

Company	Ben Satchfield Limited
Person completing assessment	Ben Satchfield
Employee representative	Brett Child (OKA) Finlay Eaton (Gate)
Date of assessment:	28 <sup>th</sup> June 2020
Review Frequency:	Yearly – but to be discussed weekly at WMM

### Introduction

This risk assessment relates to our policies regarding the Covid-19 pandemic. There will be changes to policies and procedures to ensure the safety of employees and customers.

This risk assessment relates to both pubs, namely The Olde Kings Arms in Hemel Hempstead and The Gate in Bricket Wood. It relates to the pub operation only.

Most aspects of the risk assessment relate to both sites but where matters are site specific it will detail the Olde Kings Arms as OKA and the Gate as THE GATE.

Where an action details a task will be completed by Landlord/Manager this will refer to Ben Satchfield at The Gate and Brett Child at the Olde Kings Arms. When not on site, the Landlord/Manager will designate the site supervisor role to another member of the team who will be responsible for those roles.

The people who will be exposed to risk are employees and visitors/customers. Vulnerable groups will also be at risk and these are defined as moderate risk by the government.

Extremely vulnerable groups should not be attending and they are classified by the NHS as high risk.

Both pubs will open on 4<sup>th</sup> July on a garden only basis which will be reviewed each week. It is anticipated that the garden only basis will continue until at least 1<sup>st</sup> August 2020 and will only change should government guidance and legislation change.

Signed:		Print Name:		Date:	
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## Effective personal hygiene

*Government advice;*

- Hand wash basins provided to ensure that hand washing can be achieved regularly by the team, for example bar and waiting staff
- Hand wash basins to be supplied with soap and paper towels to dry hands
- Hand wash basins will be supplied with alcoholic hand sanitiser
- Hand sanitiser will be supplied at the entrance of the building and suitable locations throughout
- If gloves are provided they must be changed between every task
- Employees carry their own personal alcoholic hand sanitiser for personal use

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| <ol style="list-style-type: none"> <li>1. <i>Staff will be trained in hand washing techniques and washing frequencies at training session on either 2/7/20 or 3/7/20. Head chef to communicate to kitchen staff the frequency at which hands will be washed by the kitchen team. Staff running drinks or food to tables will be required to wash their hands between each trip.</i></li> <li>2. <i>Glove wearing is not mandatory and due to the confusion that glove wearing can cause, hand washing is seen as the best way to maintain personal hygiene. Staff are not required to wear gloves in any area of the business.</i></li> </ol> |  |
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## Social Distancing

*Government advice;*

- Social distancing to be maintained wherever possible and obeying the 1 metre plus rule
- Where social distancing cannot be achieved, tasks to be altered so that people are stood side to side or back to back
- Physical screens used to protect customers and staff at tills and service points
- Implement measures to prevent non essential movement between work areas
- Re- designed flows for customers
- Consideration of reducing numbers of customers using the toilets at any one time and implementation of a queuing system
- Schedule team members to work in fixed bubbles

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| <ol style="list-style-type: none"> <li>1. <i>There are no tills or service points as the decision has been made to order food and drink from the table on an app. Customers will not attend the bar and the only interaction with staff will be when they have a question or when food or drinks are being delivered and during these times staff will have face masks.</i></li> <li>2. <i>A one way system will operate for toilets to ensure no bottlenecks in corridors or interactions in toilets. At the OKA the disabled toilet will be the only toilet in use and other toilets locked. Customers will queue along the alleyway to the side of the pub and it will be a one in one out system to use the toilet. At the GATE females will enter through the door to the garden and straight to the ladies, then exit this way also. Males will enter through the front door and straight to the male toilets, then exit this way also. These points ensure only one person in a toilet at any one time and people will not be meeting in corridors or doorways.</i></li> <li>3. <i>Team members will work differing shifts. Due to the nature of hospitality they will be working in proximity of other staff and social distancing is not always going to be possible. If staff are within 1 metre of each other they should wear a face mask.</i></li> <li>4. <i>Signage will be in place to advise customers on the walking routes through the pubs.</i></li> </ol> |  |
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## Cleaning and disinfection

*Government advice;*

- Touch points such as door handles, keyboards and fridge handles are disinfected regularly throughout the day and as a minimum the start and end of the day.
- Disinfectant used is effective against viruses such as Covid-19 and the contact time is adhered to
- Ensure that all hand contact surfaces are thoroughly disinfected regularly (for example toilets, chairs, juke box, gaming machines etc)
- All touch points cleaned with hot soapy water at least once a day
- Shared entrances to the business are part of an enhanced cleaning regime
- Increased frequency of cleaning of the toilets, bar, tables etc
- Sufficient supply of cleaning materials
- If a confirmed case then a full clean of the site in line with government guidelines
- Colleague uniforms are to be laundered daily either professionally or above 60 degree wash
- Personal belongings brought to the businesses to be minimal
- Employees to avoid wearing uniform on public transport
- Ensure all staff trained on cleaning regime
- Consider a dedicated person to carry out disinfection

