes that people will typically take, either to carry out their jobs or as customers, identify what risks from coronavirus are involved, and subsequently how to take action to reduce these risks. These process steps may then need to be adjusted and reviewed, if it is found that the route or journey needs to be changed to ensure a safer environment, or if the legislation or government guidance changes.

Customers can be advised of actions taken to give confidence that the business has considered everyone’s safety. This will also be useful to ensure that customers know what the new “rules” are so that everyone’s expectations are managed in advance and that there is a reduced risk of any aggressive behaviour during their visit.

The controls noted in this document are over and above the normal food safety and health and safety policies and procedures that are currently in place.

* 1. **The Hazard**

Covid-19 is a respiratory disease that can invade a host via the respiratory route or via hand to eye / mouth / nose contact.

Any individual may be a symptomless carrier, meaning any of us could be shedding the virus, even without displaying any symptoms and thus we could pass it on either directly or indirectly to others.

* Other difficulties are that recovered cases may be infectious for an undetermined time, and it is not known what level of immunity is conferred on recovered cases. Furthermore, a recovered case who may have immunity may still spread the virus through touching contaminated surfaces and spreading the contamination by their hands.

**We therefore must assume that the hazard of SARS-CoV-2 could be present in any staff or visitors to the premises and consider the risk mitigation accordingly.**

* 1. **Known Routes of Transmission**
* Direct contact to face – eyes, nose from droplets spraying from an infected person onto another person who is in close contact.
* Contamination via droplets from sneezing and coughing landing on surfaces and then transferring via hands on to eyes and nose and mouth. Other means of secretions getting on to surfaces could be from infected people touching their eyes, nose and mouth and then touching surfaces with contaminated hands.
* Contaminated hands of infected people can transfer the virus directly to others (e.g. handshakes) or on to hand contact surfaces which can be picked up by other people’s hands and transferred to their eyes, nose or mouth
	1. **Main controls**
* Ventilation
* Socially distancing
* Disinfecting hand contact surfaces
* Mask wearing
* Hand washing and hand sanitiser use
* Not touching eyes, mouth, or nose with contaminated fingers
	1. **Hierarchy of Controls**

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PPE – masks no longer mandatory for FoH staff & customers.

1. **Staff Risk Assessment**

| **Item No.** | **Area** | **Control** | **Action RQD** | **Who by / when done** |
| --- | --- | --- | --- | --- |
| 2.1 | Before Returning to Work | ~~All employees will be contacted prior to return to discuss their own personal circumstances and whether they are happy to return to work. This is to ensure the safety and wellbeing of them and their families.~~All employees are advised to inform their line manager if :* Their ability to work (e.g. childcare provisions may have changed)
* If they are classed as high risk and have been shielding – or live with someone who is.
* They have been in close contact with someone who has tested positive & are required to isolate

