

### Elite Pubs - COVID-19 Risk Assessment (Version 11)

Businesses are required to do a risk assessment to identify those persons at risk (employees, members of the public, contractors etc.) of exposure, and identify suitable, reasonable and proportionate control measures that can be put in place to limit and manage the spread of the virus. The risk assessment should be regularly reviewed and updated as official guidance changes. Information, instruction and/or training in the control measures should be provided to those persons concerned.

Business name: Elite Pubs						
Department/Area of Business: Pub restaurant and beer gardens			Name of assessor: Carl Challenger (EHP)			
Date assessment completed: 02/06/20			Date assessment reviewed and by whom: 30/11/2020(Carl Challenger)			
Hazard	Persons at risk	Existing control measures	Additional control measures	Action by whom	Action by when	Date completed
Exposure to and the spread of the COVID-19 Coronavirus	Employees, customers, contractors, visitors.	<p><b>General</b></p> <p><b>Risk assessment</b> - in place detailing necessary control measures.</p>	<p><b>Risk Assessment</b> - Findings to be included in Covid-19 Staff Handbook. Risk assessment and staff handbook to be regularly reviewed and updated where/when necessary.</p>	Training Manager	Mid-June	9th June 2020
		<p><b>Reporting &amp; Isolation</b> – All employees showing symptoms of coronavirus or have been in close contact with a person/s with/suspected of having the virus (at home or in the workplace) shall inform management without delay and self-isolate at home following government guidelines.</p>	<p><b>Reporting &amp; Isolation</b> – Covid-19 Staff Handbook to include employees notifying the company about illness/potential exposure. Handbook to include what action will be taken by the company (entered as a dangerous occurrence in the accident book, possible RIDDOR Report, review suitability of risk assessment control measures.</p>	HR Manager/Training Manager	Mid-June	Ongoing
		<p>When having 5 or more confirmed cases of Covid within 14 days associated with the business, the local public health team must be contacted and they will advise on measures, track and trace, and next steps.</p>	<p>Employees to complete a Covid-19 health declaration prior to commencing work activities.</p>	Training Manager	Ongoing	Ongoing
			<p>Daily verbal health check with all employees prior to the pub doors opening for business; included on a daily check</p>	Pub Covid-19 Champion (Host)	4 <sup>th</sup> July 2020	Ongoing

			<p>sheet to be completed by Covid-19 Champion.</p> <p>Employees classed as vulnerable should follow government guidelines on isolation. It is recommended that they work from home/isolate from other employees/members of the public/perform agreed alternative work tasks where possible.</p> <p><b>Communication</b> – Employees instructed and trained in the Covid-19 Staff Handbook and risk assessment control measures – signed training records to demonstrate. Training refreshed when risk assessment updated.</p> <p>Signage at pub entrance indicating customers to wait to be greeted and seated by the host. Signage on display in key places reminding employees/customers to socially distance.</p> <p>Essential contractors (fire safety, electrical, cleaning etc.) and suppliers of goods to be informed of Covid-19 control measures prior to visit/delivery.</p> <p>Risk assessment published on company website and shared with the relevant Environmental Health departments.</p> <p>All front of house team members will wear face masks, unless an exemption.</p>	<p>HR Manager</p> <p>Training Manager</p> <p>Maintenance Manager/Operations Manager</p> <p>Maintenance Manager/Operations Manager</p> <p>Training Manager/Challenger Food &amp; Safety</p> <p>Operation manager/ Training manager</p>	<p>Ongoing</p> <p>3<sup>rd</sup> July 2020</p> <p>3<sup>rd</sup> July 2020</p> <p>Mid-June</p> <p>End-June</p> <p>23/09/2020</p>	<p>Ongoing</p> <p>Ongoing</p> <p>4<sup>th</sup> July 2020</p> <p>22<sup>nd</sup> June 2020</p> <p>Ongoing</p> <p>Ongoing</p>
		<p><b>Communication</b> – Covid-19 Staff Handbook in place and displayed at each pub.</p> <p>Customers are briefed verbally on physical distancing and risk control measures by the 'host'.</p> <p>Floor signage used at potential close-contact pinch points in each pub to indicate customer waiting/social distancing.</p> <p>Employees display social distancing message on t-shirts whilst at work.</p>				

