

COVID-19 (CORONAVIRUS) RISK ASSESSMENT FOR OUTDOOR TRADING AT THE CROWN INN, MARNHULL AS FROM 12 APRIL 2021

THIS RISK ASSESSMENT APPLIES TO POP-UP EVENTS & OTHER OUTDOOR DRINKS/FOOD SERVICE DURING STEP 2 OF THE UK GOVERNMENT'S ROADMAP OUT OF LOCKDOWN

INTRODUCTION

This document details G & M Hospitality & Catering Ltd's risk assessment & control measures for customer & staff protection against Covid-19 to allow for the safe operation of outdoor food & drinks service at The Crown Inn.

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 that 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.

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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 instructing customers & staff with Covid-19 symptoms NOT to enter the building.
2. Enforcement of the legal requirement for customers to wear a face covering (unless exempt) when entering the building to access & use the toilets.
3. Completion of a 'Fitness to Work' declaration by team members prior to being permitted to resume working upon reopening.
4. Ongoing declaration is required by team members should they develop symptoms in the future, with suitable exclusion policy in place in that event.
5. Team members are directed not to come to work if they subsequently acquire symptoms.
6. Provision of hand sanitiser stations within the courtyard, beer garden & at the toilet entry point, 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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7. Team members are trained on effective hand-washing, social distancing, mask wearing & other mitigations to take to avoid virus transmission.
8. A strict cleaning & sanitizing regime is in place of surfaces where contact is unavoidable plus all high-frequency touch points.
9. 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.

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 government guidance, rules & regulations, as detailed within published government documentation.

The outdoor reopening key points are:

- The need to display NHS QR Code posters, supported by an alternative manual recording method, to capture & record customer contact details for Test & Trace (over 16s only).

- The need to take reasonable steps to refuse entry to those who refuse to check in or who provide false details; & to be satisfied that individuals who are checking in using the official NHS QR code have done so, e.g., by asking individuals if they have scanned the code.
- Customers are only allowed indoors to: walk to the outdoor area if no other route exists; to use the toilet/baby change/breastfeeding facilities; or to make payment at the bar (as a last resort).
- Customers must wear face coverings at all times when indoors.
- Staff must wear face coverings in indoor areas, unless separated from customers.
- Face coverings do not need to be worn outdoors by staff or customers.
- Outdoor seating & tables should be reconfigured to maintain social distancing guidelines (2m, or 1m+ with risk mitigation where 2m is not viable) between groups of customers.
- Customers must be seated at a table to order, to be served & to consume their food &/or drink in venues serving alcohol.
- Ideally, payment should also be taken at the table however, as a last resort, payment can be taken indoors.
- Groups must be a maximum of 6 people or two households (unlimited number).
- Closed premises can continue to provide food & drinks, including alcohol, on a takeaway basis via collection & delivery (see G & M Hospitality & Catering Ltd's separate risk assessment relating to takeaway operations)
- Outdoor structures must follow the same rules as smoking shelters, i.e., 50% or more of the sides must be open in order to be classed as "outdoors". (NB No such outdoor structures are in use at The Crown Inn)
- Background music, television & incidental live music is permitted outside. (NB No such services are offered at The Crown Inn)

	Control implemented (please tick Y/N)	Yes	No	If a control has not been employed, alternative control / actions taken to resolve
1.0	CUSTOMER			
1.1	Enforcement of the legal requirement for customers to wear a face covering (unless exempt) when entering the pub building to access the toilets/baby changing/breastfeeding facilities (or to make payment indoors as a last resort)	Y		
1.2	Vertical eating/drinking is not be permitted – table service only for all food & drinks consumption.	Y		
1.3	External signage in place instructing customers to enter the pub building only to access the toilets & only if free of Covid-19 symptoms.	Y		
1.4	Dedicated route in place with supporting signage for customer access to the toilet facilities (via gated entrance & then in through the rear patio doorway).	Y		
1.5	Customers are greeted by a host & controlled on arrival, to manage flow & maintain social distancing.	Y		
1.6	Safety guidance & rules are displayed on every table.	Y		
1.7	Tables/seating are laid out to maintain 2m social distancing, including sufficient spacing between tables.	Y		

1.8	Customers requested not to reposition tables/seating from their original location.			
1.9	Enforcement of the 'remain seated' requirement other than when needing to use the toilet facilities; along with enforcement of the need to wear a face covering when accessing the building for permitted purposes.	Y		
1.10	Enforcement of the maximum of 6 people or two households rule.	Y		
1.11	Customers requested to use the hand sanitizer on arrival.	Y		
1.12	All meals & drinks are served to the table, with no self-service catering or collection of own drinks permitted.	Y		
1.13	Servers maintain social distancing by placing meals/drinks at the end of the table & then retreating to allow the customer to distribute amongst themselves. Servers are not to reach across the table between diners to serve or clear.	Y		
1.14	Customers requested to observe & comply with all relevant signage & staff instructions.			
1.15	Customers advised to ensure children remain seated & are supervised at all times.	Y		
1.16	Customer toilets have sufficient urinals/cubicles & sinks to maintain social distancing, supported by social distancing signage on entry doors.	Y		
1.17	Signage within toilets detailing effective handwashing techniques.	Y		
1.18	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. Face coverings also to be worn.
1.19	Designated open-air smoking area in place.	Y		
1.20	Compliance with the mandatory requirement to collect NHS Test & Trace contact details in accordance with stipulated requirements; with regard to manually collected data to be retained for 21 days beyond date of attendance.	Y		
1.21	Compliance with the mandatory requirement to display site-specific QR code posters, along with monitoring of use as customers arrive.			
1.22	Relevant safety rules are published on The Crown Inn website, so customers can be aware of these in advance.	Y		
1.23	No playing of loud music, so customers don't have to speak loudly/shout to be heard.	Y		

