Risk Assessment

Business Name and Address: On The Waterfront, 4-9 Southern Warehouse, The Quay, Exeter EX2 4AP

Name of Person who has developed this document: Christopher Billing

The hazard

SARS-CoV-2 is a respiratory disease that can invade a host via the respiratory route or via hand to eye / mouth / nose contact.

Any individual may be a symptomless carrier, meaning any of us could be shedding the virus, even without displaying any symptoms and thus we could pass it on either directly or indirectly to others.

- Other difficulties are that recovered cases may be infectious for an undetermined time, and it is not known what level of immunity is conferred on recovered cases. Furthermore, a recovered case who may have immunity may still spread the virus through touching contaminated surfaces and spreading the contamination by their hands.

We therefore must assume that the hazard of SARS-CoV-2 is present in all people on the premises.

The routes of transmission (how the hazard can cause harm – the risks)

- Direct contact to face – eyes, nose from droplets spraying from an infected person onto another person who is in close contact.

- Contamination via droplets from sneezing and coughing landing on surfaces and then transferring via hands on to eyes and nose and mouth. Other means of secretions getting on to surfaces could be from infected people touching their eyes, nose and mouth and then touching surfaces with contaminated hands.

- Contaminated hands of infected people can transfer the virus directly to others (e.g. handshakes) or on to hand contact surfaces which can be picked up by other people's hands and transferred to their eyes, nose or mouth
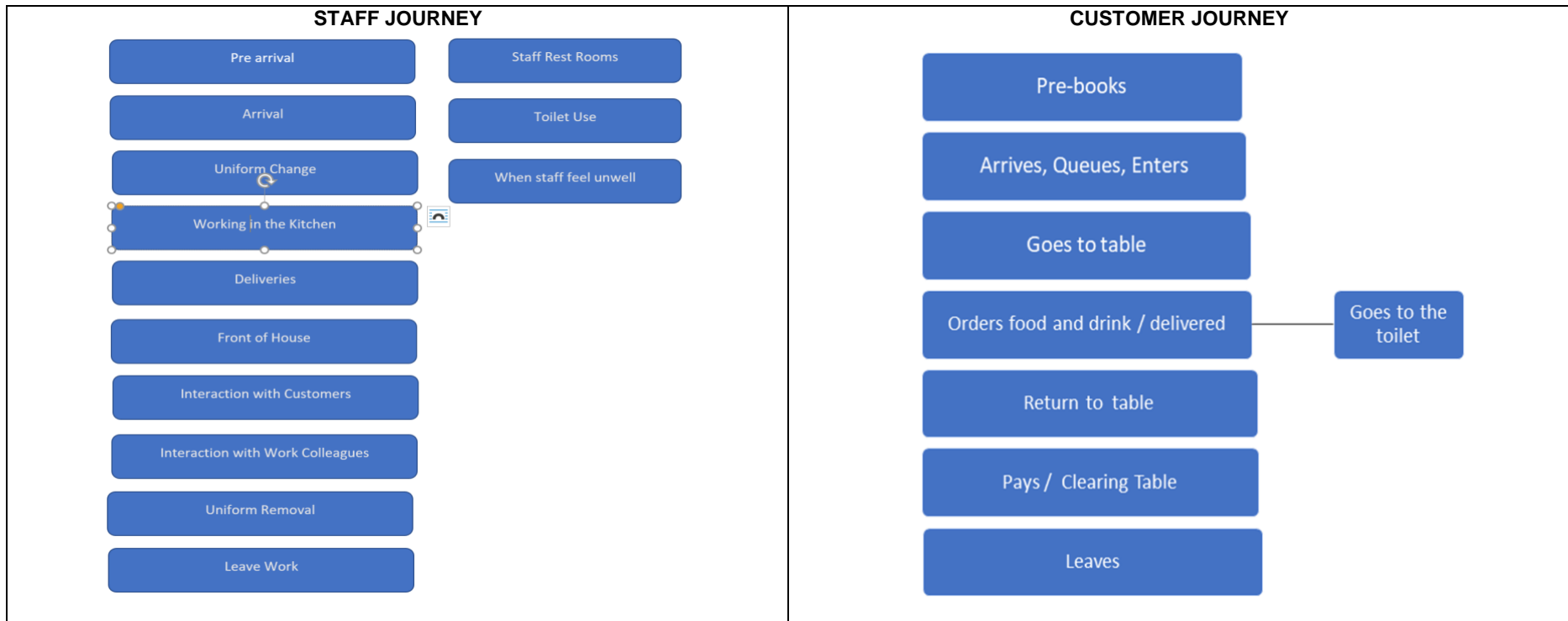
The main controls are:
- Social distancing – 1m apart minimum between tables and customers who aren't from the same household or in a bubble together

