

# **COVID-19 (CORONAVIRUS) RISK ASSESSMENT FOR TRADING AT THE CROWN INN, MARNHULL UPON RE-OPENING ON 02 DECEMBER 2020 UNDER 'TIER 2: HIGH ALERT' RESTRICTIONS**

## **INTRODUCTION**

This document details G & M Hospitality & Catering Ltd's risk assessment & control measures for protection against Covid-19 to allow for the safe operation of The Crown Inn to customers, B&B guests, staff & other visitors.

The risk assessment considers the business's indoor bar service; outdoor drinking; indoor & outside dining; takeaway service & provision of B&B guest accommodation.

The objective of this risk assessment is to reduce risk to the lowest reasonably practicable level by taking appropriate preventative measures & adopting safe practices.

The document has been completed in pursuance of compliance with health & safety law & takes into consideration relevant HM Government's guidance documents & legal stipulations as far as they apply.

The document **MUST** be shared with all managers & team members & will form part of their signed-off Covid-19 training.

The document should also be shared with Hall & Woodhouse & with enforcement bodies such as EHO (Environmental Health Officer).

The risk assessment can also be shared with others as appropriate & be placed on The Crown Inn's website for general access.

The risk assessment will be reviewed weekly to ensure it remains relevant & up to date; & more frequently should circumstances dictate the need for new or revised control measures to ensure Covid-19 safety is maintained. The risk assessment will also undergo review should HM Government's guidance or legal requirements affecting the company's business operations alter going forward.

## **RISK ASSESSMENT APPLICATION**

**Name of Premises:** The Crown Inn

**Location:** Crown Road, Marnhull, Dorset, DT10 1LN

**Activity:** Protection against Covid-19 (Coronavirus)

**Potential hazards:** Infection & mild to moderate illness, & even acute illness leading to death in certain individuals.

## **GENERAL INFORMATION ABOUT COVID-19**

### **What is Covid-19?**

Covid-19 is a widespread infectious disease that typically results in mild to moderate respiratory illness from which the majority of people recover without requiring special treatment. Older people & individuals with underlying medical problems (such as cardiovascular disease, diabetes, chronic respiratory disease & cancer) are though more likely to develop more serious illness upon being infected.

### **Is there a cure for Covid-19?**

There is currently no specific complete cures or treatments, nor any vaccines than will prevent infection. However, there are many clinical trials underway around the world to find effective treatments & vaccines.

### **How can Covid-19 be acquired?**

There are 2 principle routes from which infection can arise:

1. Airborne virus-carrying droplets of saliva or discharge from the nose when an infected person coughs or sneezes – then can then result in the virus entering another person via their mouth, nostrils or eyes.
2. Contamination of hands from touching a surface contaminated with droplets carrying the virus, e.g., because an infected person has coughed or sneezed onto the surface or has passed on the virus with their hands – transmission can then occur when another person contacts the contaminated surface with their hands & then touches their own face (mouth, nostrils, eyes).

### **What are the symptoms of Covid-19**

The main symptoms are:

1. Fever/High temperature above 37.8 degrees C – you feel hot to touch on your chest or back.
2. A new, continuous cough – coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may become worse than normal).
3. A loss or change to your sense of smell or taste – noticing that you cannot smell or taste anything at all, or things smell or taste differently to normal.

Most people with Covid-19 will have at least 1 of the above symptoms. However, it is also possible to be 'asymptomatic', i.e., have no symptoms at all.

## **What to do if you have symptoms of Covid-19**

If you have any of the main symptoms of coronavirus:

1. Stay at home & self-isolate – do not leave your home or have visitors (Anyone you live with & anyone in your support bubble must also self-isolate).
2. Get tested ASAP – get a test to check if you have coronavirus (Anyone you live with, and anyone in your support bubble, should also get a test if they have symptoms).

## **How can I protect myself & others from infection?**

You can protect yourself from infection by:

1. Assuming that everyone you encounter may be infected.
2. Complying with the mandatory requirement to wear a face covering whilst at work during trading hours.
3. Outside of that, & generally, engaging in safe social distancing at all times & taking all practicable measures to mitigate the risk.
4. Obeying all social distancing laws/guidance in place relating to such factors as the limits placed on the number of people you can see socially, etc.
5. Regular hand washing
6. Avoid touching your mouth, nose/nostrils & eyes
7. Adhering to guidance on how to wear a face covering; including safe application, removal, care & disposal

Other measures you can take to reduce your chances of being infected or spreading Covid-19 include:

1. Frequent use of hand sanitizer (in between hand washing).
2. Avoiding crowded places.
3. Covering your mouth & nose with your bent elbow or a tissue when you cough or sneeze, in situations when wearing a face covering is not mandatory.

