

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

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 for customers, B&B guests, staff & other visitors.

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

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

The document has been completed in pursuance of compliance with health & safety law & takes into consideration the relevant HM Government's guidance documents 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 periodically to ensure it remains relevant & up to date & reflects the need for any 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 are currently no specific complete cures, although varying treatments have been developed to alleviate certain aspects of the disease. There is also an ongoing vaccine roll-out programme in the UK & throughout the world.

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 in adults 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.

Are there any tests available that will show whether a person has Covid-19 or not even when they have no symptoms?

Yes. There are different tests you can get to check if you have Covid-19. The test you need depends on why you're getting tested. The 2 main tests are:

- Polymerase Chain Reaction (PCR) tests – mainly for people with symptoms, & are sent to a lab to be checked
- Rapid Lateral Flow tests – only for people who do not have symptoms. They can be done at home or at a rapid lateral flow test site, & give a quick result. Rapid Lateral Flow test kits for home use can be obtained from a local pharmacy or test site, or ordered online. There is also a supply available at The Crown Inn.

Both tests are free.

What to do if you have symptoms of Covid-19 or test positive after undertaking a rapid lateral flow test at home

If you have any of the main symptoms of coronavirus or test positive:

1. DO NOT ATTEND WORK BUT INFORM YOUR EMPLOYER(S) - 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. Arrange a PCR test ASAP – see details via <https://www.gov.uk/get-coronavirus-test> (Anyone you live with, and anyone in your support bubble, should also get a test if they have symptoms).

What to do if it is confirmed by a PCR test that I have Covid-19

If you receive a positive PCR test DO NOT ATTEND WORK BUT INFORM YOUR EMPLOYER(S).

You, & anyone you live with, must self-isolate to avoid spreading the infection to other people. The self-isolation period includes the day your symptoms started (or the day you had the test, if you do not have symptoms) & the next 10 full days. If you were already self-isolating & had a test because you've been in close contact with someone who tested positive, your self-isolation period re-starts if you test positive.

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 any mandatory requirement or recommendation to wear a face covering when at work & out & about.
3. Engage in safe social distancing
4. Regular hand sanitising
5. Effective 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
8. 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. Instructions/signage informing customers/staff/visitors with Covid-19 symptoms NOT to enter the building.
2. Customers/staff/guests/visitors are strongly encouraged to wear a face covering when moving around the public areas of the premises, particularly inside.
3. Completion of a 'Fitness to Work' declaration by team members.
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 effective hand sanitiser stations around the premises.
7. Staff members also have their own personal hand sanitiser.
8. Team members are trained on effective hand-washing, social distancing, safety around the use of face coverings & other mitigations to take to avoid virus contraction & transmission.
9. A strict cleaning & sanitising regime is in place of surfaces where contact is unavoidable plus all high-frequency touch points.
10. Inside locations are ventilated to achieve a flow of air to help disperse any airborne virus-carrying droplets – open windows, doors, etc.
11. A series of other detailed policies, processes & instructions as detailed in the control table below.

Training Team Crown staff members

1. All existing team members complete a signed-off in-house coronavirus training programme, as do new starters.
2. Team members are required to read, understand & sign-off this risk assessment.
3. Team members are required to watch an NHS handwashing instructional video.
4. Training focuses on coronavirus hazards & symptoms; sources of infection; protections against infection; importance of social distancing; use of face coverings; policies/procedures to achieve customer/guest safety; risk assessment control measures; cleaning requirements; safe preparation & service of food/drink; guest room servicing requirements; NHS Test & Trace requirements, etc.

Contractors/Sales Persons/Other Business Visitors

Our control measures under this category include:

1. Strong encouragement to wear a face covering.
2. Strong encouragement to scan the displayed QR code to support NHS Test & Trace.
3. Having controlled & monitored access to the building/work location, maintaining appropriate social distancing at all times.
4. Work & other visits are undertaken in accordance with the contractor's/sales persons'/business visitors' own Covid-19 risk assessment.
5. Adherence to relevant control measures as detailed in the control table below.

Beer & Stock Deliveries

Our control measures under this category include:

1. Having controlled access to the delivery location, maintaining appropriate social distancing at all times.
2. Strong encouragement to wear a face covering.
3. Strong encouragement to scan the displayed QR code to support NHS Test & Trace.
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 relevant government guidance:

	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	Strongly encouraged to wear a face covering when moving around the premises inside.	Y		
1.2	Capacity limits in place for vertical drinking & sitting on bar stools in the bar area. Dining capacity limits achieved via table numbers, placement & capacity.	Y		
1.3	Table service being the main focus of food/drink delivery inside the premises.	Y		
1.4	Instructions/signage in place informing customers to enter only if free of Covid-19 symptoms.	Y		
1.5	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		
1.6	Dedicated exit door with supporting signage in place to help maintain social distancing (Exit is via door closest to the car park).	Y		
1.7	Suitable alternative access route is in place for persons with impaired mobility.	Y		
1.8	Customer queuing is avoided by means of staggered table bookings times, with customers requested to arrive at the specified time.	Y		