- Disinfecting hand contact surfaces
- Hand washing and hand sanitiser use
- Not touching eyes, mouth, or nose with contaminated fingers

The controls set out in this document will be specific for this operation, taking into account how the business operates, and how customers and staff use the premises and interact.
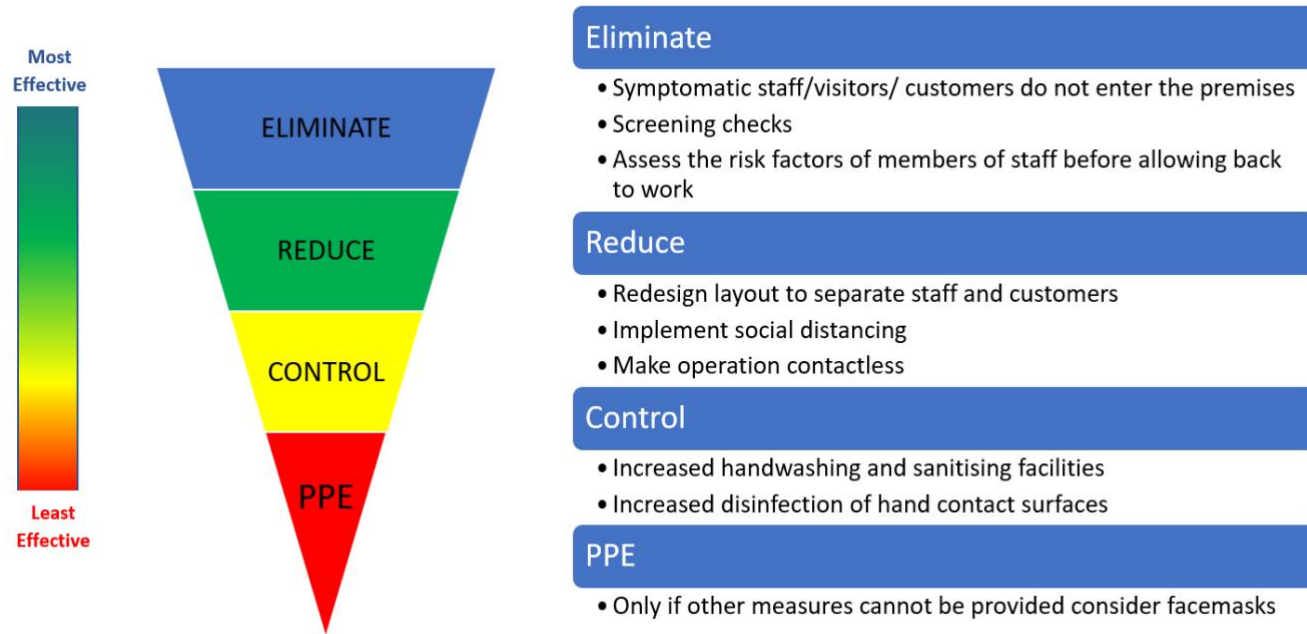
Flow Diagrams

Routes taken by staff and customers in the business, are plotted to show the steps in the journeys where controls are needed. Use appendix 1.

STAFF JOURNEY

Pre arrival

Arrival

Uniform Change

Working in the Kitchen

Deliveries

Front of House

Interaction with Customers

Interaction with Work Colleagues

Uniform Removal

Leave Work

Staff Rest Rooms

Toilet Use

When staff feel unwell

CUSTOMER JOURNEY

Pre-books

Arrives, Queues, Enters

Goes to table

Orders food and drink / delivered — Goes to the toilet

Return to table

Pays / Clearing Table

Leaves

Hierarchy of Controls

Whilst considering how you are going to control Covid-19 in your business you should bear in mind how effective the measures are going to be. Use the hierarchy below to prioritise your approach.