## **How should a face covering be worn?**

A face covering should:

1. cover your nose & mouth while allowing you to breathe comfortably
2. fit comfortably but securely against the side of the face
3. be secured to the head with ties or ear loops
4. be made of a material that you find to be comfortable & breathable
5. ideally include at least two layers of fabric
6. unless disposable, be able to be washed & dried without causing the face covering to be damaged

### **What actions should I take when wearing a face covering?**

You should:

1. wash your hands thoroughly with soap & water for 20 seconds or use hand sanitizer before putting a face covering on
2. avoid wearing it on your neck or forehead
3. avoid touching the part of the face covering in contact with your mouth and nose, as it could be contaminated with the virus
4. change the face covering if it becomes damp or if you've touched it
5. avoid taking it off and putting it back on a lot in quick succession

### **What actions should I take when removing a face covering?**

You should:

1. wash your hands thoroughly with soap and water for 20 seconds or use hand sanitizer before removing
2. only handle the straps, ties or clips
3. do not give it to someone else to use
4. if single-use, dispose of it carefully in a residual waste bin & do not recycle
5. if reusable, wash it in line with manufacturer's instructions at the highest temperature appropriate for the fabric
6. wash your hands thoroughly with soap and water for 20 seconds or use hand sanitizer once removed

### **What is the most effective way to wash my hands?**

#### **EFFECTIVE HANDWASHING IS YOUR BEST DEFENCE AGAINST INFECTION**

For correct handwashing technique view: <https://www.bbc.co.uk/news/av/health-51754472/coronavirus-how-to-wash-your-hands-in-20-seconds>

### **When should I wash my hands?**

1. Before leaving home
2. On arrival at work, throughout your shift & on leaving the workplace
3. Before putting a face covering on
4. After removing a face covering
5. Should you inadvertently touch your face covering during wear
6. Before after eating food
7. Before & after preparing food
8. After changing tasks

9. After handling customer items & before moving onto another task, e.g., after collecting used plates & before serving food to another table
10. After touching potentially contaminated surfaces
11. Where hands are dirty
12. After using the toilet
13. After blowing your nose, coughing or sneezing
14. If in contact with someone displaying Covid-19 symptoms
15. Before & after being on public transport
16. Before smoking or vaping
17. After touching rubbish/waste/refuse
18. Before & after treating a cut or wound
19. Before & after wearing gloves

**Do I need to wash my hands if I wear disposable gloves?**

Whilst disposable gloves can be used as an aide to achieve good food hygiene, gloves should not be considered a substitute for a regime of thorough hand washing. The COVID-19 virus (& other viruses/bacteria) can contaminate disposable gloves in the same way it gets onto your hands. The best way in which food handlers can maintain hand hygiene & food safety is by frequent hand washing. If gloves are used, they should be changed as often as you would wash hands, gloves must be changed after carrying out non-food related activities. Food handlers should also avoid touching their mouth & eyes when wearing gloves.

**Do I still need to wash my hands if I regularly user hand sanitiser?**

Yes, using hand sanitiser is not a substitute for an effective hand washing regime.

**RISK ASSESSMENT OVERVIEW OF CONTROL MEASURES**

**Keeping Covid-19 out of The Crown Inn**

Our control measures to prevent Covid-19 from entering The Crown Inn include:

1. External signage on all access points instructing customers/staff/visitors with Covid-19 symptoms NOT to enter the building.
2. Enforcement of the legal requirement for customers, guests, visitors to wear a face covering (unless exempt) other than when seated for food & drink consumption.
3. Enforcement of the legal requirement for customer-facing staff to wear a face covering whilst at work & when on the premises as a customer.
4. Completion of a 'Fitness to Work' declaration by team members prior to being permitted to resume working upon reopening.
5. Ongoing declaration is required by team members should they develop symptoms in the future, with suitable exclusion policy in place in that event.
6. Team members are directed not to come to work if they subsequently acquire symptoms.