1.24	Enforcement of safe social distancing, mask wearing, remain seated rule & other safe working practices is in place through the front of house staff/managers & working Directors.			
2.0	TEAM			
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	Staffing levels reflect the minimum number of staff needed to operate safely & effectively - both front of house & back of house.	Y		
2.8	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		
2.9	Work clothing is kept clean by means of frequent laundering.	Y		
2.10	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		
2.11	No requirement for staff to undertake work-related travel.	Y		
3.0	BAR STAFFING, LAYOUT & SET UP			
3.1	Drinks service is via table service only, & is from an outdoor portable bar located in front of the cellar doors.	Y		
3.2	Bar layout & location allows bar staff & servers to maintain social distancing whilst behind the bar & whilst serving drinks to the tables.	Y		
3.3	Bar equipment & utensils are sanitised at each staff changeover/shift end/service end.	Y		
3.4	Enforcement of safe social distancing & other safe working practices by bar staff is in place through the front of house managers & working Directors.	Y		
3.5	Bar staff have their own dedicated pens, pads, sanitiser, etc.	Y		

4.0	KITCHEN STAFFING, LAYOUT & SET UP			
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		
5.0	HAND WASHING & HAND SANITISING			
5.1	Strict hand washing regime & training is in place.	Y		
5.2	Hand sanitiser stations are located around the site for customer & team member use, with supporting signage.	Y		
5.3	Sufficient stocks of hand sanitizer & blue roll for hand drying are held for ongoing replenishment of dispensers.	Y		
6.0	REDUCED CONTACT			

6.1	Menus are sanitized after every use.	Y		
6.2	Contactless payment is encouraged.	Y		
6.3	Cash payments/tips are placed by customer onto the table, not handed directly to the team member, with social distancing being maintained during the handover.	Y		
6.4	Receipts are placed down for customer, not handed directly to the customer.	Y		
6.5	Regular hand hygiene is adopted after handling cash/coins.	Y		
6.6	Customers are instructed to remain seated at all times unless accessing toilet facilities or when arriving/leaving.	Y		
6.7	Should a customer need (by exception) to pay at the indoor bar, social distancing measures are in place & a face covering worn by the customer & team member dealing.	Y		
6.8	Social distancing is in place during service of food & drink & when clearing used crockery/glassware, etc.	Y		
6.9	Contact time with customers is minimized by, for example, having less separate serving dishes, thereby reducing the number of trips to tables.	Y		
7.0	TABLE POSITIONING, SET-UP & RE-SET			
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	Tables are sanitized between each usage using an effective proprietary sanitising product.	Y		
7.5	Tables are left empty between customers & not set/laid until needed.	Y		
7.6	Cutlery is pre-wrapped & issued as required.	Y		
7.7	Condiments/sauces are in sachets; or where non-disposable containers are used, they are sanitised after each use.	Y		
7.8	Disposable napkins only are used, with any that are issued but appear unused being destroyed.	Y		
7.9	Team members avoid contacting high-risk parts of glassware, cutlery, etc., where customers' mouths will have contacted.	Y		
7.10	Team members always wash/sanitise their hands after clearing tables of used crockery, glassware, etc.	Y		

8.0	CLEANING			
8.1	Deep clean of toilet/baby changing facilities undertaken before, during & after each trading period, as well as when the premises are closed when the toilets remain in use by staff/other permitted visitors. Cleaning is undertaken using effective proprietary sanitizing & cleaning products.	Y		
8.2	Ongoing cleaning regime in place of other surfaces & touch points accessed by customers & staff, using effective proprietary sanitising & cleaning products. Focus of such cleaning is on all surfaces where contact is unavoidable & all other high-frequency touch points; such as door push plates, grab handles, drink dispensing equipment (beer pumps/levers, soft drinks dispensers, etc.), trays, menus, light switches, till buttons, PDQ machines, toilet doors, toilets, flush handles, taps, hand dryers, appliance handles, etc., plus all food preparation surfaces, storage facilities, handles on appliances, microwaves, ovens, fridges, freezers, etc.	Y		
8.3	Glasswashing & dishwashing machines are operating effectively & at the prescribed temperature to ensure effective cleaning & sanitizing.	Y		
8.4	Frequent cleaning of general equipment, e.g., manual handling equipment, access equipment, etc.	Y		
9.0	PERSONAL PROTECTIVE EQUIPMENT (PPE)			
9.1	Whilst not deemed PPE, staff adhere to the mandatory wearing of a face covering inside, e.g., when taking a payment inside or otherwise encountering a customer inside, e.g., when accessing the toilets.	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		

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 relative to outdoor trading during Step 2 of the UK government's roadmap out of lockdown.

SIGNED:	Paul Howard	PRINT NAME:	PAUL HOWARD
DATE:	12 April 2021	JOB TITLE:	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.

SIGNED:	Eric Montgomery	PRINT NAME:	ERIC MONTGOMERY
DATE:	12 April 2021	JOB TITLE:	DIRECTOR

SIGNED:	Gemma Howard	PRINT NAME:	GEMMA HOWARD
DATE:	12 April 2021	JOB TITLE:	DIRECTOR