Staff will be asked to complete a simple questionnaire when signing in each day, with temp check, to check circumstances haven’t changed & to declare they have had a recent negative LTF test.Staff will be asked to complete a rapid lateral flow test twice a week (depending on number of shifts and whether they also take tests for education or other reasons). If a test result is positive – please inform management immediately. Everyone in the household must self-isolate immediately and not come into work (pending change to isolation rules on 16th August)The person who tests positive must get a PCR test to confirm the result (a PCR test is a different type of COVID-19 test).All employees will be provided with details of the contents of this risk assessment, in particular, the elements of how the working environment has changed and how this will impact their role. | ~~NS – telephone interview~~~~JH – RTW questionnaires~~JHNS/JH |  |
| 2.2 | Pre-arrival | As per current guidelines, if an employee is feeling unwell, they should not turn up to work, but call in advance to make the management team aware. They should then follow government guidelines before attempting to return to work.**~~Travel to work:~~** ~~Employees should aim to travel to work avoiding public transport.~~ ~~Employees should aim for their journey to work be direct from their home.~~  |  |  |
| 2.3 | Arrival | On arrival, staff must **wash their hands**, then check in with their supervisor for temp check.Coats and personal items should be left out of public way. Records of staff present (for Test & Trace) are recorded by staff signing in / out on the ipad.PPE will be made available to staff. | JH |  |
| 2.4 | Uniform Change/Removal | Kitchen aprons should not be worn to / from work.Staff should wash themselves and their workwear as soon as they get home. As it is not practical for all staff to change on the premises, the advice is to change for work at home immediately prior to leaving to travel to start your shift and change out of your workwear as soon as you get home. Although it is no longer a legal requirement, all Staff (unless exempt for medical reasons) are expected to wear masks when in the, indoor,public areas of the pub. | NS to get aprons for potwash |  |
| 2.5 | Moving around the building | It is not possible to keep a one-way flow through the building, to prevent crowding, staff & public are advised to keep left and keep their distance. Signage is in pub to advise customers.Signage is up to advise the public that doors / corridors are in two-way use & to respect others social distance.~~To assist with social distancing the pub is separated into different areas – or ‘zones’. At the start of your shift, you will be advised which zones you are on. Example: bar staff should not need to be in the kitchen, kitchen staff should not be behind the bar.~~ ~~This should not stop any staff assisting customers, especially outside and in areas on good ventilation.~~Bar area: where possible, only one person should be behind the bar. If two people are required, they should work back to back where possible and wear masks.Ipad tills are to help mantain social distancing. Where possible, one member of staff can take orders outside whilst the bar staff fulfil orders.Cellar: only one person in the cellar at any one time. **Door handles and taps to be sanitised before & after use** - use hand washing facilities.Kitchen / linen store / ~~office~~ - only one person in at any one time. |  JH / TD |  |
| 2.6 | Kitchen area  | Work surfaces should be cleaned down frequently during the shift.Only one person should be accessing the freezers/fridges at any one time.Handles need to be wiped down frequently with FAD.Where possible, only one person should be assigned to working kitchen equipment (microwave, oven). When this is not practical, staff must ensure that handles are wiped down regularly | Cleaning schedule |  |
| 2.7 | Equipment and Machinery | **Tills** – where possible only one person should be using an ipad in any session. If others do need to use the same ipad, the screen & other touchpoints should be frequently wiped down.**Coffee Machine – Where possible,** one person will be assigned the coffee duties at any one time. When this is not practical other users should wipe the handles down immediately before and after use.**Phone –** wipe down phone before & after use**Kitchen –** Utensils in constant use should be washed on a regular basis. | **Multiuse cloths changed once per shift minimum****NS – order more** |  |
| 2.8 | Deliveries and Contractors arriving on the Premises | **Deliveries –** request to all suppliers that where possible, deliveries are made when the pub is closed to the public, in order to avoid congestion.**Staff must wash hands once a delivery has been accepted and put away.****Contractors are encouraged to check in with the NHS test & trace app or leave contact details with a member of staff**. | **NS / JH****Jon** |  |