7. Provision of a hand sanitiser stations around the premises, together with supporting signage. A proprietary product designed to kill enveloped viruses like Covid-19, e.g., Delphis Eco Professional Hand Sanitiser.
8. Team members are trained on effective hand-washing, social distancing, mask wearing & other mitigations to take to avoid virus transmission.
9. A strict cleaning & sanitizing regime is in place of surfaces where contact is unavoidable plus all high-frequency touch points.
10. A series of other detailed policies, processes & instructions as detailed in the control table below.

### **Training Team Crown staff members**

1. All team members complete a signed-off in-house coronavirus training programme before commencing work upon re-opening (& on recruitment in the case of new starters).
2. Team members are required to read, understand & sign-off this risk assessment.
3. Team members are required to watch a NHS handwashing instructional video.
4. Training focuses on coronavirus hazards & symptoms; sources of infection; protections against infection; legal requirements on social distancing; mask-wearing; policies/procedures to achieve customer/guest safety; risk assessment control measures; cleaning requirements; safe preparation & service of food/drink; guest room servicing requirements; etc.

### **Contractors/Sales Persons/Other Business Visitors**

Our control measures under this category include:

1. Work & visits to be by appointment only.
2. Attendance to be outside of trading hours whenever possible.
3. Mask wearing in accordance with legal requirements/government guidance where applicable.
4. Contractors'/visitors' name & contact details are obtained, accurately recorded & temporarily retained for 21 days to support NHS Test & Trace.
5. Having controlled & monitored access to the building/work location, maintaining prescribed social distancing at all times.
6. Work & other visits are undertaken in accordance with the contractor's/sales persons'/business visitors' own Covid-19 risk assessment.
7. Adherence to relevant control measures as detailed in the control table below.

### **Beer & Stock Deliveries**

Our control measures under this category include:

1. Attendance to be outside of trading hours whenever possible.
2. Having controlled access to the delivery location, maintaining prescribed social distancing.
3. Mask wearing in accordance with legal requirements/government guidance where applicable.
4. Being in accordance with their company's own Covid-19 risk assessment

5. Draymen making deliveries must have unrestricted cellar access with no other team members present or assisting.
6. If possible, leave stock for 24-hours or more before handling.
7. Always wear disposable gloves or wash hands after handling newly delivered stock.
8. Adherence to relevant control measures as detailed in the control table below.

### **RISK ASSESSMENT CONTROL TABLE**

The following section details the company's implemented controls to mitigate the Covid-19 risk & to achieve compliance with the 'Tier 2: High alert' status applicable to the Dorset geographical area. The relevant 'Tier 2: High alert' restrictions applicable are:

- Individuals can only meet inside The Crown Inn bar/restaurant with other members of their own household or support bubble
- The Crown Inn must only accept indoor bookings for individuals from one household or support bubble
- The Crown Inn must take reasonable steps to prevent individuals from separate households or bubbles from mingling with each other whilst within the premises
- The Crown Inn is permitted to operate on a restaurant basis serving substantial meals, such as a main lunchtime or evening meal
- The Crown Inn may only serve alcohol as part of such a meal
- Allowing customers to bring food into the premises that has been purchased elsewhere in order to consume alcohol is prohibited
- The Crown Inn bar & restaurant must be closed between 11pm and 5am, with last orders for food and drink to be placed by 10pm
- Food and drink must be ordered by, served to, & consumed only by customers who are seated; that is, table service only – no bar or counter service inside or outside

	Control implemented (please tick Y/N)	Yes	No	If a control has not been employed, alternative control / actions taken to resolve
<b>1.0</b>	<b>CUSTOMER</b>			
1.1	11pm closure in place as per government mandate – patrons vacated & doors locked no later than 11pm daily. Last food & drink orders at 10pm daily.	<b>Y</b>		
1.2	Enforcement of the legal requirement for customers, guests, visitors to wear a face covering (unless exempt) other than when seated for food & drink consumption.	<b>Y</b>		
1.3	Time limit in place of 90-minutes for dining/drinking to limit exposure/transmission.	<b>Y</b>		
1.4	Customer required to pre-book tables for inside & garden dining.	<b>Y</b>		
1.5	No 'drink only' trade permitted – alcohol is provided only as part of a substantial meal.	<b>Y</b>		