Most Effective

Least Effective

ELIMINATE

REDUCE

CONTROL

PPE

Eliminate
- Symptomatic staff/visitors/ customers do not enter the premises
- Screening checks
- Assess the risk factors of members of staff before allowing back to work

Reduce
- Redesign layout to separate staff and customers
- Implement social distancing
- Make operation contactless

Control
- Increased handwashing and sanitising facilities
- Increased disinfection of hand contact surfaces

PPE
- Only if other measures cannot be provided consider facemasks

Living Document

This is a living document that will be continuously edited and updated as understanding of the virus improves, government guidance changes and UKH members develop improved solutions.

Created on 24th June 2020

Reviewed: 14th July 2020 by Chris Billing, 27th July 2020 by Chris Billing, 12th August 2020 Chris Billing, 24th August 2020, 3rd September Chris Billing, 19th September 2020 Chris Billing, Chris Billing 23rd September, 7th October 2020 Chris Billing, 21st October 2020 Chris Billing, 26th November 2020 Chris Billing, 2nd December 2020 Chris Billing, 27th December 2020 Chris Billing, 15th March 2021 Chris Billing, 1st April 2021 Chris Billing, 30th April Chris Billing, May 16th Kelly Hacker, 16th July 2021 Chris Billing

Staff Risk Assessment

Staff Journey (amend as necessary)	Controls in my business (Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)
Before returning to work [a]	• Encourage those shielding or in higher-risk groups to continue working from home. • Conduct return to work screening interviews to establish the risk associated with each member of staff – *see appendix 2a* • Inform all staff of their responsibilities to themselves, other staff and customers in relation to COVID-19. • Plan for the minimum number of people needed at the venue to operate safely and effectively.
Pre-arrival [b]	• Staff must not work if they display the COVID-19 symptoms or have been in close contact with somebody who has the symptoms. *see appendix 2e* • Staff should avoid travelling to work by public transport if possible. • Minimise non-essential travel – considering remote options first. • Minimise the number of people outside of a household travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoiding sitting face-to-face. • Where workers are required to stay away from their home, centrally logging the stay and making sure any overnight accommodation meets social distancing guidelines. • Ensuring that delivery drivers or riders maintain good hygiene and wash their hands regularly. • Staff to all take a COVID19 awareness course. • On site training to be taken in small groups. • All staff to take a lateral flow test before they start a shift, at home. If the test shows positive they are to book a PCR test and isolate.

Arrival [c]	- Mask wearing to be encouraged, but will be optional. - Review the fitness to work of all staff daily. - Carry out daily briefings for all staff and review problems and issues that occurred during previous service sessions. - Remind all staff of social distancing practices. - Remind all staff of the importance of thorough and frequent handwashing at key points. - Staggering arrival and departure times at work to reduce crowding into and out of the venue, taking account of the impact on those with protected characteristics. - Using markings to guide staff coming into or leaving the building. - Providing handwashing facilities, or hand sanitiser where not possible, at entry and exit points. - Providing alternatives to touch-based security devices such as keypads.
Uniform change [d]	- Requesting staff change into work uniforms on site using appropriate facilities/changing areas, where social distancing and hygiene guidelines can be met. - Wash uniforms at 60 degrees or higher at home. - One person to use the changing rooms at a time to allow social distance. - Staggering of use of the changing room. - Wash hands before changing into uniform. - Signage on social distancing in locker rooms/ staff rooms.
Moving around the building	- Reducing movement by discouraging non-essential trips within venues, for example, restricting access to some areas, encouraging use of radios or telephones or other electronic devices when sending orders from service areas to kitchens, where permitted, and cleaning them between use. - Reducing job and location rotation, for example, assigning workers to specific areas or keeping temporary personnel dedicated to one venue. - Managing use of high traffic areas including, corridors and entrances to maintain social distancing. - Face coverings encouraged when in customer facing areas.

Staff Journey (amend as necessary)	Controls in my business *(Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)*
Food Menu	• Menus simplified and reduced, to ensure that team members can work a safe distance apart (2 metres) from each other in the kitchen. • Allocate working areas in the kitchen and assess the workflow to ensure that staff do not need to cross over when working. • Stagger or allow additional shifts to normal to ensure that there are not too many team members working in any area at the same time. • As far as possible, manage shift rotas so that the same individuals work together (cohorting), so that where social distancing measures are always not possible, any close contact happens between the same individuals. • Food to be covered when taken between the kitchen and the outside pod.

