



McManus Pubs

Covid-19 Risk Assessment

Name of Pub	THE WHARF, BUGBROOKE
Name of Manager	HELEN DELGAUDIO
Date of Initial Assessment	07 JULY 2020 REVISED V3 04/2021

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 copy of the McManus **Risk Assessment** for dealing with the current Covid-19 situation in the pub estate.

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.

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 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 at McManus 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 :

Liz Dunphy CMIOSH, MCIEH, MRSH
Euro Pacific Partnerships Ltd
liz@eppartnerships.com
0333 567 0774

What is the Hazard: Spread of Covid-19 Coronavirus

Who might be harmed: Staff, Customers, 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 customers • Whenever they enter the kitchen • Whenever they re-enter the workplace • If hand washing facilities are not in place to allow this then appropriate hand sanitiser will be used instead. 	<p>Sanitiser stations to be installed in strategic positions where customers and staff can sanitise their hands</p> <ol style="list-style-type: none"> 1. Front door, on entrance/exit 2. Restaurant entrance/exit to garden, after pay point <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=EAlaIQobChMI0df2mt2w6QIVQbTtCh3RAwzkEAAYASAAEgK2i_D_BwE</p> <p>Posters, leaflets and other materials are available for display. https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p>	Helen Delgaudio	16/07/2020	07/07/2020

This is in addition to normal food safety hand washing practices as per food safety management system

Stringent hand washing taking place and supervision by management.

See hand washing guidance.

- <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>

Drying of hands with disposable paper towels.

To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice

– https://www.gov.uk/coronavirus?gclid=EAlaIQobChMI0df2mt2w6QIVQbTtCh3RAwzkEAAAYASAAEgK2i_D_BwE

Gel sanitisers (minimum 60% alcohol) in any areas where washing facilities not readily available e.g. entrance of pub, service area, til area.

Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed.

Should staff member make any physical contact with customers, they should wash their hands immediately

Staff encouraged to protect the skin by applying emollient cream regularly

Staff to be reminded that wearing of gloves is not a substitute for good hand washing.

Sanitiser is available throughout the building for staff use

Amendment 20/04/2021 – additional hand sanitiser station placed outside in garden

--	--	--	--	--

<p>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.</p> <p>Appropriate cleaning products and sanitiser to be used which is based on hydrogen peroxide, peracetic acid or sodium hypochlorite (World Health Organisation - WHO) and are solutions containing greater than 60% alcohol</p> <p>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 -Hydrogen Peroxide – Only really useable as a stabilised solution often in a ready to use trigger spray based on Hydrogen Peroxide, stabilised with ionic silver (other methods may leave a residue) and a suitable shelf-life at ambient temperatures. The product should have verified viricidal efficacy under BS EN 14476.</p>	<p>Photocopier and scanner and similar office equipment touch points wiped with sanitizer wipes before and after use</p> <p>Sanitise desk telephones at beginning and end of each working day</p> <p>In the kitchen sanitise the tap handles, fridge/ freezer/ oven/ rational/ blast chiller handle, equipment handles, all hand contact points on an hourly basis and clean as you go</p> <p>Remove hand dryers from use in toilets (disconnect and highlight with yellow tape to stop people trying to turn them on)</p> <p>Use paper towels in the toilets and put in bins provided.</p> <p>Foot operated bins to be provided in the toilet and kitchen areas to avoid hand contact.</p> <p>During working hours there will be a member of staff dedicated to cleaning touch points in the pub to include, door handles (inside and outside), rails, toilet door handles, flushers, switches, chairs and tables after customers leave, PDQ machines, fruit machines/ similar</p> <p>Entire table top / edges and chairs indoors / outdoors (<i>delete as appropriate</i>) are wiped down with sanitiser after each customer leaves before the table is ready for the next customers</p> <p>In the bar sanitise the all handles, bar fridges, beer taps, wash hand basin, post mix trigger, equipment handles, all hand contact points on an hourly basis and clean as you go</p>	Helen Delgaudio	16/07/2020	15/07/2020
---	--	-----------------	------------	------------

The company will purchase appropriate cleaning solutions based on the above WHO recommendation and complaint with BS EN 14476

Safety Data sheets and COSHH Risk assessments to be provided for new chemicals

Cleaning chemicals will also have EN 1276 to ensure effective for bacteria and preferably EN 1650 for yeasts and molds

Toilet taps and flusher to be sanitised before and after use

Wipe down payment machine before and after use in front of customer using sanitiser wipes

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.