1.9	All customers are greeted & controlled on arrival (whether dining, drinking or checking-in), to manage flow & maintain social distancing.	Y		
1.10	Covid-19 'House Rules' in place & posted on website, with further supporting signage located throughout the premises.	Y		
1.11	Trade areas are laid out to maintain social distancing, including back-to-back seating where possible, plus suitable spacing of tables.	Y		
1.12	Customers requested to use the hand sanitizer on arrival & throughout visit.	Y		
1.13	Customers requested to respect others' personal space at all times,	Y		
1.14	No 'help yourself' catering events inside.	Y		
1.15	Buffet-style service for 'private' events available subject to capacity limits & all other necessary safety measures.	Y		
1.16	Customers requested to observe & comply with all relevant signage & staff instructions.	Y		
1.17	When food & drinks are served to tables or at the bar, staff maintain appropriate social distancing. 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		
1.18	Customers requested not to reposition tables/seating from their original location.	Y		
1.19	Customers advised to ensure children remain seated & are supervised at all times.	Y		
1.20	Customer toilets have sufficient urinals/cubicles & sinks to maintain social distancing, with the middle 2 urinals in the gents taped off.	Y		
1.21	Signage within toilets highlighting effective handwashing.	Y		
1.22	QR code on display should customers wish to scan in to support NHS Test & Trace.	Y		
1.23	Ventilation achieved as best able, by opening windows, doors, vents, etc.			
1.24	Monitoring of covid-19 safety is in place through the front of house staff/managers, Operations Manager & Company Directors.	Y		
2.0	TEAM			
2.1	Staff instructed not to come to work if they have Covid-19 symptoms or have received a positive test.	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.	Y		
2.7	Customer-facing staff are encouraged to wear a face covering when moving around public areas of the premises.	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 should this information be needed in support of NHS Test & Trace. Staff are 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	Bar staff have their own face coverings & sanitizer.	Y		
3.2	Bar staff can largely maintain social distancing whilst behind the bar in the performance of their duties, & are encouraged to wear a face covering 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		
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 are encouraged to wear a face covering.	Y		
4.2	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		
4.3	Face to face contact is minimized at times when prepared food is collected by serving staff.	Y		
4.4	Kitchen access is restricted to team members working there or needing to enter for work tasks.	Y		
4.5	Kitchen staff have their own face coverings & sanitiser.	Y		

4.6	Stringent cleaning regime is in place at end of each service & as required during service.	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 premises for customer & team member use.	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		
6.0	REDUCED CONTACT			
6.1	Menus are sanitised after every use.	Y		
6.2	Payment taken at the table, with contactless payment encouraged.	Y		
6.3	Cash payments (by exception) & tips are placed down by customer, not handed directly to the team member, with social distancing being maintained during the handover, with the wearing of a face covering by staff & customer encouraged.	Y		
6.4	Regular hand hygiene is adopted after handling cash/coins.	Y		
6.5	PDQ machines & receipts are placed down for customer, not handed directly to/taken from the customer.	Y		
6.6	Where practicable & appropriate, doors are wedged open to reduce touchpoints (fire doors excluded).	Y		
6.7	Sensible & practicable social distancing in place throughout service periods.	Y		
7.0	TABLE POSITIONING, SET-UP & RE-SET			
7.1	Tables are positioned to achieve social distancing.	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 maximized 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	The correct amount of cutlery is issued before guest arrival & topped up after each course.	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		
8.0	CLEANING			
8.1	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, 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		
8.2	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		
8.3	Ongoing enhancing cleaning for toilets.	Y		
8.4	Glasswashing & dishwashing machines are operating effectively & at the prescribed temperature to ensure effective cleaning & sanitizing.	Y		
8.5	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, a supply of disposable face masks is available.	Y		
9.2	No requirement for staff to wear gloves (over & above normal food handling hygiene usage), but disposable gloves are available.	Y		
9.3	Safe & hygienic disposal of used face coverings in place.	Y		
10.0	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:			
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 customer at a time allowed inside the barn during collection.	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		
11.0	B&B GUEST ACCOMMODATION			
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 enables the effective management of arrivals.	Y		
11.3	Guests checking-in are encouraged to wear a face covering whilst passing through public access areas of the premises.	Y		
11.4	Social distancing is maintained whilst escorting B&B guests to their rooms.	Y		
11.5	NHS Test & Trace QR code on display at pub entry/check-in point & at the guest accommodation access, should guests wish to utilise this.	Y		
11.6	Guests are encouraged to respect others' personal space & wear a face covering when moving through the premises.	Y		
11.7	Guests are subject to the same rules as other customers when accessing the pub for dining/drinks.			

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 are 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		

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 guidelines.

SIGNED:	Paul Howard	PRINT NAME:	PAUL HOWARD
DATE:	19 July 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:	19 July 2021	JOB TITLE:	DIRECTOR

SIGNED:	Gemma Howard	PRINT NAME:	GEMMA HOWARD
DATE:	19 July 2021	JOB TITLE:	DIRECTOR