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| <ol style="list-style-type: none"> <li>1. <i>Landlord/Manager to be responsible for checking the toilets every 30 minutes and to ensure that enhanced cleaning regimes are applied.</i></li> <li>2. <i>Extra cleaning materials will be delivered on 2/7/20 to ensure sufficient supplies.</i></li> <li>3. <i>Most employees walk or travel by car but they will all be informed of the requirement to change into work clothes at work if they are using public transport. This will be discussed at training on 2/7/20 or 3/7/20.</i></li> <li>4. <i>If staff are unable to wash uniform on a daily basis due to fast turnaround of shifts the Landlord/Manager will wash all shirts each night.</i></li> <li>5. <i>The Landlord/Manager has responsibility for disinfection throughout the day.</i></li> </ol> |  |
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## Personal protective equipment

*Government advice;*

- Employees can choose to wear a face covering in work areas but must wear one when within one metre of a customer. Employees should avoid touching their face. If work, face masks should be changed at least daily and even when worn continue to observe social distancing where possible
- PPE will all be single use and disposed of
- If gloves are to be worn they will be changed after each task

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| <ol style="list-style-type: none"> <li>1. <i>Employees to be trained concerning face mask requirement on 2/7/20 or 3/7/20. Staff will be told to launder at home but if not it can be done by Landlord/Manager overnight.</i></li> <li>2. <i>There is no requirement to wear gloves and staff will regularly wash their hands.</i></li> </ol> |  |
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<b>Deliveries</b>	
<p><i>Government advice;</i></p> <ul style="list-style-type: none"> <li>• Reduce number of deliveries to the site by increasing order size and reduce frequency</li> <li>• Stop personal deliveries to the premises</li> <li>• Hand to be washed thoroughly after handling delivered items</li> <li>• Deliveries not to come in through customer areas when the premises is trading</li> <li>• Ensure suppliers are aware of the controls they must follow at your premises</li> <li>• Consider how drink deliveries are undertaken due to restricted space</li> </ul> <p>1. <i>All orders will be larger and less frequent with improved management ordering structures in place. Beer delivery is TUE for OKA and WED for the GATE. Waterdene delivery will be scheduled for Wednesday and Sparshotts for Thursday.</i></p> <p>2. <i>All deliveries will take place when the pub is closed to the public.</i></p> <p>3. <i>Marstons deliver to our cellars and they have separate policies to protect their staff. Our employees are not to go to the cellar when Marstons employees are present to ensure social distancing.</i></p>	

<b>Entering and leaving work</b>	
<p><i>Government advice;</i></p> <ul style="list-style-type: none"> <li>• Markings at the entrance of the building to ensure social distancing is maintained before people enter</li> <li>• Signage to be displayed to inform the guest of social distancing measures and request that they are observed</li> <li>• Consider a queuing system at bars including clear floor marking</li> <li>• Table service to be considered</li> <li>• Adequate signage to request customers respect social distancing and not to enter if they have symptoms of Covid-19.</li> <li>• Mark floors with signage to show the relevant social distancing measurement</li> </ul> <p>1. <i>Signage will be in place to advise all site users of distancing measures.</i></p> <p>2. <i>Both pubs are operating on a garden only basis and customers only enter the pub to use the toilets.</i></p> <p>3. <i>Queuing at the bar is not relevant as all ordering is done via an app with table service.</i></p> <p>4. <i>Floors will not be marked – at the GATE chairs will mark the route to the toilets and at OKA the route will be marked with signage. All customers at OKA will enter via the small front door at the front of the pub and exit via the garden gate beside the outside bar.</i></p>	

### Movement within work

*Government advice;*

- Reduce movements within the building by discouraging non essential movements
- Consider the use of table service and payment at the table to reduce guest visits to the bar
- Restrict team movements to only essential areas
- If meetings to be held then maintain social distancing distances and avoid sharing pens, keyboards and other equipment
- Meeting rooms to have enhanced cleaning before and after meetings
- Customers to be instructed on the movements they are able to make around the site
- Use of blackboard menu specials to be minimised as it encourages customers to leave their tables

1. *All transactions will be via an app so customers will not leave the table except for toilets.*
2. *There will be sufficient signage for customers so they are aware of the walking routes.*
3. *No blackboards or menus on tables. All ordering will be via an app. If customers request a paper menu then one can be provided but it must be destroyed as they will be single use.*
4. *Team training will be at either the GATE or OKA which will be cleaned before. Staff will not share pens or other equipment unless sanitised.*

