



Kings Arms Risk Assessment

Guidance Notes

This Risk Assessment has been completed while taking due consideration of the Government Covid-19 Secure Guidelines, rules & laws. This document has been made available for inspection by the local EHO (Environmental Health Office). All staff members have completed the "Prevent Covid-19" online training course and additional in house Coronavirus Training specific for our venue.

RISK ASSESSMENT December 1st 2020

Activity: Protection against Covid-19

Potential hazards: Infection & illness

I. Coronavirus infection is acquired by 2 principle routes

Whilst Coronavirus symptoms are often mild, it can cause acute illness & in some individuals death. Infection is acquired by 2 principle routes:

- A. Airborne droplets carrying the virus which have been exhaled by an infected person. The risk is greatest when a person is displaying symptoms, but not all infected persons have symptoms. Coughs & sneezes increase infection risk. The virus can enter another person via mouth, nostrils or eyes.
- B. Contamination of hands from touching a surface contaminated with virus particles (because an infected person has coughed or sneezed over it, or passed on the germs with their hands) & then touching your own face (mouth, nostrils, eyes) with your contaminated hands.

2. Protect yourself from infection in 2 principle ways - Assume everyone is infected:

- A. Safe Socialising - as far as possible, keep a minimum distance of 2m from all other people. This will reduce risk that you inhale airborne virus particles from an infected person. Reducing the distance to 1m should only be considered if unavoidable, ie when delivering to a table or passing people in transit areas, where contact time is minimised to mitigate the risk of infection. Face coverings must be worn by all staff when at work, where 2m distance cannot be maintained.
- B. Wash Hands Regularly - all team members must wash their hands every 20 minutes using soap and water for 20 seconds as trained. Hands should be sanitised after each delivery, clearance or direct contact with customers which may occur via transactions (pdq or cash) or collection of glassware, plates & table clearance. Team members should avoid touching their face at any time.

EFFECTIVE HANDWASHING WITH SOAP & WATER IS YOUR BEST DEFENCE AGAINST INFECTION

3. Looking after your team

- A. All team members must complete our in house Coronavirus Training before returning to work. This is to make them fully aware of the controls within this RA (Risk Assessment).
- B. All team members must confirm their fitness to work before each shift and will have their temperature taken for clarity at both start and end of shifts.
Should a team member develop symptoms whilst at work, they will be sent home immediately to self-isolate.

4. Keep virus out of the building

- A. Signs have been erected at access points to the building instructing persons with Covid-19 symptoms not to enter the building.
- B. No team members should come to work if they have symptoms, or have had symptoms in last 7 days or someone in their household has had symptoms in previous 14 days.
- C. Team members must wash hands thoroughly & in accordance with their training, on arrival at work, they will then have their temperature taken, if above 37.8C, that individual will be immediately sent home and told to register under NHS Track & Trace and to self isolate.
- D. Meeting Points have been set up at the key entrances and access points with hand hygiene stations and clear signage. The signage is designed to welcome the customer while advising them of our specific operating guidelines and those of the Govt. They will ensure that all arriving customers suitably sanitise their hands on arrival at the buildings or garden. Group sizes and household numbers must be verbally confirmed with customers upon arrival.

- E. Team members should change on arrival at work in the changing (Boiler) room, clothes must be securely placed in a bag and hand washing must be maintained as per training, and both before & after changing.

5. Contractors

- A. Will only be allowed on site if they have an agreed appointment.
- B. On arrival they should follow the existing guidance for customers, maintaining social distancing & coming into contact with minimum number of people.
- C. They will be required to wear a face mask or covering whilst in the building.
- D. Deliveries will be required for both food & wet stock. Food deliveries should be left in the “delivery” box (end Barn 2) and be sanitised before entering the buildings. Wet deliveries may require access to the cellar, ensure safe social distance whilst the delivery takes place and sanitise after contact. All delivered stock should be sanitised or left for 24 hours before handling.
- E. Always wear disposable gloves or wash hands after handling newly delivered stock.