		<p><b>PPE</b> - By law, staff and customers of venues that provide food and drink will be required to wear a face covering, unless they have an exemption. The host will remind customers and staff to wear a face covering where required.</p> <p><b>Monitoring</b> – Employees lead by example and reinforce control measures with customers/contractors/goods suppliers.</p> <p>Contract already in place with Challenger Food &amp; Safety for periodic unannounced food safety and hygiene audits of each pub.</p>	<p><b>Monitoring</b> – Delegated Covid-19 Champion (Host) on site at each pub at all times when open for business. Daily checks and records performed on health of staff, hygiene, cleanliness and physical distancing measures (checklist put together).</p> <p>Daily verbal health check on employees as part of daily checks (see above).</p>	<p>Pub Covid-19 Champion (Host)</p> <p>Pub Covid-19 Champion (Host)</p>	<p>4<sup>th</sup> July</p> <p>When pub reopens</p>	<p>Ongoing</p> <p>Ongoing</p>
Hazard	Persons at risk	Existing control measures	Additional control measures	Action by whom	Action by when	Date completed
Exposure to and the spread of the COVID-19 Coronavirus	Employees, customers, contractors, visitors.	<p><b>Social distancing</b></p> <p><b>Capacity</b> - Online table booking service in place to help manage pub maximum capacity, collect customer contact details (main contact) to help with track and trace, and reduce unnecessary wasted trips by customers due to tables being fully booked.</p> <p><b>Walkways</b> – Separate entrance/egress doors at each pub to encourage one-way directional flow.</p> <p>Floor signage used at potential close-contact pinch points in each pub to indicate customer waiting/social distancing – toilets, narrow corridors etc.</p>	<p><b>Capacity</b> - Maximum capacity (number of customers) calculated for each area of each pub based on social distancing and the control measures in place.</p> <p>Covid-19 Champion (Host) to monitor capacity on a daily basis and ensure the maximum levels is not exceeded.</p> <p>Walk-in customer contact details (main contact name, phone number, arrival time) to be collected at all times</p>	<p>Training Manager</p> <p>Pub Covid-19 Champion (Host)</p> <p>Front of House</p>	<p>When pub reopens</p> <p>When pub reopens</p> <p>When pub reopens</p>	<p>4<sup>th</sup> July 2020</p> <p>Ongoing</p> <p>Ongoing</p>

		<p><b>Physical barriers</b> - Perspex purchased for all host reception, collection and dispensing areas.</p> <p><b>Arrival meet &amp; greet</b> - On arrival, customers are required to wear a face covering &amp; wait at the pub entrance applying a 2 metre physical distance (each table booking 2 metres apart). No shared hand touch points – entrance door to pub remains open.</p> <p>Customers are greeted by a ‘host’ on arrival, briefed on social distancing and company risk control measures, and shown to a table.</p> <p><b>Seating arrangements</b> - Pub gardens and restaurants available for customer dining. Table service, only, indoors and outdoors.</p> <p>Only one household/support bubble is permitted to dine at the same table.</p> <p>Business meeting/lunches up to 6 people, formed from different households are allowed.</p> <p><b>Opening and closing hours</b> - Businesses selling food or drink (including cafés, bars, pubs, restaurants and takeaways) must be closed between 10pm and 5am. Delivery services (including drive-through service) are exempt and can continue after 10pm provided they are not allowing customers on the premises.</p>	<p><b>Physical barriers</b> - Perspex dividing screens to be installed in-between tables where a 2 metre physical distance is not possible, and at all host reception, collection and dispensing areas (main bar and burger shacks).</p> <p><b>Seating arrangements</b> – Demarcated queue system for the burger shack with a maximum of 3 people recommended in the queue at any one time.</p> <p>Information given at booking stage, via mailer, social media and verbally.</p> <p><b>Closing time</b> – All customers are advised that the venue will be closed by 11pm, making sure all customers are leaving the premises by 11pm. Last orders by 10pm.</p>	<p>Maintenance Manager</p> <p>Maintenance Manager</p> <p>Training Manager</p> <p>Operations Manager/ General Manager</p>	<p>End-June</p> <p>End-June</p> <p>01.12.2020</p> <p>Ongoing</p>	<p>22<sup>nd</sup> June 2020</p> <p>End-June</p> <p>02.12.2020</p> <p>Ongoing</p>
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ELITE PUBS