Cleaning schedules to be fully reviewed to encompass COVID-19 controls

With respect to washing of dishes, crockery, utensils , glasses etc, the rinse cycle or water must exceed 60°C

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

Sanitiser wipes at each payment point

Helen Delgaudio

16/07/2020

15/07/2020

<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 do their own washing so encouraged to wash work clothes daily</p> <p>Area provided for changing, including shower facility if required.</p>	Helen Delgaudio	16/07/2020	15/07/2020
<p><u>Visitors e.g. contractors/ enforcement</u></p> <p>Visitors to site are prioritised on essential services and non essential visits to back of house areas is discouraged.</p> <p>Visitors will include tradespeople, pest control, EHO, auditing, engineers for water, heating , electricity and equipment repairs.</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 or staff are relocated to another part of the building and 2 metre gap maintained.</p> <p><i>See Deliveries and Post</i></p>	<p>Health questionnaire for visitors as detailed in general control column.</p> <p>Arrange visitors out of hours or in quiet sessions.</p>	Helen Delgaudio	16/07/2020	15/07/2020
<p><u>Operational Flow</u></p> <p>Plan of pub and outside areas including garden / public area documented to identify potential 'pinch points' and specific controls to cover these areas documented and trained to staff</p>	<p>Potential pinch points identified are:</p> <p>Revised 04/2021 – SERVICE RESUMES 28/04/2021 OUTDOOR SERVICE ONLY. Tables have been laid out with adequate spacing to allow space and guests to maintain social distancing at all times. Access to pub from front door, to toilets</p>	Helen Delgaudio	16/07/2020	15/07/2020

<p>This plan to be reviewed at least fortnightly or when advice regarding COVID-19 changes.</p>	<p>only, guests must wear masks when moving from table to toilet.</p> <p>Service is via the App or table service only. No bar service.</p> <p>*Entrance/Exit. During good weather this is lessened by use of a one-way system from entrance to exit through the restaurant side door.</p> <p>In cooler weather, entrance and exit through the front door, entrance to the left, exit to the right.</p> <p>Potential pinch point at toilet entrance. Signage to advise customers of protocol Staff to monitor and address pinch point issues throughout shift</p>			
<p><u>Social Distancing Generally</u> Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap</p> <p>Redesigning processes to ensure social distancing in place.</p> <p>Conference calls to be used instead of face to face meetings.</p> <p>Ensuring sufficient rest breaks for staff are staggered to reduce contact.</p> <p>Social distancing also to be adhered to in kitchen area and smoking area.</p> <p>Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it.</p> <p>Management checks to ensure this is adhered to.</p> <p>Tables to be arranged with a 2 metre circumference around the table at all times</p>	<p>Track and trace mandatory, via NHS code, or on paper, online.</p> <p>Reservations are encouraged via website</p> <p>Customers must remain seated, accept when moving to the toilets, arriving and departing.</p> <p>Masks must be worn when moving about the pub, may be taken off once seated.</p> <p>All consumption of meals and drinks to take place at tables only.</p> <p>Fruit machines and similar to be separated to allow a 2 metre distance</p> <p>Signage to show the Entrance and the Exit to enable a one way flow in and out of the pub</p> <p>All controls for inside the pub are relevant for outside drinking/ dining areas</p>	<p>Helen Delgaudio</p>	<p>16/07/2020</p>	<p>15/07/2020</p>

<p>Perspex screens to be fitted at the order point at the bar to form a barrier between the customer and the staff</p>				
<p><u>Social Distancing – Customer and Staff Numbers</u></p> <p>Usable customer area measured to identify maximum capacity when 2 metre distancing is applied, and tables are laid out accordingly</p> <p>A dedicated staff member in addition to the Greeter will monitor the number of customers to ensure they do not exceed the COVID CAPACITY and ensure that social distancing policies are in place and executed at all times.</p> <p>Review work schedules and rosters including start & finish times/shift patterns, working from home etc. to reduce number of workers on site at any one time. Also relocating workers to other tasks.</p> <p>Review of the number of people who can use the office space and staff facilities/ areas and maintain the 2 metre distancing – due to space limitations only one person in the office at a time</p> <p>Numbers of staff and customers in the building to be reviewed to ensure numbers of staff attending the office does not exceed safe distancing practicalities</p>	<p>The customer area of our pub is _____ m2 Allowing for tables and chairs and radius of 2 metres between chairs, our maximum COVID CAPACITY is _____ people</p> <p>Screens are used to shield tables as the exception to a 2 metre rule – screens are Perspex or similar and sanitised after each table departs</p> <p>Floor markings in place to show how to queue at the bar to allow appropriate depth of queue for the venue and the space</p> <p>All controls for inside the pub are relevant for outside drinking/ dining areas</p>			