### Communal areas

*Government advice;*

- Stagger breaks to reduce occupancy or communal areas. If possible take breaks in well ventilated areas.
- Seating to be arranged to aid social distancing and reduce face to face infections.
- Ensure communal areas are in the enhanced cleaning regime. If there are showers and changing facilities ensure they are kept clear or personal items.
- Reduce the likelihood of guests congregating in communal areas by using online check in, providing table service etc.
- Review occupancy limits on tables to ensure that social distancing is observed. Inform guests of toilet occupancy and waiting protocol.
- Facilities to be taped off if needed, eg tape off every other urinal in gents toilets if they are in close proximity

1. *Tables in the garden will be set up with appropriate distancing in place. The required distance will be between other tables and the walkways.*
2. *Guests book a table via email and will promptly be shown to their table by a dedicated staff member of the Landlord/Manager when they attend the pub.*
3. *Picnic benches are set up so that customers are back to back with other groups.*
4. *Children must stay seated at tables and not run around the pub. Landlord/Manager will need to be strict around this and allowing children to attend will be discussed if necessary. Children can only leave the table to use the toilet or to enter/leave the pub.*
5. *At the GATE only one female will be in the female toilets and one male in the male toilets at any one time. At OKA only one person will use the disabled toilet at a time and a queue will form along the alley at appropriate spacing.*

### Travelling to work

*Government advice;*

- If corporate vehicles are used to transport employees then reduce the number of people to allow for social distancing
- If employees car share then the passenger should sit behind the driver, not beside them
- Work vehicles are included on the enhanced cleaning system
- If travelling by public transport, employees encouraged to wear face coverings and avoid rush hour

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| <ol style="list-style-type: none"> <li>1. Staff may travel together, mainly for the GATE, and will be informed of the requirement not to sit next to each other.</li> <li>2. The business has one vehicle. Enhanced cleaning to take place. Only one employee will be allowed to be a passenger in this vehicle and under government guidelines this is allowed as they are classed as a family unit.</li> <li>3. At the current time, all staff travel via car or walk but this will be discussed at the staff training session on 2/7/20 or 3/7/20.</li> </ol> |  |
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### Managing visitors

*Government advice;*

- Discourage visitors to the premises. When visitors are absolutely necessary, inform them of the controls in place before they arrive
- The person in charge to inform the visitor of the site specific controls when they arrive
- Limit the number of visitors at any one time and consider visits when persons on site are low
- If visitors use a sign in book then ask them to use their own pen or have a method for disinfecting the pen after each use

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| <ol style="list-style-type: none"> <li>1. <i>All visits from contractors will be on Monday or Tuesday where possible as the pubs are closed. AM visits will be prioritised and if visits are Wed to Fri then only AM visits are possible.</i></li> <li>2. <i>Pens will not be provided to contractors or visitors. Most companies allow their staff to sign on our behalf to alleviate this.</i></li> </ol> |  |
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### Home working

*Government advice;*

- Employees will only return to the workplace if they cannot do their job remotely and where working from home is not possible.

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| <ol style="list-style-type: none"> <li>1. <i>All workers at both sites begin work on 4<sup>th</sup> July 2020. Staff at the OKA have been furloughed but all return on the same date. As the GATE is a new business no staff members were placed on furlough.</i></li> <li>2. <i>Due to the nature of hospitality home working is not possible and employees cannot work remotely.</i></li> </ol> |  |
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### **Working away from the premises**

*Government advice;*

- Face to face meetings will be avoided where possible
- Employees are not to travel on public transport

1. *All workers at both sites begin work on 4<sup>th</sup> July 2020. Staff at the OKA have been furloughed but all return on the same date. As the GATE is a new business no staff members were placed on furlough.*
2. *Due to the nature of hospitality home working is not possible and employees cannot work remotely.*
3. *The only person to have meetings off site is the Landlord who will ensure that social distancing is in place when this occurs and that correct hygiene procedures are followed.*

### **Managing the workforce**

*Government advice;*

- Fix teams into work groups or shift patterns to reduce the number of contacts
- If materials are passed between employees they should be placed into drop zones
- All shared cutlery, glasses should be cleaned and disinfected after each use
- Fire Risk Assessment should be reviewed due to changes in the layout

1. *Staff will work in small groups, ie kitchen team, bar team, running team. This will ensure that they are in close contact with a small number of people rather than the whole workforce. Staff will take their breaks with people in their small group.*
2. *Shared items will also be washed and disinfected and both glass washers have recently been served ensuring they perform correctly.*
3. *A review of the fire risk assessment has taken place.*