		<p><b>Ordering &amp; payment</b> – Food and drinks ordered and paid for at the table as per usual (where online system cannot be used due to wifi issues). Card payments encouraged; cash payment will be accepted as a last resort on to a tray and only handled by the cashier who shall wash hands straight away afterwards.</p> <p>Online click and collect system in place for food take away service.</p> <p><b>Deliveries</b> – Drinks deliveries via the cellar hatch as per usual (where in place); delivery signed for by employee and then paperwork passed through the hatch to the delivery driver (see hand wash below). When delivery drivers need to access the cellar, all team members shall vacate the cellar. Own pen used for signing or immediate hand washing thereafter. Food and other goods deliveries are stored outside whilst being checked; delivery drivers do not enter the premises unless absolutely necessary (see hygiene below).</p> <p><b>Staff working arrangements</b> - Staff breaks to be staggered to avoid gatherings of more than 6 people at a time (social distancing of 2 metres). This includes smoking breaks.</p> <p><b>Contractors</b> - Contractors work alone whilst on site and are given physical distance whilst working. Contractor feedback/verbal report provided outside in natural ventilation applying a 2 metre distance.</p>	<p><b>Ordering &amp; payment</b> – Online smartphone ordering and payment system in progress of being set up for table service orders. Alcohol can only be served with a substantial meal.</p> <p>Take away food to be collected from a designated place indoors (away from other customers).</p> <p><b>Playground equipment – Open</b> Sanitiser point installed on one of the playground pillars. Hygiene ambassador to sanitise hot points on regular basis.</p>	<p>Operations Manager</p> <p>Maintenance Manager – Hygiene Ambassador</p>	<p>End-June</p> <p>Mid-June</p>	<p>Ongoing</p> <p>19<sup>th</sup> August 2020</p>
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Hazard	Persons at risk	Existing control measures	Additional control measures	Action by whom	Action by when	Date completed
Exposure to and the spread of the COVID-19 Coronavirus	Employees, customers, contractors, visitors.	<p><b>Cleaning &amp; disinfection</b></p> <p><b>Contract cleaners</b> - Daily cleaning of toilets and communal areas at low peak times of the day before the pub opens and front of house staff arrive for work.</p> <p><b>In-house cleaning</b> – Daily/weekly cleaning schedule and records in place for front of house and kitchen areas. Commercial cleaning chemicals in use, including a sanitiser that meets the requirements of BS EN 1276 and BS EN 14476.</p> <p>Customer plates, cutlery, glassware, and crockery are cleaned and air dried in a commercial dishwasher operating at 60°C.</p> <p>Kitchen Porters wash-up pots, pans and other food related equipment using a commercial detergent, hot water above 50°C and rubber gloves.</p> <p>Contract in place with Challenger Food &amp; Safety for periodic unannounced food safety and hygiene audits of each pub.</p>	<p><b>In-house cleaning</b> – Each pub will have a dedicated front of house cleaner on duty at all times when the pub is open for business. Hand touch points, tables, doors, protective screens, toilets etc. will be sanitised continuously throughout the day. Frequent hand touch points will be sanitised hourly. Customer touch points that cannot be eliminated (pdq card payment reader where contactless payment or online payment is not possible) will be sanitised prior to and after each use. Dining tables, chairs and napkin holders will be cleaned with sanitiser and blue roll/reusable cloth prior to the first customer use, after each customer use and again prior to seating customers.</p> <p><b>In-house cleaning</b> – Each kitchen will have a Kitchen Porter on duty who is also responsible for continuously sanitising hand touch points in all food rooms (including pizza and burger shacks). Frequent hand touch points such as taps, fridge handles will be sanitised hourly. Utensils to be collected and washed/changed hourly.</p>	Operations Manager/Training Manager	When pub reopens	Ongoing
Hazard	Persons at risk	Existing control measures	Additional control measures	Action by whom	Action by when	Date completed