<p>Adjust layout of tables and chairs to incorporate a 2 metre radius around tables</p>				
<p><u>Social Distancing – Customer arrival and departure</u></p> <p>OUTSIDE THE ENTRANCE - Customer advice not to enter if they have symptoms of COVID-19 is prominently displayed. Current symptoms are included in this information e.g.</p> <ul style="list-style-type: none"> • New persistent cough • Fever • Loss of sense of taste/smell <p>A notice advising customers of the COVID-19 restrictions, distancing and useful information on behalf of McManus will be prominently displayed in the waiting area. This will outline all the items to be aware of during their visit to McManus e.g. 2 metre distancing, hand washing, order process</p> <p>Greeting team in place to manage customer arrival and flow.</p> <p>‘Greeter’ on duty at front of house to greet customers and advise them of the safe system of work regarding, seating, ordering, payment, one way system, social distancing, queuing for toilets, floor marking etc</p> <p>Please wait here sign in place while greeter takes customers to table Customers asked to follow greeter / greeter team members to table</p>	<p>Track and trace mandatory! Scan in, online, or recorded in book, destroyed after 21 days</p> <p>Online reservation system used to manage bookings and numbers of customers. This will include advice not to book if customer is displaying the COVID-19 symptoms.</p> <p>Full size display notice in place to advise customers of the COVID-19 advice for this pub</p> <p>Line marking/ floor stickers and barriers to ensure customers stand 2 metres apart and to identify entrance and exit points</p> <p>One way system applied to the pub from arriving to exit</p> <p>Greeter is aware of maximum COVID CAPACITY and monitors numbers of customers. Additional customers are added on a ‘one out – one in’ basis</p> <p>Where possible doors are open to circulate air and avoid necessity to touch doors. This may not be possible due to design and or weather conditions.</p>			

<p>Garden area is also managed by Greeter to ensure that customers do not congregate so as to affect the social distancing arrangements</p> <p>Clear route for customers to follow after they have finished their meal and a separate exit</p>				
<p>Service</p> <p>Tables clearly numbered to enable ease of ordering and service</p> <p>Consideration of menus and the materials they are made of and either cleanable through sanitiser or disposable after each customer leaves the table.</p> <p>Orders will be taken personally by a staff member assigned to that specific table</p> <p>No orders taken at the bar unless screened</p> <p>No condiment bottles on tables</p> <p>No tables laid in advance</p> <p>Glasses handled by bases</p> <p>Ice scoop handles are sanitised between usage</p> <p>Cutlery is taken to the customer.</p> <p>No cutlery is accessible by the customers</p> <p>Salt , pepper, sauces are in sachets or decanted into single use servings which are not reused</p> <p>Food is delivered to the table on a tray</p> <p>Allergen information is still available and documented for each item</p> <p>Disposable napkins in use</p> <p>Staff to check with table as to how they can be served e.g. lean in or side table used or place at the end of the table if possible.</p> <p>Staff leaning in should use appropriate face coverings</p> <p>Staff will clear all tables, and this should not be done by customers</p> <p>Staff to ensure they thoroughly wash their hands or if not possible, sanitise them with appropriate</p>	<p>Single use menus in use</p> <p>Black board menus in use – wiped if touched</p> <p>Screens fitted around bar to enable ordering – currently no ordering at the bar but screens still in place for future</p> <p>Orders are placed online using APP</p> <p>Table service only in addition to the app, no bar service, service continues as before regards minimal contact, single use sauces, disposable napkins, menus etc</p>			