Kitchens [f] Medium / large	• Allowing kitchen access to as few people as possible. • Minimising interaction between kitchen staff and other workers, including when on breaks. • Putting teams into shifts to restrict the number of workers interacting with each other. • Spacing working areas 2m apart as much as possible. • Implement a zonal workstation system within the kitchen to maintain 2m segregation of colleagues working within the kitchen. • Providing floor marking to signal distances of 2m apart. • Staff to work side by side and with face coverings if social distancing isn't possible. • Minimising access to walk-in pantries, fridges and freezers, for example, with only one person being able to access these areas at one point in time. • Minimising contact at 'handover' points with other staff, such as when presenting food to serving staff and delivery drivers. • Display a poster to enforce social distancing whilst working in the kitchen and brief staff.
Work benches and tables	
Equipment	• Where workbenches cannot be moved consider the erecting of guard screens to segregate one work area from another. • Consider moving some of the light equipment to different locations within the kitchen to avoid congestion or the need to pass through other work areas. • Consider the need to purchase additional sets of equipment such as chopping boards, knives, thermometers, utensils etc to avoid the need to fetch and carry these from other areas. • Create self-sufficient work areas which have all the necessary equipment needed to prepare the food items required.
Staff Journey (*amend as necessary*)	**Controls in my business** *(Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)*

Dessert Section:	• Reduce the dessert menu. • A safe and hygienic area is designated to prepare and serve from. • One designated employee per shift to serve desserts to reduce contact. • Wash the Ice cream scoop after every use to reduce risk of contamination.
Deliveries / Contractors [g]	• Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often. • Arrangements are made with suppliers to allow safe delivery of goods to the premises. • Where visits to venues are required, for example, inbound supplier deliveries or safety critical visitors, providing site guidance on social distancing and hygiene on or before arrival. • Deliveries are made by prior arrangement and a message received when arriving so that those in the delivery area are aware of the need to socially distance. • A safe and hygienic area is made available in the delivery area (outside the walk-in fridge) for deliveries to be left • When the delivery is checked, the driver must step away by a minimum of 1m. • Wash hands after putting deliveries away. • Essential servicing and contractor visits to be done before/after staff are onsite. • Adjusting put-away and replenishment rules to create space for social distancing. • Where social distancing cannot be maintained due to venue design, sufficient mitigation strategies should be designed and implemented. See section on social distancing page 23.
Staff Journey (*amend as necessary*)	**Controls in my business** *(Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)*

Front of House [h] Other working areas	• Reviewing layouts and processes to allow staff to work further apart from each other. • Only where it is not possible to move working areas further apart, arranging people to work side-by-side or facing away from each other rather than face-to-face. Where this is not possible, using screens to separate people from each other. • 1m to be kept between staff and customers when doing table service. • A suitably high Perspex / plexiglass screen is used to separate staff and customers where 2m cannot be achieved. • Step back after placing foods / drinks / payment machine in front of the customer. • Wash hands or use sanitiser after handling used crockery / cutlery etc from cleared tables.
Toilet Use i	• Clear signage asking staff to observe social distancing both on corridors and in the toilet area. • Leaving some doors open where not necessary for fire or other safety and introducing foot openers to reduce hand contact. • Self-closing fire doors must not be propped open. • Put self-closing fire magnets on fire doors. • Monitoring of use to ensure compliance with physical distancing rules, must be in place and all staff made aware. • Clear signage asking staff and customers to wash their hands. • Wash hands after using the toilet, and sanitise hands again before starting work if you have touched any surfaces such as doorknobs on the way.
Staff Journey (*amend as necessary*)	**Controls in my business** *(Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)*

