

## BRITONS ARMS COVID-19 RISK ASSESSMENT 03/07/ 2020

SIGNIFICANT HAZARD..... RISK OF INFECTION

WHO IS AT RISK..... STAFF, MANAGERS AND CUSTOMERS

PRE EXISTING CONTROL MEASURES... as confirmed in our food safety policies and practices... fully in place and scored at 5 stars at the last inspection.

FURTHER COVID 19 SPECIFIC MEASURES

- 1) SOCIAL DISTANCING
- 2) SHARED SURFACE CLEANING PROCEDURES
- 3) ENHANCED PERSONAL SAFETY AND HYGENE
- 4) MONITORING AND AVOIDANCE OF PINCH POINTS
- 5) PUBLIC AREA CLEANING AND SANITISING SCHEDULES
- 6) RECORDING OF CUSTOMER CONTACT DETAILS

## 1) SOCIAL DISTANCING

There are three potential points of infection. Between customer and staff, between customer and customer and between staff and staff.

Our risk assessment is intended to minimise risk. Customer numbers have been reduced. Seating arrangements have been reviewed. Customer numbers will be strictly controlled throughout service. Customer flow through the building has been redesigned and relevant signage put in place.

As far as possible queueing for tables will be take place outside the building with appropriate pavement signage

Customers will be asked to remain seated at the ascribed tables and not to wander through the building, staff will be on hand to advise.

Shared working spaces have been reduced and staff contact has been reviewed. Methods of safe order and bill taking have been planned with staff.

A commercially designed Perspex screen has been installed above the counter to distance customers from staff.

We will maximise airflow tho the building

Garden seating will be used whenever possible. Social distancing will apply. We will make clear to customers that there may not be sufficient room to accommodate them indoors in the case of rain.

Customers with children will be asked to take responsibility for their safety and understanding of Covid 19 regulations

Deliveries will be taken and dealt with in a way that minimises risk.

## 2) SHARED SURFACE CLEANING PROCEDURES

It is recognised that shared surfaces can pose a significant risk of infection. To minimise the risk of this happening we have reviewed and changed a number of procedures. All shared items have been removed from restaurant tables (other than drinks menus which are laminated and which will be sanitised between sittings) Each customer will have a fresh, disposable paper placemat. Each table will have a bottle of hand sanitiser.

Throughout the building there will be hand sanitising products with recommendations for use. All public touch points (eg. door knobs and handrails) and all server areas will be sanitised regularly.

Staff will be instructed to wash hands thoroughly between customers and to VISIBLY sanitise tables. Whenever possible a single member of staff will deal with each table.

Our kitchen procedures will be an enhanced version of the current careful regimen, informed by the Covid 19 risk. Kitchen staff will be encouraged to wear facemasks

### 3) ENHANCED PERSONAL SAFETY AND HYGENE

All staff will be given a choice of protective clothing and advised on the appropriate use of it. There will be a supply of plastic gloves, masks and disposable aprons available at all times.

Staff will be trained in the safest way of serving customers

We will ensure that all staff are comfortable with working practices and have a whistleblowing policy free from sanctions.

Handwashing will be our priority. There will be extra signage to remind staff and customers

We will have regular briefings and updates on changing circumstances. There will be clear advice, information and warning signage. Staff will be required to report any signs of illness. This will apply equally to their contact groups The instruction will be to stay away from work at the first sign. Our staff will be monitored for signs of stress. Abusive behaviour from customers will not be tolerated.

### 4) MONITORING AND AVOIDANCE OF PINCH POINTS

Because of its age the Britons Arms is difficult to modify to minimise pinch points. However we have made every effort to achieve a safe and clear route

through the building. This will be carefully signed and staff will be briefed in firm but courteous control of customer movements.

All excess furniture has been removed.

Particular pinch points will be marked as such and customers warned. All customers will be requested to give way to others when necessary.

#### 5) PUBLIC AREA CLEANING AND SANITISING SCHEDULES

All public areas will be monitored and cleaned appropriately throughout the day ( see above). There will be an especially thorough clean down at the end of the working day in line with Covid 19 guidance. In particular the customer lavatory will be provided with advice for hygienic use, sanitising products will be available at all times. End of day cleaning will be enhanced. If necessary we will limit the use of this facility.

6) Government advice asks that we must take contact details for each customer. This is a legal requirement.

You will be asked for your name and telephone number so that any recurrence of Covid 19 can be traced and controlled.

Your details will be securely held and will not be shared with any third parties. They will not be used for marketing by us.

Your details will be destroyed after 21 days