1.6	Vertical eating/drinking is not be permitted – table service only for all food & drinks consumption.	Y		
1.7	Barstools have been removed & standing at the bar is prohibited.	Y		
1.8	External signage in place instructing customers to enter only if free of Covid-19 symptoms.	Y		
1.9	Dedicated entry door with supporting signage in place for all customers/visitors to control access & help maintain social distancing (Entry is via middle door off Crown Road).	Y		
1.10	Dedicated exit door with supporting signage in place to help maintain social distancing (Exit is via door closest to the car park).	Y		
1.11	Suitable alternative access route is in place for persons with impaired mobility.	Y		
1.12	Customer queuing is avoided by means of staggered table bookings times, with customers requested to arrive at the specified time.	Y		
1.13	All customers are greeted & controlled on arrival, whether dining, drinking or checking-in, to manage flow & maintain social distancing.	Y		
1.14	Floor markers in place to achieve safe social distancing when paying at the till points.	Y		
1.15	Detailed list or rules displayed on every table, with further supporting signage located throughout the premises.	Y		
1.16	Trade area is laid out to maintain 2m social distancing, including back to back seating & sufficient spacing between tables.	Y		
1.17	Enforcement of the 'remain seated' requirement other than when needing to use the toilet facilities or to pay – with mask wearing required at all times when legitimately not seated.	Y		
1.18	Enforcement of the rule that indoor bookings must be from single households or support bubble, with no mingling between members of separate households or support bubbles whilst inside the premises. Groups of up to 6 from multiple households only permitted to sit together at outdoor tables/seating.	Y		
1.18	Customers requested to use the hand sanitizer on arrival & throughout visit.	Y		
1.20	Customers requested to maintain social distancing at all times.	Y		
1.21	All meals & drinks are served to the table, with no self-service catering or collection of own drinks permitted.	Y		
1.22	Customers requested to observe & comply with all relevant signage & staff instructions.	Y		

1.23	Food & drinks are served at tables only, whilst always maintaining 1m distance with mitigation by means of the wearing of a face covering by servers. Wherever possible, servers are not to reach across the table between diners to serve or clear, but are to serve side-on to the customer.	Y		
1.24	Customers requested not to reposition tables/seating from their original location.	Y		
1.25	Customers advised to ensure children remain seated & are supervised at all times.	Y		
1.26	Customer toilets have sufficient urinals/cubicles & sinks to maintain social distancing, supported by social distancing signage on entry doors.	Y		
1.27	Signage within toilets detailing effective handwashing techniques.	Y		
1.28	One-way system to access toilets/move through the toilet corridor.		N	Premises layout & toilet location prevents a practicable one-way system, so social distancing to be achieved by means of conspicuous signage, monitoring & enforcement.
1.29	Garden & outside hospitality areas are monitored to ensure that social distancing is being maintained & enforcement action will be taken as required.	Y		
1.30	Activities that could lead to a risk of transmission have been prohibited, e.g., darts, card playing, group events, etc.	Y		
1.31	Compliance with the mandatory requirement to collect NHS Test & Trace contact details in accordance with stipulated requirements; with regards to the data to be collected & retained for 21 days beyond date of attendance.	Y		
1.32	Compliance with the mandatory requirement to display site-specific QR code posters, along with encouragement to use where patrons are able to do so.			
1.33	Customer booking & safety rules are published on Facebook & The Crown Inn website, so they can be aware of these in advance (as well as within the premises).	Y		
1.34	Airflow management – avoid use of powered fans that might spread virus-containing droplets; ventilate indoor spaces via open windows/doors to increase flow of external air into the building.	Y		
1.35	No playing of loud music, so customers don't have to speak loudly/shout to be heard.	Y		
1.36	Enforcement of safe social distancing, mask wearing, remaining seated & other safe working practices is in place through the front of house staff/managers & working Director.			