Risk Assessment control table:

| | Control implemented | Yes | No | Notes |
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| 1.0 | CUSTOMER | | | |
| 1.1 | Customer encouraged to pre-book tables. | ✓ | | All customers will be encouraged to pre-book via onsite display boards & all marketing via our website & social media channels. |
| 1.2 | Walk-ins permitted if tables are available. | ✓ | | Walk-ins will only be permitted, both inside & outside, when tables are available. |
| 1.3 | Vertical drinking will not be permitted. Customers may book tables in bar area. | ✓ | | There will be no vertical drinking allowed, either within the buildings or gardens. Tables can be booked or taken if available. |
| 1.4 | Put tape on floor parallel to bar to ensure tables & chairs do not encroach within the safe social distance of anyone working behind the bar. | | ☐ | We will only operate on a table service basis so customers will not approach the bar areas. |
| 1.5 | Need to manage door during peak periods to ensure customers are not bunching inside the pub. Queuing at entrance or in car park might be necessary & social distancing may need to be encouraged via the door host. | ✓ | | We have set up Meeting Points from where we will manage our customers so queuing should be limited. Each Meeting Point will provide advice on hand sanitising & social distancing. |
| 1.6 | Trade area must be set up to maintain social distancing, some tables & chairs removed or clearly marked as out of use. | ✓ | | Internally all tables and chairs have been set up to observe social distancing at 1m+. The garden area is currently closed, all tables have been removed, excluding the marquee on patio 1 where distancing has been observed in the bench settings. |
| 1.7 | A single customer entrance has been identified with a separate exit door to ensure one-way flow of customers. Signage makes this clear. | ✓ | | To minimize traffic flow all customers must enter the building via the front door and be managed from the front bar, this will limit traffic through the middle bar and restaurant. Exit is marked as through the rear door. |
| 1.8 | Alternative access point may be necessary for persons with impaired mobility. Ensure a plan is in place & team are aware of this. | ✓ | | Access via the rear door is permitted for people with impaired mobility, disabled access is via the front entrance. |
| 1.9 | Customer toilets are managed for single entry or sufficient urinals, hand wash sinks & toilet cubicles are taken out of use to maintain social distancing. | ✓ | | Controls and signage are in place at each toilet for one in one out. |

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| 1.10 | Pinch points where social distancing cannot be maintained have been identified & suitable precautions employed. | ✓ | | Identified pinch points have been removed by table planning or mitigated by traffic management to minimize contact time. |
| 1.11 | If possible, open windows etc. to increase flow of external air into building. | ✓ | | During colder weather doors or windows should be opened where possible. |
| 2.0 | TEAM | | | |
| 2.1 | Team members can stagger breaks & take them away from customers or at least maintain social distancing. | ✓ | | The front bar (T2) or the Millennium Green can be used for breaks. |
| 2.2 | Team members have been allocated to specific shift bubbles. Switching between bubbles should not take place unless absolutely necessary and only with approval. | | n | All team members must observe social distancing measures with other staff members at all times therefore shift bubbles are not deemed necessary. Face coverings must be worn at all times when working. |
| 2.3 | Team meetings may only be conducted remotely. Any necessary one to one meeting must observe social distancing. | ✓ | | Social Distancing must be observed during all staff meetings. |
| 2.4 | All team members with a specific workstation. e.g. behind bar or in kitchen, must be set up so that each station is self-sufficient to avoid unnecessary moving around which may compromise social distancing. Staff may occasionally pass each other on the cook-line or behind the bar, but this should be avoided as much as possible. This may mean that only one person is working the bar or one person in the kitchen. | ✓ | | It is not practical to isolate work stations between staff. All staff must therefore observe social distancing where possible or take mitigating measures – all staff must therefore where face coverings at all times while working. |
| 2.5 | Keep uniforms clean. This gives customers confidence. | ✓ | | All uniforms to be washed daily as standard. |
| 3.0 | BAR SET UP | | | |
| 3.1 | Where possible, all drinks will be served to customers seated at tables. Bar tenders should have their own workspace, including dedicated ice bucket, scoop, fruit & tongs. These together with any spirit bottles should be cleaned & sanitised at the end of each shift or on change over. If bar is large enough for 2 people, each space should be marked out with floor tape. | ✓ | | Table service will be provided for inside & outside tables. It is not practical to isolate work stations between staff. All staff must observe social distancing where possible or take mitigating measures – all staff must therefore where face coverings at all times while working. Sanitisation of all touched items must take place between shift changes. |
| 4.0 | KITCHEN SET UP | | | |