| 2.9 | Other areas to consider with specific controls | **Beer Garden**Wait staff should be aware the garden is potential area where crowding can occur & should be aware & briefed to ask customers to keep to their tables, if people are feeling uncomfortable.Customers are encouraged to remain seated when eating & drinking.**Ventilation**Windows & doors (except fire doors) to be left open throughout the day | **JH** |  |
| 2.10 | Staff toilet use | Wash hands before and after use! |  |  |
| 2.11 | Interactions with Customers | ~~Taking orders at tables: orders must be taken at tables and from a distance of at least 1 metre (2 m where possible).~~ Employees should minimise the length of time spent with customers where possible, especially indoors. The risks of transmission are higher the longer the contact.Bar service is now permitted, but customers should be politely asked to return to their tables after service & to respect others space.**Delivering food and drinks to tables**: **~~For drink orders~~**~~,~~ ~~Drinks will be delivered on trays.~~~~Wait staff will place the tray of drinks on the table and step back, asking the customers to remove the glasses. Customers will be asked to remove the items from the trays themselves while the wait staff step back. This means wait staff will not have touched the glassware. Once the tray is empty, the wait staff will collect and remove, wiping it down when returning to the tray stack.~~**For food & drink orders**, these will be placed promptly by the wait staff (using cloths for plates) and the wait staff will step back promptly. **Clearing tables:** wait staff will where possible/practical, ask customers to place their empty crockery/glasses to the end of the table for its safe removal.**Returning glasses**: these will be placed in the behind bar. The bar staff will drain and stack them into the dishwasher.**Note** - collect glasses from the bottom / using a collect tray. Do Not touch the top of glasses. **Wash hands thoroughly after glasses collection / stacking the dishwasher****Returning plates:** these will be placed inside the kitchen & scraped and stacked prior to washing.Wash /sanitise hands thoroughly after touching plates & cutlery. |  |  |
| 2.12 | Interactions with Colleagues | Interaction with colleagues ~~cannot be avoided, and indeed,~~ is essential for effective team work and a happy work environment.  However, prolonged interaction carries a high risk of transmission so staff are advised to maintain social distance where possible / practical. ~~- Where possible, handovers should be undertaken at least 1 metre apart. Social distancing rules must apply during breaks & social activity.~~**Note** - Where staff are part of the same household then the social distancing measure do not apply, and staff can work closer together. However, if one member of the household shows symptoms, then all members of the household must isolate. The person showing symptoms for 10 days and rest of the household for 10 days.<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/when-to-self-isolate-and-what-to-do/>(subject to change on 16th August) | JH |  |
| 2.13 | Use of the Office Space | No dedicated office space. Any shared equipment / surfaces used must be wiped down with FAD before and after use, e.g. phone, mouse, laptop, printer, drawer handles, door handle etcMasks must be worn in all public areas. Office windows and/or doors should be open to increase ventilation.. | JH – wipes, FAD spray / blue roll / bin for office |  |
| 2.14 | Staff Rooms (Kitchen) | Staff are asked to minimise personal items that are brought into work.**The door handles will be wiped down at the start and end of every day.**Employees are asked to wash their hands often. |  |  |
| 2.15 | Leaving Work | Employees are requested to wash their hands before leaving the workplace and are recommended to shower/ wash immediately upon returning home. |  |  |
| 2.16 | When a member of staff or their immediate family feel unwell | Staff should follow the existing process if they become to feel unwell at work.Alert the shift manager who will arrange for the employee to be isolated and arrange for them to return home.Staff have been advised to ensure they are aware of the current symptoms of covid-19.If a member of staff has symptoms of Covdi-19 then the following actions will be carried out:* Separate the ill person from others by at least 2m
* Dial 111 or use 111 online to obtain the correct advice **if deemed necessary**
* If possible, the ill person should wear a face covering.

