

COVID-19 (CORONAVIRUS) RISK ASSESSMENT FOR TRADING AT THE CROWN INN, MARNHULL DURING ENGLAND'S NATIONAL LOCKDOWN COMMENCING 05 JANUARY 2021

REGULATIONS OVERVIEW

UNDER THE NATIONAL LOCKDOWN, HOSPITALITY VENUES SUCH AS PUBLIC HOUSES MUST CLOSE, WITH THE EXCEPTION OF PROVIDING FOOD & NON-ALCOHOLIC DRINKS FOR TAKEAWAY (UNTIL 11PM), CLICK-AND-COLLECT & DRIVE-THROUGH.

ALL FOOD & DRINK (INCLUDING ALCOHOL) CAN CONTINUE TO BE PROVIDED BY DELIVERY.

ACCOMMODATION, SUCH AS HOTELS & INNS MUST CLOSE EXCEPT FOR SPECIFIC CIRCUMSTANCES, SUCH AS WHERE THESE ACT AS SOMEONE'S MAIN RESIDENCE, WHERE THE PERSON CANNOT RETURN HOME, FOR PROVIDING ACCOMMODATION OR SUPPORT TO THE HOMELESS, OR WHERE IT IS ESSENTIAL TO STAY THERE FOR WORK PURPOSES.

THE UK GOVERNMENT LISTS THE FOLLOWING REASONS WHEN YOU ARE ALLOWED TO STAY AWAY FROM HOME OVERNIGHT:

- To visit your support bubble
- are unable to return to your main residence
- need accommodation while moving house
- need accommodation to attend a funeral or related commemorative event
- require accommodation for work purposes or to provide voluntary services
- are a child requiring accommodation for school or care
- are homeless, seeking asylum, a vulnerable person seeking refuge, or if escaping harm (including domestic abuse)
- are an elite athlete or their support staff or parent, if the athlete is under 18 and it is necessary to be outside of the home for training or competition

RESTAURANTS & BARS WITHIN GUEST ACCOMMODATION SHOULD REMAIN CLOSED ALTHOUGH FOOD &/OR DRINK INCLUDING ALCOHOL CAN BE PROVIDED THROUGH ROOM SERVICE AS LONG AS IT IS ORDERED BY PHONE OR ONLINE. COMMUNAL SPACES SUCH AS LOUNGES OR LOBBIES MAY REMAIN OPEN TO GUESTS BUT NO FOOD OR DRINK SHOULD BE SERVED IN THESE SPACES, PEOPLE SHOULD BE ENCOURAGED NOT TO GATHER AND SOCIAL DISTANCING SHOULD BE OBSERVED.

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 takeaway customers, B&B guests (permitted travellers), staff & other essential visitors during the national lockdown.

The risk assessment considers the business's takeaway meal service & the provision of B&B guest accommodation to permitted travellers.

The objective of this COVID-19 risk assessment is to reduce risk to the lowest reasonably practicable level by taking appropriate preventative measures, adopting safe practices & fully complying with UK Government rules, restrictions & regulations.

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, including the National lockdown: Stay at Home document - see <https://www.gov.uk/guidance/national-lockdown-stay-at-home> and the Hotels and other guest accommodation document – see <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation>

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 principal 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

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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 requirements concerning the wearing of face coverings (unless exempt), where relevant.
3. Completion of a 'Fitness to Work' declaration by team members should they develop COVID-19 symptoms, with suitable exclusion policy in place in that event.
4. Team members are directed not to come to work if they acquire symptoms.
5. Provision of 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.

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6. Team members are trained on effective hand-washing, social distancing, mask wearing & other mitigations to take to avoid virus transmission.
7. A strict cleaning & sanitizing regime is in place of surfaces where contact is unavoidable plus all high-frequency touch points.
8. A series of other detailed policies, processes & instructions as detailed in the control table below.

Training Team Crown staff members

1. All existing & any newly recruited team members complete a signed-off in-house coronavirus training programme.
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.

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. If possible, leave stock for 24-hours or more before handling.
6. Always wear disposable gloves or wash hands after handling newly delivered stock.
7. 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 national lockdown rules & regulations appertaining to our permitted trading activities, namely the provision of takeaway meals & the provision of guest accommodation to permitted travellers, including evening meal & breakfast catering for overnight guests.

	Control implemented (please tick Y/N)	Yes	No	If a control has not been employed, alternative control / actions taken to resolve
1.0	TEAM			
1.1	External signage is in place instructing staff to enter only if symptom-free.	Y		
1.2	Team members are able to stagger their arrival & departure times to maintain social distancing.	Y		
1.3	Team members can stagger their breaks to maintain social distancing.	Y		
1.4	Team members have appropriate rest areas that are away from customers & provide sufficient space to maintain social distancing amongst themselves.	Y		
1.5	1:1s/team briefings are undertaken whilst observing social distancing.	Y		
1.6	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		
1.7	Staffing levels reflect the minimum number of staff needed to operate safely & effectively.	Y		
1.8	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		
1.9	Work clothing is kept clean by means of frequent laundering.	Y		
1.10	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		
1.11	No requirement for staff to undertake work-related travel.	Y		
2.0	BAR STAFFING, LAYOUT & SET UP			
2.1	Drinks limited for sale as room service only.	Y		
2.2	Bar staff are able to maintain social distancing whilst behind the bar in the performance of their duties.	Y		
2.3	Bar staff are able to work back to back or side to side, not face to face.	Y		