<b>2.0</b>	<b>TEAM</b>			
2.1	External signage is in place instructing staff to enter only if symptom-free.	Y		
2.2	Team members are able to stagger their arrival & departure times to maintain social distancing.	Y		
2.3	Team members can stagger their breaks to maintain social distancing.	Y		
2.4	Team members have appropriate rest areas that are away from customers & provide sufficient space to maintain social distancing amongst themselves.	Y		
2.5	1:1s/team briefings are undertaken whilst observing social distancing.	Y		
2.6	Kitchen-based team members are able to maintain safe social distancing & avoid face to face working. Face masks provided for use in any exceptional circumstances where the 1m+ rule cannot be complied with.	Y		
2.7	Front of House team members adhere to the mandatory requirement to wear a face covering at all time during service.	Y		
2.8	Staffing levels reflect the minimum number of staff needed to operate safely & effectively - both front of house & back of house.	Y		
2.9	Tailored assessment undertaken for any team members with underlying medical problems that result in them having greater susceptibility or developing more serious illness upon being infected.	Y		
2.10	Work clothing is kept clean by means of frequent laundering.	Y		
2.11	All staff shifts/hours worked are accurately recorded & retained for 21 days to support NHS Test & Trace. Staff also encouraged to scan the site-specific QR code displayed.	Y		
2.12	No requirement for staff to undertake work-related travel.	Y		
<b>3.0</b>	<b>BAR STAFFING, LAYOUT &amp; SET UP</b>			
3.1	Drinks with substantial meals are ordered & supplied via table service only to seated customers.	Y		
3.2	Bar staff can largely maintain social distancing whilst behind the bar in the performance of their duties, & adhere to the mandatory requirement to wear a face covering at all time during service.	Y		
3.3	Bar staff are able to work back to back or side to side, not face to face.	Y		
3.4	Bar equipment & utensils are sanitised at each staff changeover/shift end/service end.	Y		
3.5	Enforcement of safe social distancing, mask wearing & other safe working practices is in place through the front of house managers & working Director.	Y		
3.6	Bar staff have their own dedicated pens, face masks coverings, etc.	Y		

<b>4.0</b>	<b>KITCHEN STAFFING, LAYOUT &amp; SET UP</b>			
4.1	Kitchen is of sufficient size & is laid out to allow food preparation staff & chefs to work independently of each other & whilst maintaining social distancing. In any unique scenario where this cannot be achieved, kitchen-based staff must always maintain 1m distance with mitigation by means of the wearing of a face covering.	Y		
4.2	Vegetable preparation has been moved out of the kitchen & into the barn to increase available work space.	Y		
4.3	One-way system is in place for movement through the kitchen.		N	Premises layout prevents a practicable one-way system within the kitchen, so social distancing to be achieved by means of signage, monitoring & enforcement.
4.4	Access to walk-in fridges/freezers, the storage shed & other confined storage areas is restricted to one person at a time to maintain social distancing.	Y		
4.5	Face to face contact is minimized at times when prepared food is collected by serving staff.	Y		
4.6	Kitchen access is restricted to team members working there or needing to enter for work tasks.	Y		
4.7	Kitchen staff have their own dedicated utensils, e.g., temperature probes, pens for record keeping, face coverings, etc.	Y		
4.8	Stringent cleaning regime is in place at end of each service & as required during service.	Y		
4.9	No playing of loud music to avoid staff needing to speak loudly/shout to be heard.	Y		
4.10	Enforcement of safe social distancing & other safe working practices is in place through the back of house managers & working Director.	Y		
<b>5.0</b>	<b>HAND WASHING &amp; HAND SANITISING</b>			
5.1	Strict hand washing regime & training is in place.	Y		
5.2	Hand sanitiser stations are located around the premises for customer & team member use, with supporting signage.	Y		
5.3	Hand sanitiser is in place at till points & other high-frequency touch points.	Y		
5.4	Sufficient stocks of hand sanitizer & blue roll for hand drying are held for ongoing replenishment of dispensers.	Y		

<b>6.0</b>	<b>REDUCED CONTACT</b>			
6.1	Menus are sanitized after every use.	Y		
6.2	Contactless payment is encouraged via prominent signage.	Y		
6.3	Cash payments (by exception) are placed by customer onto the counter/bar, not handed directly to the team member, with social distancing being maintained during the handover, & the team member wearing a face covering.	Y		
6.4	Cash tips are either left on table/counter by customer or are placed directly into receptacle by customer.	Y		
6.5	Regular hand hygiene is adopted after handling cash/coins.	Y		
6.6	Designated order points & tills are in place for customers to pay, with floor markers to achieve safe social distancing.	Y		
6.7	PDQ machines & receipts are placed down for customer, not handed directly to/taken from the customer.	Y		
6.8	Where practicable & appropriate, doors are wedged open to reduce touchpoints (fire doors excluded).	Y		
6.9	Customers are instructed to remain seated at all times unless accessing toilet facilities, paying at the till points or when arriving/leaving.	Y		
6.10	When customers are paying at the bar, social distancing measures are in place via social distancing & the wearing of a face covering by the customer & team member.	Y		
6.11	Social distancing is in place as far as reasonably practicable during service of food & drink & when clearing used crockery/glassware, etc., along with the mandatory wearing of a face covering.	Y		
6.12	Contact time with customers is minimized by, for example, having less separate serving dishes, thereby reducing the number of trips to tables.	Y		
6.13	Removal of such communal items as newspapers, fliers & all other similar literature.	Y		
6.14	Books taped off to prevent handling & potential virus transmission.	Y		
<b>7.0</b>	<b>TABLE POSITIONING, SET-UP &amp; RE-SET</b>			
7.1	Tables are positioned to achieve 2m social distancing requirements.	Y		
7.2	Customers are informed not to reposition tables & seating from their prescribed location.	Y		
7.3	Constant monitoring in place to ensure table & seating layout remains safe.	Y		
7.4	Table positioning allows for back to back seating to minimise transmission risk.	Y		