If the staff member does need to self-isolate ensure that this takes place and they do not return to the workplace until it is safe to do so ensuring no one of their household has symptoms etc. Advise staff to be tested where appropriate.  | JH - staff noticeboard |  |

1. **Customer Journey**

| **Item No.** | **Area** | **Control** | **Action RQD** | **Who by / when done** |
| --- | --- | --- | --- | --- |
| 3.1 | Capacity | Tables have been removed / repositioned and those remained spaced to allow for the 1-metre + distance to be observed. Following 19th July, tables will remain distancedStaff have been advised not to move the tables from their position.If staff observe furniture being moved, they will ask the customer to refrain from doing so.~~Any breaches by customers will mean they are asked to leave.~~Customers should be seated at a table and checked in on Open Table. 'Free Standing' is not ~~permitted~~ encouraged~~.~~ |  |  |
| 3.2 | Booking | Customers are advised that booking is recommended as space is limited*.* Online booking arrival times are staggered to avoid crowding on arrival.If customers arrive early and their table is not available, they may be asked to wait outside at on an empty table until their table is ready. If no empty tables they may not be able to enter the pub until their table is ready.Some outside tables are non-bookable so there should always be somewhere for earlier arrivals / room guests to wait seated.At busy times, we may advise customers that their table is booked for a set amount of time at which point they will have to move. This will be made clear to customers at the time of booking/arrival and is to ensure the flow of customers is minimised at cross over times.**Test & Trace** QR codes are on display at entrances & pub signage. Customers are encouraged to check in, and also bookings should be added to Open Table with key contact details.  ~~All customers are advised (on advance booking emails, signage on arrival, verbally on arrival) that all over 16s must check in on the NHS app or give contact details to a member of staff (stored on open table against main party booking, with arrival time) As per government requirements, we will advise that their contact details will be stored for 21 days in the event that we are asked for their details as part of the government’s NHS track and trace programme.~~ ~~All bookings, including walk ups, must be added to Open Table with contact details.~~~~Arrival & Finish time should be marked on Open Table (seat now / finish)~~~~Customers must be refused entry if they do not provide contact details~~The maximum table size is 6 – based on a comfortable amount of space for each customer. Groups can interact and join other tables if they wish, respecting others comfort levels.- ~~this is the maximum number of people currently allowed to meet inside, following social distancing. Customers may need to be reminded that they cannot interact with other tables.~~~~From May 17~~~~th~~ ~~30 people can meet outside, our biggest tables still seat 6 but one booking can be spread across more tables. Any bookings for food of 10 or over will require a pre-order.~~  |  |  |
| 3.3 | Arrival – outside the property | Customers will be asked to enter via the main entrance - with signage asking them to keep left - And exit via the beer garden, where possible.Clear signage will be in place outside the entrances showing customers what to expect and how we expect them to behave when on the premises.Signage will also request that customers should not enter if they are feeling unwell.Instruction posts used on social media to demonstrate what the key changes are – both for them and what we are doing as employers. | Updated 19/7 |  |
| 3.4 | Arrival – entering the property | As long as practical, doors into the pub will remain open, avoiding multiple door handle touching. Customers will be met by the main entrance doors, checked in / added to Open table, before being shown to their table, where the processes will be explained – eg requested to wear masks, no seating at the bars etc. (This will not be required on subsequent visits, unless reminders are required)If customers fail to respect the safety guidance~~, the law,~~ they may be asked to leave. |  |  |
| 3.5 | Moving around / walking to tables | Customers will be encouraged to stay seated at all times, moving only for journeys to the toilet and bar.Customers should follow the keep left signage in order to minimise contact with other patrons and staff. |  |  |
| 3.6 | At the Bar | ~~Table service is in place (and now mandatory) so customers should NOT be coming up to the bar.~~ ~~If customers do come to the bar eg for a bill, they should be asked to wait outside / at their table OR when not possible – by the bar where screens are up.~~ Masks should be worn at the bar (as in all public areas), and customers asked to return to their seat after service. When possible, customers can order & pay at the bar and their order taken to their table by wait staff. |  |  |
| 3.7 | Ordering Food and Drink | Menus are single use. New copies should be used for each customer.Menus will also be on display in the wall mounted frames and on the website.~~Menus will be kept by staff – so customers cannot help themselves.~~~~Menus will be the responsibility of the wait staff.~~~~Customers will be encouraged to take the disposable menu home with them.~~Wait staff will take food orders at the table, where possible. ~~Customers cannot order at the bar.~~Menus and signage advising online ordering is available ( to assist with table service & minimise customer movement.)There is no requirement to have food with drinks. |  |  |
| 3.8 | Going to the Toilet | ~~Signage will be on display to advise customers to social distance & floor markings / signage to ensure space is left for customers & staff to use the doors.~~ **~~Queueing for the toilet~~** ~~In the scenario that a queue forms for the toilet, signage, including floor markings will advise customers to maintain a safe distance. If the queue exceeds three people, staff may politely request that they sit down until the queue subsides.~~~~This will be reviewed after opening and any additional controls will be considered in order to mitigate any issue arising.~~Signage is up to advise thorough handwashing technique. |  |  |
| 3.9 | Paying | Contactless will be recommended and, where possible, undertaken at the table. |  |  |
| 3.10 | Leaving the Premises | Customers will be asked to leave via the beer garden, where possible, with signage asking them to keep left. |  |  |