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| 4.1 | Social distancing must be maintained in the kitchen. If this is not possible, then only one person to work there. More preparation & cleaning time may be required outside of trading hours. Where more than one person working in kitchen, each must have their own workstation. Do not mark out sections with floor tape, this may become a trip hazard & will become a dirt trap. Ensure each member of kitchen team understands the boundaries of their workstation & that they have their own dedicated utensils, including temperature probe. | y | | The kitchen has returned inside which puts increased pressure on social distancing and workstation isolation. Therefore all staff must sanitise before each shift and wear face coverings at all times while working. Existing cleaning schedules will minimize risks associated with contact points and utensil usage. |
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| | KITCHEN SET UP CONTINUED | | | |
| 4.2 | Record here, number who can work in kitchen. Do not include staff collecting food for service. <div style="border: 1px solid black; width: 40px; height: 20px; display: inline-block; text-align: center; vertical-align: middle;">3</div> | y | | It is possible to operate the kitchen with x3 staff and generally maintain social distancing. It is accepted that social distancing may at times be compromised so all staff must wear face coverings at all times. |
| 4.3 | Put utensils through pot wash machine between shifts. | y | | All utensils must be cleaned & sanitized between shifts. |
| 4.4 | Do not share pens when completing due diligence paperwork. | y | | No tools, utensils or pens to be shared at any time. |
| 4.5 | Disposable gloves should be worn for taking in food deliveries & then discarded once this task is complete. Remembering to wash hands after use. | y | | Gloves must be worn for receiving deliveries and disposed of after use, with hands then sanitised or washed. |
| 4.6 | Only one person in walk in storage space at a time. | y | | The staff changing room, cellar and both Barns 1 & 2 are one in one out with signage to clarify. |
| 4.7 | Do not allow delivery drivers to enter the BOH (Back of House) area. | y | | No delivery drivers are allowed into the buildings. |
| | 5.0 HAND SANITISER DISPENSES | | | |
| 5.1 | Should be installed FOH (front of house) and BOH (back of house). | y | | Sanitisers are provided to all staff and positioned at Meeting Points (FOH) on all workstations (BOH) and in all toilets & pinch points. |
| 5.2 | At customer & team member entrance. | y | | Meeting Points have been set which all include sanitisation & social distancing information. |
| 5.3 | Adjacent to working till, one for team & another for customers. | y | | Sanitisers have been placed by the till for staff, who will sanitise at the start of each shift. Customers will arrive at meeting points with signage and sanitisers or once seated, we have provide sanitisers for each table. |
| 5.4 | BOH in location for frequent use. | y | | All workstations and operational areas have sanitisers. |

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| 6.0 | REDUCE CONTACT | | | |
| 6.1 | Display signage encouraging customers to use contactless | y | | At each Meeting Point signage encourages customers to use contactless payment. |
| 6.2 | Identify a single till where customers can order & pay for food. Put tape on floor to identify social distancing requirements. | | n | Customers will be required to pay at the table when they place their order or at conclusion if tabs are used. |
| 6.3 | Any operational tills must be protected with a plexiglass screen & hand sanitizing gel. The PDQ machine & printer should be on the customer side of the screen. If plexiglass screen not available, use face visors, or social distancing should be maintained throughout the transaction. | | n | It is not deemed necessary to install plastic screens as we can maintain social distancing and have limited individual contact time. Customers will be encouraged to pay by contactless at the table, if the card & pin are entered PDQ's will be sanitised after completion of transaction. Face visors or coverings must be worn by all waiting staff. |
| 6.4 | Any cash transactions should be through the gap in the screen or if no screen ask customer to place cash on the counter and step back following social distancing throughout the transaction. | y | | All cash should be immediately sanitised and placed in the till. Social distancing should always be maintained. |