7.5	Tables & chair backs/seats (touch points) are sanitized between each usage using an effective proprietary sanitising product.	Y		
7.6	Tables are left empty between customers & not set/laid until needed.	Y		
7.7	Cutlery is pre-wrapped & issued as required.	Y		
7.8	Condiments/sauces are in sachets; or where non-disposable containers are used, they are sanitised after each use.	Y		
7.9	Disposable napkins only are used, with any that are issued but appear unused being destroyed.	Y		
7.10	Team members avoid contacting high-risk parts of glassware, cutlery, etc., where customers' mouths will have contacted.	Y		
7.11	Team members always wash/sanitise their hands after clearing tables of used crockery, glassware, etc.	Y		
<b>8.0</b>	<b>CLEANING</b>			
8.1	Deep clean of all front of house & back of house areas undertaken prior to initial re-opening using effective proprietary sanitizing & cleaning products.	Y		
8.2	Upon opening, ongoing cleaning regime in place of front of house using effective proprietary sanitising & cleaning products – focusing on all surfaces where contact is unavoidable & all other high-frequency touch points; such as table tops, chair backs & seats, door/cupboard handles, door push plates, grab handles, drink dispensing equipment (beer pumps/levers, soft drinks dispensers, etc.), trays, laminated menus & other literature, light switches, till buttons, PDQ machines, toilet doors, toilets, flush handles, taps, hand dryers, remote controls, coffee machines, fridge/chiller handles, etc.	Y		
8.3	Upon opening, ongoing cleaning regime in place of back of house using effective proprietary sanitising & cleaning products – focusing on all surfaces where contact is unavoidable, as well as all other high-frequency touch points (as listed above) plus all food preparation surfaces, storage facilities, toasters, handles on appliances, microwaves, ovens, fridges, freezers, etc.	Y		
8.4	Ongoing enhancing cleaning for toilets & busy areas.	Y		
8.5	Glasswashing & dishwashing machines are operating effectively & at the prescribed temperature to ensure effective cleaning & sanitizing.	Y		
8.6	Frequent cleaning of general equipment, e.g., manual handling equipment, access equipment, etc.	Y		
<b>9.0</b>	<b>PERSONAL PROTECTIVE EQUIPMENT (PPE)</b>			

9.1	Whilst not deemed PPE, staff adhere to the mandatory wearing of a face covering at all times during service.	Y		
9.2	Sufficient supplies of face masks exist, with such items being dedicated to individual staff members – no sharing.	Y		
9.3	No requirement for staff to wear gloves (over & above normal food handling hygiene usage), but disposable gloves are available.	Y		
9.4	Safe & hygienic disposal of used face coverings in place.	Y		
<b>10.0</b>	<b>TAKEAWAY OPERATION</b> All relevant control measures within the risk assessment above apply equally to the provision of The Crown Inn's takeaway service. Additionally, the following specific control measures apply:			
10.1	Takeaway meals are on a pre-order basis to avoid customers waiting onsite for meals to be prepared.	Y		
10.2	Takeaway orders are on a pre-pay over the phone basis, to avoid customers unnecessarily entering the building causing unnecessary congestion.	Y		
10.3	Takeaway meals are to be consumed off the premises.	Y		
10.4	Takeaway collection point is within the separate barn building to avoid unnecessary entry to & congestion within the main pub building.	Y		
10.5	Takeaway collection is at agreed & staggered times to minimise waiting, queuing & congestion.	Y		
10.6	Only 1 person at a time allowed inside the barn during collections.	Y		
10.7	Early arrivals are requested to wait outside or in their cars until their agreed collection time.	Y		
10.8	Takeaway customers have no access to toilet facilities, other than by exception.	Y		
10.9	Takeaway meals are supplied in hygienic sealed & bagged/boxed containers to prevent the risk of transmission.	Y		
10.10	Handover of takeaway meals is undertaken in compliance with social distancing - placing them onto the sanitised surface, with the server then moving back for the customer to take.	Y		
10.11	NHS Test & Trace data collected for takeaway customers at time of order, plus display of a site-specific QR code poster at the takeaway collection point.	Y		
<b>11.0</b>	<b>B&amp;B GUEST ACCOMMODATION</b>			