### Communication and training

*Government advice;*

- All employees have read and understood the control measures detailed in this risk assessment
- All employees have received training on new policies and service routes
- All employees will have updated training when required
- Employees are aware of the Covid-19 symptoms and the action they must take if they are in contact with someone who has symptoms

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| <ol style="list-style-type: none"> <li>1. <i>All staff are booked on training sessions on 2/7/20 or 3/7/20. This document will be discussed with staff and all will sign that they have viewed it.</i></li> <li>2. <i>If employees are returning to work having suffered symptoms they will be required to complete the relevant return to work paperwork.</i></li> <li>3. <i>We have an online communication system called Deputy whereby staff can contact management and management can communicate messages to individual staff or the whole team if needed. This system will be used to communicate changes to our risk assessment or changes to policies and procedures.</i></li> </ol> |  |
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### Manual handling

*Government advice;*

- Manual handling technique risk assessments to be reviewed to take social distancing into account.
- All employees trained in new manual handling techniques
- Specific consideration given to the moving of barrels as this will be a two person task.

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| <ol style="list-style-type: none"> <li>1. <i>Barrel movement at OKA to be undertaken by BC and AH who will both wear face masks and barrel movement at the GATE to be undertaken by FE and BS who both live on site and are therefore classed as a family unit.</i></li> <li>2. <i>Manual handling techniques to remain as per standard risk assessment but should any staff feel unsure they are to report to the Landlord/Manager of their site for advice.</i></li> <li>3. <i>All staff will be trained in manual handling at their training session.</i></li> </ol> |  |
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### First Aid

*Government advice;*

- The first aid risk assessment has been reviewed and employees are aware of the location of facilities if needed

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| <ol style="list-style-type: none"> <li>1. <i>First Aid facilities are in place in the kitchen.</i></li> </ol> |  |
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### Ventilation within the business

*Government advice;*

- Windows and doors should be kept open to encourage ventilation within the premises. This should not impact other factors such as reduced security, or fire safety
- Ventilation systems should be adjusted to achieve the best air flow possible whilst maintaining staff comfort.

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| <ol style="list-style-type: none"> <li>1. <i>At the GATE the doors to the garden and the front doors will be kept open to ensure a good flow of air through the pub whilst staff are working and members of the public are walking through for the toilets. At the OKA the front side door to be kept open, the external door to Henry's Court kept open, and the door to the garden kept open.</i></li> <li>2. <i>Staff in kitchens will be in more enclosed environments. Kitchens have ventilation systems in place.</i></li> </ol> |  |
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### Common hand contact points

*Government advice;*

- Reusable items such as menus and condiment sachets should be used where possible
- Regular hand contact surfaces (tills, PDQs and kitchen equipment) to be cleaned between users
- If more than one person is working a bar consider implementing zones so that only one person touches a particular item or area

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| <ol style="list-style-type: none"> <li>1. Customers order on an app so standard menus will not be used. If a customer requests a menu then single use paper menus can be given but must be destroyed once used.</li> <li>2. The chef is responsible for cleaning contact surfaces within the kitchen and the bar supervisor will be responsible for this role on the bar.</li> <li>3. People will be working closely on the bar, one person to dispense the draught pints and one to dispense spirits and wines etc.</li> <li>4. Condiments will be in single use sachets and cutlery will be taken to the table with food and not handed to customers beforehand.</li> </ol> |  |
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### Reviewing and monitoring

*Government advice;*

- The risk assessment should be updated on a yearly basis or when government advice changes which in the case of Covid-19 is likely to be sooner

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| <ol style="list-style-type: none"> <li>1. <i>This document will be available to staff and reviewed by management at the weekly management meeting across both sites.</i></li> </ol> |  |
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### **Dealing with Covid 19 in the workplace**

#### *Government advice;*

- All employees that have been exposed to a symptomatic person must self isolate for 14 days or take a test to see if they are infected
- All employees who test positive must self-isolate and ask management for guidance
- All employees must complete a return to work form from self isolation

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| 1. <i>Employees will be trained in these procedures at their training session on 2/7/20 or 3/7/20.</i> |  |
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### **Key points**

- There are one way systems in operation to ensure all customers and staff move through the business in the same way in order to prevent contacts and bottlenecks
- There are significant changes for customers wishing to use toilets and only one person will be in the ladies, gents, or disabled toilet at any time. There may be queues for toilets
- All benches in the gardens have been measured and they are adequately spaced to allow social distancing to take place
- There are dedicated walkways to allow customers to move through the pubs and gardens without having contact with other people
- Children must be seated unless entering, leaving, or using the toilets. Management need to be strict around this as children running around goes against everything detailed in this risk assessment.
- Hand sanitisers will be available in all toilets
- Hand sanitiser points are located in two locations at each site
- Staff to speak with management should they have any questions regarding this document or if they feel unwell at all