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| | REDUCE CONTACT CONTINUED | | | |
| 6.5 | Customers will be expected to remain seated; food & drink will be taken to their table. The server moves back from the table once depositing the drinks/food. | y | | Signage will advise customers to largely remain at their tables unless accessing toilet facilities where face coverings must be worn. All waiting staff will observe social distancing, placing a tray on the table for the customers to distribute. |
| 6.6 | Team members will need to be FOH to deliver plated food & drinks to tables & to collect used crockery & glassware. If it is not possible to create a service drop of and collection point for food and drinks, in such circumstances social distancing cannot be maintained. Keep contact time with customers to a minimum. Ensure adequate face masks/coverings are available should team members wish to wear them. | y | | Only waiting staff will deal with customers for orders, delivery & clearance keeping contact time a minimum but still observing social distancing. All waiting staff will have visors or face coverings. Where practical staff will be allocated service areas to minimize numbers of contacts. |
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| 7.0 | TABLE SET UP & TURNING | | | |
| 7.1 | Tables will be left empty between customers. | y | | All tables will be sanitised following customer departure. |
| 7.2 | Cutlery & condiment sachets will be brought to table at same time food is served. | y | | Disposable sachets will be used for all condiments and supplied with cutlery, condiment requirements should be clarified at time of food order to minimise contact. Ramakins should only be used where disposables are not available. |

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| | | | | Waiting staff should hold a stack of all items within their apron to ensure minimising revisits. |
| 7.3 | Single use napkins only & disposable sauce sachets. No reusable bottles. | y | | Food service will be made on crockery with metal cutlery, where possible all additional food related items will be disposable. |
| 7.4 | Clear, clean & sanitise tables & chair backs (where customers may have touched them) between each party of customers. | y | | Tables & chairs will be sanitised between each group of customers. |
| 7.5 | If necessary, return table & chairs to safe distance from others. | | n | Tables will have a fixed positions which must not be moved, only “stackable” chairs outside should be moved to support groups or families requiring more space. This will be limited to x6 people (plus bubble) without any exceptions. |
| 7.6 | Use glass trays to collect empty glasses. Do not put fingers where customers mouths have been. | y | | All glassware to be collected with a tray from tables by waiting staff and put at glass collection point for onward journey to cleaning & sanitisation. Each team member involved must sanitise their hands following contact. |
| 7.7 | Always wash hands after clearing tables & glassware. | y | | Each member involved must sanitise or wash their hands after any potential point of contact. |
| 7.8 | A pedal bin with close fitting lid, must be provided for staff to dispose of face masks & disposable gloves. | | n | Existing hygiene and disposal methods are considered to be satisfactory. A member of staff will be tasked with regular bin emptying as per Cleaning Schedule. |
| 8.0 | CLEANING MONITOR | | | |
| 8.1 | Touching of some surfaces is unavoidable. Frequent cleaning with suitable sanitizer will kill the virus if it is on the surface | y | | All potential touch or contact points will be sanitised before and then frequently from opening until close, as per the defined Cleaning Schedules. |
| 8.2 | Use your nominated cleaning sanitiser. | y | | All products used are confirmed as Coronavirus appropriate. |
| 8.3 | Increase frequency of cleaning of all surfaces that are frequently touched. These include door push plates & handles, till buttons, card machines & office keypads, toilet handles & all taps, hand dryers, tables, chairs & AWP machines. | y | | Taps have all been upgraded to single touch lever handles to minimise contact. Hand dryers and disposable towels are provided in all toilets. Cleaning schedules must be followed for all contact points, as per the defined Cleaning Schedules. |

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| | CLEANING MONITOR CONTINUED | | | |
| 8.4 | AWPs can continue to be played. Consider fitting a hand sanitiser dispenser to the wall adjacent to machine & applying tape to floor with a reminder that anyone not playing the machine needs to maintain social distance. | | <u>n</u> | No AWP's. |

I declare this business is compliant with Covid-19 Secure guidelines & can safely trade and I have reviewed the Risk Assessment with each member of my team as outlined below.

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| SIGNED: | | PRINT NAME: | |
| DATE: | | JOB TITLE: | |