Interaction with customers [j]	• Keep a distance of 1m minimum, ideally 2m, between you and the customer. • Keep behind screens where they are in place. • Where food is being passed through a pick-up point, place food and step back. • The same applies to payment. • Disinfect the card machine between uses with a suitable disinfecting wipe. • Encourage customers to order via the website. • Ask the customer to stack their plates and leave them at the end of the table before clearing. • Ask the customer to place empty glasses on trays before clearing them. • Customers must wear a face covering on entering the venue and only to be removed at a table when eating or drinking (unless a customer is exempt from wearing a face covering).
Interaction with work colleagues [k]	• Keep a distance of 1m, ideally 2m, between colleagues. • Keep behind any screens between you and your colleagues. • As far as possible, where staff are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people. • Considering where congestion caused by people flow and pinch points can be improved. Using one-way systems, staggered shifts and assigned staff mealtimes are possible ways to minimise the risk of transmission. • Do not enter an area designated for use by another colleague Behind the bar / cellar • Implement a zonal workstation system behind the bar to maintain 2m, where possible, segregation of colleagues working within the kitchen. • Providing floor marking to signal distances of 2m apart. • Using 'one way' traffic flows to minimise contact. • Minimising access to walk-in pantries, glass wash areas, cellar etc. with only one person being able to access these areas at one point in time. • Minimising contact at 'handover' points with other staff, such as when presenting food to serving staff and delivery drivers. • Display a poster to enforce social distancing whilst working behind the bar and brief staff
Using the Staff office	• Disinfect any equipment using a suitable disinfecting wipe before and after using – remember the office phone, desk, keyboard and mouse.

Staff Journey (*amend as necessary*)	Controls in my business (*Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance*)
Uniform Removal [l]	• Dirty uniform to be bagged at end of shift, taken home and washed at 60 degrees. • Keep social distancing in the changing room, which may mean only one person at a time can use the area. • Place used uniform in a bag and seal.
Leave work [m]	• Staff wash hands before leaving work. • Staff social distance whilst leaving work. • It is advised that staff remove work clothes and shower on arrival at their homes.
Back of House including common areas and staff changing rooms.	• Using social distance marking for other common areas such as toilets, lockers and changing rooms and in any other areas where queues typically form. • Ensure there is hand sanitiser in the room for use before sitting down. • Ensure there is disinfectant available, and staff disinfect chairs and tables before and after use. • Use safe outside areas for breaks or the lounge tables away from customers. • If staff smoke, they must wash their hands before leaving the building and only smoke in the designated area with a 2m distance between them and others. • Staff must wash their hands upon re-entry to the workplace or use a hand sanitiser. • Staggering break times to reduce pressure on places to eat. • Installing screens to protect staff in front of house areas or serving customers at till points.

Staff Journey (amend as necessary)	Controls in my business (Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)
When staff feel unwell [n]	If the member of staff has symptoms of Covdi-19 then: • Separate the ill person from others by at least 2m • Dial 119 or use 111 online to obtain the correct advice. • The ill person should wear a face covering.

Customer Journey Risk Assessment

Steps of Customer Journey (*amend as necessary*)	Controls in my business (*Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)*
Capacity[1]	- Defining the maximum number of customers that can reasonably follow social distancing at the venue. Taking into account total indoor and outdoor space, specific venue characteristics such as furniture as well as likely pinch points and busy areas. Please refer to ResDiary. - Make sure this number is never exceeded. - Reconfiguring indoor and outdoor seating and tables to maintain social distancing of customers of different households. For example, increasing the distance between tables. Please refer to ResDiary. - Working with your local authority to consider the impact of your process on the road. - Planning for maintaining social distancing in the event of adverse weather conditions, being clear that customers cannot seek shelter indoors unless social distancing can be maintained. - Capacity to slow increase, while maintaining social distance between tables inside.
Booking[2]	- Online / phone booking and put on to ResDiary. - Customer name and contact details to be taken to help with track and trace. - Emails to be taken for all customers as an automatic email to be sent out with customer guidance. - Timed slots to return to pre-Covid. - Stagger booking / time slots to avoid congestion. Customer information - Providing clear guidance on social distancing and hygiene to people on or before arrival through ResDiary booking and on-site signage. - Informing customers that they should be prepared to remove face coverings safely if asked to do so by police officers and staff for the purposes of identification. - Providing written or spoken communication of the latest guidelines to both workers and customers inside and outside the venue. - Consider the particular needs of those with protected characteristics, such as those who are visually impaired. - Ensuring latest guidelines are visible in selling and non-selling areas. - Encouraging workers to remind customers to follow social distancing advice and clean their hands regularly.