<p>sanitizer after every table clearance and before running meals to tables</p>				
<p>Payment Payment is at the table using contactless where possible If cash is used it will be placed by the customer in a cash tray and staff will thoroughly wash hands after handling cash</p>	<p>Use of cash is discouraged and contactless or tap and go is encouraged Ordering and Payment App at table Card payment machine is wiped with a sanitiser wipe in front of customer before and after each usage</p>			
<p><u>Social Distancing – Toilets/ Rest Rooms and Staff Facilities</u> All staff to ensure that they do not pass in space restricted areas such as stairs, kitchen area, staff rooms and rest rooms/ toilets Signage at toilets for customers to advise them that the toilets operate on a 'one in one out basis'. Markings on floor to denote where to stand</p>	<p>Maintain a 'lone person zone' on stairs, staff room, rest room/ toilet Only one person in the toilet area at a time Staff will not go on cigarette breaks with anyone else Consider how you will manage the toilets for customer use . This could involve using only the disable toilet if you have one or having a key code system</p>			
<p><u>Wearing of Gloves</u> 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. There is no current requirement to wear gloves in the hospitality sector with respect to COVID-19</p>				
<p><u>Face Masks</u> Government is advising that people should aim to wear a face covering in enclosed spaces where social 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</p>	<p>Staff can request a face covering and some will be available from the Manager Staff may wish to bring their own face covering and it can be worn providing it is not an 'offensive' design</p>			

<p>transmission of the disease to others if you have it asymptotically.</p> <p>Face coverings are to be worn by staff members who come to work on public transport from 15th June 2020</p> <p>https://www.gov.uk/government/news/public-advised-to-cover-faces-in-enclosed-spaces</p>	<p>Staff must wear face coverings at all points, when working inside, and serving outside, as stated above, these are available at the pub</p>			
<p><u>Working Arrangements</u></p> <p>Staggered work arrangements</p> <p>Specified areas to be used by one person at a time only</p> <p>Staff to have personal pens so these are not shared</p> <p>Stagger break times so staff are not grouped together in meal areas/ staff areas</p>	<p>Areas where one person at a time are allowed in are : walk in chiller/ walk in freezer/ dry store/ cellar/ bin store</p> <p>Menu to be reviewed to determine whether changes to items offered can reduce crossovers in the kitchen in terms of preparation.</p>			
<p><u>Symptoms of Covid-19</u></p> <p>Customer advice not to enter if they have symptoms of COVID-19 is prominently displayed outside the pub entrance.</p> <p>Current symptoms are included in this information e.g.</p> <ul style="list-style-type: none"> • New persistent cough • High Fever <p>Loss of sense of taste/smell</p> <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 (see McManus Staff Sickness and Cleaning Guidance)</p>	<p>Line managers will offer support to staff who are affected by Coronavirus or has a family member affected.</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><u>Health of Staff and Visitors</u></p> <p>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.</p> <p>Use of health questionnaires for pre-employment, visitors / contractors and return to work from holiday /illness have all been revised to incorporate COVID-19</p> <p>Review fitness to work daily - every employee of McManus every day they work will complete the Employee Daily Return to Work questionnaire regardless of position. This document is filed.</p> <p>Review personal hygiene training with all staff focusing on correct hand washing, and regularly remind them not to touch their face, mouth, eyes etc.</p>	<p>Telephone return to work interview for all staff and record kept on Employee Daily Return to Work questionnaire</p>			

<p>Shaking of hands not permitted and use other non physical means of contact such as verbal, smiles and waves</p>				
<p><u>Deliveries and Post</u></p> <p>Deliveries are managed by the Manager or the Kitchen. Post is managed by the Manager</p> <p>Wipe down all deliveries with sanitiser wipe or spray if the packaging allows this.</p> <p>No contact deliveries. Delivery staff do not enter the kitchen. 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 McManus Staff</p> <p>Agree arrangement to accept delivery without the need to sign for it, this may be a photograph</p>	<p>Thoroughly wash hands after handling post and deliveries</p> <p>Outline here your process for receiving deliveries (how you are notified, where they are left ensuring safety of the food, how you 'sign' for delivery)</p> <ul style="list-style-type: none"> 			
<p><u>Training and Communication</u></p> <p>Staff to complete COVID training 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>Here list how the briefings take place e.g. Yapster, Start of shift Staff Briefings</p> <ul style="list-style-type: none"> . Shift brief – WhatsApp communications .Team meetings 			

<p>Functions</p> <p>Currently functions are on hold until clear guidance is issued from the Government as to required controls</p>				
<p>Mental Health</p> <p>Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help</p> <p>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> <p>Mental Health Champion for the site who has received appropriate training and is available for support to the team</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

Reviewed by (Name)	Position	Signature	Date

STAFF TRAINING SIGN OFF SHEET

I confirm that I have received this information, discussed with with my line manager and I understand my responsibilities in relation to COVID-19

Name	Signature	Date