2.4	Bar equipment & utensils are sanitised at each staff changeover/shift end/service end.	Y		
2.5	Enforcement of safe social distancing, mask wearing & other safe working practices is in place through the front of house managers & working Director.	Y		
2.6	Bar staff have their own dedicated pens, face masks coverings, etc.	Y		
3.0	KITCHEN STAFFING, LAYOUT & SET UP			
3.1	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		
3.2	Vegetable preparation has been moved out of the kitchen & into the barn to increase available work space.	Y		
3.3	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.
3.4	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		
3.5	Face to face contact is minimized at times when prepared food is collected by serving staff.	Y		
3.6	Kitchen access is restricted to team members working there or needing to enter for work tasks.	Y		
3.7	Kitchen staff have their own dedicated utensils, e.g., temperature probes, pens for record keeping, face coverings, etc.	Y		
3.8	Stringent cleaning regime is in place at end of each service & as required during service.	Y		
3.9	No playing of loud music to avoid staff needing to speak loudly/shout to be heard.	Y		
3.10	Enforcement of safe social distancing & other safe working practices is in place through the back of house managers & working Director.	Y		
4.0	HAND WASHING & HAND SANITISING			
4.1	Strict hand washing regime & training is in place.	Y		

4.2	Hand sanitiser stations are located around the premises, with supporting signage.	Y		
4.3	Sufficient stocks of hand sanitizer & blue roll for hand drying are held for ongoing replenishment of dispensers.	Y		
5.0	REDUCED CONTACT			
5.1	Menus are sanitized after every use.	Y		
5.2	Contactless & over the phone payment is required, other than in exceptional circumstances.	Y		
5.3	PDQ machines & receipts are placed down for customer, not handed directly to/taken from the customer.	Y		
5.4	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		
5.5	Removal of such communal items as newspapers, fliers & all other similar literature.	Y		
5.6	Cutlery is pre-wrapped & issued as required.	Y		
5.7	Condiments/sauces are in sachets; or where non-disposable containers are used, they are sanitised after each use.	Y		
5.8	Disposable napkins only are used, with any that are issued but appear unused being destroyed.	Y		
5.9	Team members avoid contacting high-risk parts of glassware, cutlery, etc., where customers' mouths will have contacted.	Y		
6.0	CLEANING			
6.1	Ongoing cleaning regime in place using effective proprietary sanitising & cleaning products – focusing on all surfaces where contact is unavoidable & all other high-frequency touch points; such 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, all food preparation surfaces, storage facilities, toasters, handles on appliances, microwaves, ovens, fridges, freezers, etc.	Y		
6.2	Ongoing enhancing cleaning for toilets.	Y		

6.3	Glasswashing & dishwashing machines are operating effectively & at the prescribed temperature to ensure effective cleaning & sanitizing.	Y		
6.4	Frequent cleaning of general equipment, e.g., manual handling equipment, access equipment, etc.	Y		
7.0	PERSONAL PROTECTIVE EQUIPMENT (PPE)			
7.1	Whilst not deemed PPE, staff adhere to the mandatory wearing of a face covering at all relevant times.	Y		
7.2	Sufficient supplies of face masks exist, with such items being dedicated to individual staff members – no sharing.	Y		
7.3	No requirement for staff to wear gloves (over & above normal food handling hygiene usage), but disposable gloves are available.	Y		
7.4	Safe & hygienic disposal of used face coverings in place.	Y		
8.0	TAKEAWAY OPERATION 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:			
8.1	Takeaway meals are on a pre-order basis to avoid customers waiting onsite for meals to be prepared.	Y		
8.2	Takeaway orders are on a pre-pay over the phone basis, to avoid customers unnecessarily entering the building causing unnecessary congestion.	Y		
8.3	Takeaway meals are to be consumed off the premises.	Y		
8.4	Takeaway collection point is within the separate barn building to avoid unnecessary entry to & congestion within the main pub building.	Y		
8.5	Takeaway collection is at agreed & staggered times to minimise waiting, queuing & congestion.	Y		
8.6	Only 1 person at a time allowed inside the barn during collections.	Y		
8.7	Early arrivals are requested to wait outside or in their cars until their agreed collection time.	Y		
8.8	Takeaway customers have no access to toilet facilities, other than by exception.	Y		
8.9	Takeaway meals are supplied in hygienic sealed & bagged/boxed containers to prevent the risk of transmission.	Y		
8.10	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		

8.11	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		
9.0	B&B GUEST ACCOMMODATION			
9.1	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:			
9.2	Checking-in process in place within entrance flow document to effectively manage arrivals.	Y		
9.3	Customers checking-in are to wear a face covering, unless exempt.	Y		
9.4	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		
9.5	Covid-19 policy & rules communicated to B&B guests via Welcome Pack, signage & Covid-19 information card within the guest room.	Y		
9.6	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		
9.7	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		
9.8	Rigorous cleaning regime in place of B&B guest accommodation when each guest 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		
9.9	Room cleaning ready for next guests to take place only once guests have vacated.	Y		
9.10	Room refreshes to take place only once guests have vacated.	Y		
9.11	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		

9.12	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		
9.13	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		
9.14	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		
9.15	Clean cups & other crockery are issued to each new guest, even if they appear unused.	Y		
9.16	Unused consumables are removed & allowed to decontaminate for 72-hours before re-used after each guest stay.	Y		
9.17	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.

SIGNED:	Paul Howard	PRINT NAME:	PAUL HOWARD
DATE:	04 January 2021	JOB TITLE:	H&S ADVISOR

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.

SIGNED:	Eric Montgomery	PRINT NAME:	ERIC MONTGOMERY
DATE:	04 January 2021	JOB TITLE:	DIRECTOR