1. **Guest Accommodation**

| **Item No.** | **Area** | **Control** | **Action RQD** | **Who by / when done** |
| --- | --- | --- | --- | --- |
| 4.1 | Capacity | All 6 rooms are open, ~~as they only sleep couples.~~ *~~Overnight stays in guest accommodation are restricted to groups of up to 6 people or 2 households/bubbles. People should stay socially distanced from anyone they do not live with or share a bubble with.~~* |  |  |
| 3.2 | Booking | Contact details are collected whether guests book online or by telephone, and are sent arrival information including Covid-19 regulations. **Test & Trace** All customers are advised (on advance booking emails, signage on arrival, verbally on arrival) that they should check in with the NHS app or give contact details to a member of staff (stored on open table against main party booking, with arrival time) As per government requirements, we will advise that their contact details will be stored for 21 days in the event that we are asked for their details as part of the government’s NHS track and trace programme.  |  |  |
| 3.3 | Arrival – outside the property | Customers will be asked to enter via the main entrance - with signage asking them to keep left and check in with a member of staff- And exit via the beer garden / fire escape.  |  |  |
| 3.4 | Arrival – entering the property | As long as practical, doors into the pub will remain open, avoiding multiple door handle touching. Customers will be met by the main entrance doors (observing social distance), checked in, before being shown to their room, where the processes will be explained – eg wearing masks in public areas etc (This will not be required on subsequent visits, unless reminders are required)Digital registrations forms will be sent to guests to complete in advance to minimise time spent checking in & cross-contamination of paper/pens. Keys should be sanitised before handing to guests.If handling customer luggage, wash hands after. | TD freetobook formsJH  |  |
| 3.5 | Moving around / walking to tables | Customers will be expected to stay seated at all times whilst in the pub areas of the Hat, moving only for journeys to the toilet.Customers should follow the keep left signage in order to minimise contact with other patrons and staff. |  |  |
| 3.6 | At the Bar | Masks should be worn at the bar (as in all public areas). |  |  |
| 3.7 | Ordering Food and Drink | Food menus are single use. Breakfast menus are multiple use & wiped clean between guests. Online ordering information is sent to guests, and details in the (wipe clean) room information. |  |  |
| 3.8 | Leaving the Premises | Customers will be asked to leave via the beer garden, and / or fire escape into the beer garden, with signage asking them to keep left. |  |  |
| 3.9 | In Room Services | Minimised contact, etc breakfast trays outside the door, and encouraging tips to be added to the bill rather than handed over in person. |  |  |
| 3.10 | Cleaning | Enhanced cleaning regime, with particular attention to touch points. |  |  |
| 3.11 | Breakfast | Breakfast included in the room rate is left outside the room in hampers for customers to enjoy in their room so minimal contact.If customers choose a cooked breakfast option, this is served to table at socially distanced tables in the pub. Permanent display menus are sanitised before use, other menus are single use only. |  |  |
| 3.12 | Managing guests who have confirmed or suspected COVID-19 | Guests are advised not to travel if they feel unwell or have ben asked to self isolate. If a guest feels unwell / tests positive during their stay, they should return home immediately to self isolate, wearing masks and keeping to 2m social distance in the interim. A full deep clean of the rooms will be undertaken on their departure, and subsequent bookings moved if necessary.  |  |  |
| 3.13 | Managing guests who are quarantining after international travel (including testing) | We reserve the right to refuse guests who are quarantining after international travel. |  |  |

1. **Additional Cleaning and Hygiene Controls**

| **Item No.** | **Area** | **Control** | **Action RQD** | **Who by / when done** |
| --- | --- | --- | --- | --- |
| 4.1 | Keeping the Venue Clean | Daily cleaning to continue, paying additional focus on touch points such as door handles.Touchpoints such as handles and doors will be sprayed and wiped every 20 minutes (or at appropriate intervals, depending on customer volumes)Staff will be asked to sanitise/wash hands often | JH – daily cleaning checklists to be signed & kept in case of inspection  |  |
| 4.2 | Keeping the Kitchen Clean | Normal cleanliness standards will be adhered to, with surfaces and utensils cleaned as you go, plus additional sanitising every 20mins in shared areas. |  |  |
| 4.3 | Handwashing, Hand Sanitisation Stations and Toilets | Hand sanitisers will remain across the premises, including entrances and outside the toilets.Soap will be checked in toilets and topped up daily, or more frequently if necessary.All toilets will be cleaned / sanitised on an hourly schedule. | JH – daily cleaning checklists to be signed & kept in case of inspection |  |
| 4.4 | Live Music | Live music to be kept outdoors to minimise risks by increased ventilation | signage and verbal / email conversation with musicians |  |
| 4.7 | Condiments and Cutlery | These will be brought to the table once food has been ordered. Sauces will be in disposable pots form, salt/pepper pots / vinegar sanitised after each customer. Any Reserved signage to be sanitised between customers.Cutlery & napkins will be in 'non-touch' holders (made up each morning) Tables **& chairs** to be sanitised between customers (blue roll ideally – if clothes used they must be changed each shift) | JH – training / cleaning checklists & recordNS – blue roll / cloth stock |  |
| 4.8 | Blankets | Blankets are available for customer use – these must be washed at 60 after each use (keep separate for housekeepers to wash & return)~~Website, social media & confirmation emails advise customers to dress appropriately~~  | JH |  |
| 4.9 | Cigarette Pots | Must be emptied & sanitised each shift |  |  |
| 4.10 | Candles | Any table candles to be sanitised between each customer. |  |  |
|  |  |  |  |  |

Social distancing still to be encouraged – table arrangements & capacity limits remain as May 2021.

Customers are encouraged to be seated and served at table.

Bar service is allowed but customers should not loiter at the bar.

Masks should be worn inside the pub - unless seated at a table – staff & customers.

Increased regular cleaning & sanitising of high touch points & public areas - this should be recorded on cleaning sheets

Test & Trace no longer required by law: QR codes remain on display & use encouraged

Details required are: Name, contact number, **arrival time**- & finish time if possible.

Wash hands regularly throughout shifts

Clean phone, card machines & ipads after each staff use.