Exposure to and the spread of the COVID-19 Coronavirus	Employees, customers, contractors, visitors.	<p><b>Hygiene</b></p> <p><b>Hand hygiene</b> – Hand basins behind the bar, in the kitchen, in the burger shack, in the pizzeria section and in the toilets are provided with hot and cold running water, liquid soap and disposable paper towels/hand dryers.</p> <p>Employees wash hands on arrival at work, prior to and after eating, after receiving and unpacking a goods delivery, prior to putting on disposable gloves and after removing them, after touching hand touch points and at regular intervals throughout the day. The 20 second hand wash method continually reinforced.</p>	<p><b>Hand hygiene</b> – An additional wash hand basin will be provided in the outside beer garden of each pub (near the burger shack) for frequent use by customers and staff. This will reduce demand for hand basins in the toilets.</p> <p>Alcohol hand gel/hand sanitiser dispensers or bottles positioned at the host reception, outside the toilets where toilet door is not wedged open, at communal wash hand basins, at the pass and behind the bar. It is already available in the kitchen, in the burger shack and behind the pizzeria section.</p> <p>Front of house staff to wear disposable gloves when polishing cutlery. Bar staff to wash hands regularly and prior to handling straws, stirrers, hot drink cups and spoons.</p>	Maintenance Manager	Mid-June	22 <sup>nd</sup> June 2020
		<p><b>Hand touch points</b> – Contactless ordering and payment options are in place and available for customers.</p> <p>Single use paper food menus and pre-sanitised laminated drinks menus will be provided to tables once customers are seated.</p>	<p><b>Hand touch points</b> - Internal fire doors positioned along frequently used walkways should be held open with self-closing devices where possible.</p> <p>Internal doors (with the exception of fire doors that do not have self-closing devices and fire final exit doors) positioned along frequently used walkways will be held open to remove hand touch points. External doors (excluding fire and security doors) may also be held open where possible.</p> <p>Table condiments (sauces etc.) to be replaced with single use disposable</p>	Training Manager/Maintenance Manager	Mid-June	22 <sup>nd</sup> June 2020
				Pub Covid-19 Champion (Host)	When pub reopens	Ongoing
				Maintenance Manager	Mid-June	Ongoing
				Maintenance Manager	Mid-June	Ongoing
					Mid-June	4 <sup>th</sup> July 2020

		<p><b>Protective clothing</b> – Mandatory use of face coverings in public is not currently required by the government.</p> <p><b>Mobile phones</b> – Kitchen staff are not permitted to use mobile phones whilst working in a food room.</p> <p><b>Ventilation</b> – Pub gardens available for use by customers. Natural ventilation inside the premises from open windows and doors is provided where safe and secure to do so. Front entrance to the pub is kept open during business hours.</p>	<p>sachets available from front of house staff on request. See also 'Cleaning and disinfection' section).</p> <p>Customer tables shall be set with cutlery, napkins, menus, plates and glasses to order rather than in advance. Clean and polished cutlery shall be delivered to the table inside an envelope.</p> <p><b>Protective clothing</b> – Employees working in the kitchen and front of house staff delivering food to tables, where a 2 metre social distance is not possible for extended periods of time will be wearing a plastic protective face shield as mitigation.</p> <p><b>Mobile phones</b> – All kitchen and front of house staff (with the exception of managers and the senior chef on duty) to store phone away on arrival at work.</p>	<p>Operations Manager/Training Manager</p> <p>Pub Covid-19 Champion (Host)</p> <p>Executive Chef</p> <p>Executive Chef</p> <p>Duty Manager/ Pub Covid-19 Champion (Host)</p>	<p>When pub reopens</p> <p>When pub reopens</p> <p>When pub reopens</p> <p>When pub reopens</p>	<p>4<sup>th</sup> July 2020</p> <p>When pub reopens</p> <p>4<sup>th</sup> July 2020</p>
Hazard	Persons at risk	Existing control measures	Additional control measures	Action by whom	Action by when	Date completed
Exposure to and the spread of the COVID-19 Coronavirus	Employees, customers, contractors, visitors.	<p><b>Food handling</b></p> <p><b>Fitness to work</b> - Current health at work policy applies – food handlers shall not</p>				