11.1	All relevant control measures within the risk assessment above apply equally to the provision of The Crown Inn's B&B guest accommodation. Additionally, the following specific control measures apply:			
11.2	Checking-in process in place within entrance flow document to effectively manage arrivals.	Y		
11.3	Customers checking-in are to wear a face covering, unless exempt.	Y		
11.4	Safe process in place to escort B&B guests whilst maintaining social distancing – now taken to foyer only with verbal directions given so they can locate their rooms.	Y		
11.5	Covid-19 policy & rules communicated to B&B guests via Welcome Pack, signage & Covid-19 information card within the guest room.	Y		
11.6	Where room service is provided, meals are placed outside of the guest room & placed on folding frame for customer to take - not taken into the room by team member.	Y		
11.7	Guests are encouraged to maintain social distancing on communal corridors/stairs, supported by means of signage, as well as to wear a face covering.	Y		
11.8	Rigorous cleaning regime in place of B&B guest accommodation when each guests vacates, using effective proprietary sanitising & cleaning products – focusing on all surfaces where contact is unavoidable & all other high-frequency touch points, such as table/desk tops, chair backs & seats, door handles, cupboard/drawer handles, welcome packs & contents, light switches, lamp switches, bathroom doors, toilets, flush handles, taps, shower controls, remote controls, kettle handles & lids, chiller door handles, hair drier handles, heater/fan controls, keys, etc.	Y		
11.9	Room cleaning ready for next guests to take place only once guests have vacated.	Y		
11.10	Room refreshes to take place only once guests have vacated.	Y		
11.11	When undertaking room refreshes, housekeeping staff avoid touching guests' possessions as far as practicable, or if they have to be touched then hand washing must immediately take place.	Y		
11.12	Staff required not to directly touch such items as food waste, used tissues, newspapers & other items that might have become contaminated with virus-carrying droplets.	Y		
11.13	Enhanced cleaning in place of facilities within communal areas, such as stairways, again focusing on all surfaces where contact is unavoidable, such as handrails, & other high-frequency touch points.	Y		

11.14	Communal lounge area taken out of use to avoid potential usage by different household groups – communal lounge now used as an access route only.	Y		
11.15	Clean cups & other crockery are issued to each new guest, even if they appear unused.	Y		
11.16	Unused consumables are removed & allowed to decontaminate for 72-hours before re-used after each guest stay.	Y		
11.17	Housekeeping tasks are staggered to allow for lone working within guests' rooms during cleaning & refreshes.	Y		

**I have completed this Risk Assessment & declare that G & M Hospitality & Catering Ltd's business at The Crown Inn, Marnhull is compliant with Covid-19 Secure guidelines.**

<b>SIGNED:</b>	Paul Howard	<b>PRINT NAME:</b>	PAUL HOWARD
<b>DATE:</b>	02 December 2020	<b>JOB TITLE:</b>	H&S MANAGER

**I declare that this Risk Assessment will be shared with each member of my team as outlined below. The Risk Assessment is also on display within the premises & on the company website.**

<b>SIGNED:</b>	Eric Montgomery	<b>PRINT NAME:</b>	ERIC MONTGOMERY
<b>DATE:</b>	02 December 2020	<b>JOB TITLE:</b>	DIRECTOR

**Team Sign-Off:**

By signing below, I agree & understand the risk control measures that I must follow as detailed within the Risk Assessment dated 02 December 2020, & shall fully adhere to them at all times whilst at work, whilst on my work breaks & whilst preparing for work, for my own safety & the safety of all customers, guests & all other visitors to The Crown Inn.

I have also viewed the NHS hand-washing video.