		<p>work with food if unwell or they have a skin condition that could lead to the contamination of food. Covid symptoms included.</p> <p><b>Hand hygiene</b> – Food handlers wash hands on arrival at work, prior to and after eating, prior to handling food, after handling raw food products, after receiving and unpacking a goods delivery, prior to putting on disposable gloves and after removing them, after visiting the toilet, after touching hand touch points, and at regular intervals throughout the day. The 20 second hand wash method continually reinforced.</p> <p><b>In-house cleaning</b> – Daily/weekly cleaning schedule and records in place for kitchen areas. Commercial cleaning chemicals in use, including a sanitiser that meets the requirements of BS EN 1276 and BS EN 14476.</p> <p>Kitchen Porters wash-up pots, pans and other food related equipment using a commercial detergent, hot water above 50°C and rubber gloves.</p> <p><b>Protective clothing</b> - Clean protective clothing worn by food handlers on each working day.</p>				
			<p><b>In-house cleaning</b> – Timing of weekly deep clean of all kitchens/burger shacks/pizza shacks and other food rooms in line with pub re-openings.</p> <p><b>In-house cleaning</b> – Each kitchen will have a Kitchen Porter on duty who is also responsible for continuously sanitising hand touch points in all food rooms (including pizza and burger shacks). Frequent hand touch points such as taps, fridge handles will be sanitised hourly. Utensils to be collected and washed/changed hourly.</p> <p><b>Protective clothing</b> – Reiterate to food handlers that chef whites and aprons need to be machine washed on a hot wash at 60°C or above.</p> <p>Employees working in the kitchen where a 2 metre social distance is not always</p>	Executive Chef	When pub reopens	Ongoing
				Executive Chef	When pub reopens	Ongoing
				Executive Chef	With Immediate Effect	Ongoing
				Executive Chef	When pub reopens	Ongoing

		<p><b>Staff contact &amp; working arrangements –</b> Employees to continue following government guidelines on social distancing whilst at work, during break times and outside of work.</p> <p>Food handlers are given set workstations and responsibilities whilst working in the kitchen (KP, grill chef, pastry chef etc.).</p> <p><b>Monitoring</b> - Contract in place with Challenger Food &amp; Safety for periodic unannounced food safety and hygiene audits of each pub.</p>	<p>possible will be wearing a plastic protective face shield as mitigation.</p> <p><b>Staff contact &amp; working arrangements –</b> Food handlers to work in set teams when possible (during the week) to reduce interaction between employees.</p> <p>Face to face working to be avoided where possible; side to side or back to back working to be set-up and encouraged.</p> <p>Staff breaks to be staggered to avoid gatherings of more than 6 people at a time (social distancing of 2 metres). This includes smoking breaks.</p> <p><b>Monitoring</b> – Regular in-house checks on hygiene standards to be performed throughout the day/week.</p>	<p>Executive Chef</p> <p>Executive Chef</p> <p>Senior Chef/Executive Chef</p>	<p>When pub reopens</p> <p>When pub reopens</p> <p>When pub reopens</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
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