Steps of Customer Journey (*amend as necessary*)	Controls in my business (*Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance*)
Arrival outside venue	- Timed dining slot - Notices to customers informing of them of what you expect them to do when visiting your venue. - Nobody should enter if they have the symptoms of Covid-19. - Request face covering to be worn unless they are exempt. - Hand sanitiser station located before entering the venue. - Using outside spaces for queueing where available and safe. - Providing clear guidance on social distancing and hygiene to people on arrival, for example, signage, visual aids and before arrival, such as by phone, on the website or by email - Working with neighbouring businesses and local authorities to consider how to spread the number of people arriving throughout the day for example by staggering opening hours; this will help reduce demand on public transport at key times and avoid overcrowding. - All customers over the age of 16 will be encouraged to provided their details for NHS Test and Trace either by the NHS Covid-19 app or by our own Test and Trace forms.
Queuing outside[3]	- Some extra cover to protect from rain. - Means of cigarette disposal. - Signage directing customers to the different areas of the venue.
Entering the business[4]	- Staff to control entrance and exit. - Managing the entry of customers, and the number of customers at a venue, so that the venue, including areas of congestion does not become overcrowded. For example, through reservation systems and queue management, where possible. - Encouraging customers to use hand sanitiser or handwashing facilities as they enter the venue. - Ensuring any changes to entries, exit and queue management take into account reasonable adjustments for those who need them, including disabled customers.

Steps of Customer Journey (*amend as necessary)*	Controls in my business *(Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)*
Moving around the business & Walking to table[5] Either inside or outside	- Looking at how people walk through the venue and how you could adjust this to reduce congestion and contact between customers, by introducing queue management and one-way flow, where possible. - Number tables very clearly so there is no confusion, door staff to direct. - Hand sanitiser available throughout the building. - Managing customers to prevent queues forming. For example, using social distancing markings, having customers queue at a safe distance for toilets and bringing payment machines to customers. - Encourage face coverings to be worn when moving around the building, unless exempt.
At the bar	- Encouraging use of contactless ordering via the website. - No customers to order at the bar. All customers will be encouraged to order via the website or will be offered table service. - Adjusting processes to prevent customers from congregating at points of service. For example, having only staff collect and return empty glasses to the bar. - Minimising contact between kitchen workers and front of house workers. For example, by having zones from which front of house staff can collect food. - Allow customer to order at the side bar.
Ordering food and drinks[6]	- Encouraging use of contactless ordering from tables where possible through the website. - Avoid handling menus by using disposable menus, customer to take away with them and large menus to be displayed on boards and screens. - Maintaining 1m, ideally 2m where possible, social distancing from customers when taking orders from customers. - Using social distance markings to remind customers to maintain a minimum of 1m distance between customers of different households/bubbles. - Preventing customer self-service of food, cutlery and condiments to minimise transmission by providing cutlery and condiments only when food is served. - Minimise the amount of POS used. - Allergen information to be made available on the website.

Steps of Customer Journey (*amend as necessary)*	Controls in my business *(Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)*
Clearing the table[10]	• Customers place tableware on to the end of the table for server to pick up. • Ideally a server clears table after customers have left.
Going to the toilet[11]	• Queuing system so people in the queue do not cause a risk to others whilst waiting. • Clear signage asking customers to observe social distancing both on corridors and in the toilet area. • The toilets to be made unisex and 1 adult plus their accompanying children to be allowed in any one toilet at a time. • Self-closing fire doors must not be propped open. • Monitoring of use to ensure compliance with physical distancing rules, must be in place and all staff made aware. • Clear signage asking customers to wash their hands. • Encourage face coverings to be worn, unless exempt.
Paying[12]	• Use the website to pay. • Encouraging contactless payments where possible and adjusting location of card readers to maintain a minimum of 1m social distancing. • Creating a physical barrier between front of house workers and customers at points of service where possible.
Leaving the business[13]	• Social distancing markers to ensure social distancing. • Staff to control movement and exit. • Separate entrance and exits. • Working with your local authority, or neighbours to take into account the impact of your customers on public spaces.

Steps of Customer Journey (*amend as necessary*)	Controls in my business (*Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance*)
In-between customers[14]	• Tables and chairs should be cleaned and disinfected in-between customers. • Condiments and unused tableware removed and replaced. • One use condiments to be given out to customers on request.
Bar Service [15]	• Customers can order at the inside bar. • Drinks to be delivered to the customer to avoid queuing.
Continuously[16]	• Heightened disinfection needs to be undertaken to disinfect all frequently touched areas such as bar surface, tables, chairs, counters tills, card machines etc. Ventilation – • Doors open when conditions allow. • Move activity outdoors if you can. • Use external extractor fans to keep spaces well ventilated and make sure that ventilation systems are set to maximise the fresh air flow rate.
Takeaway or delivery [17]	• Encouraging customers to order online or over the telephone to reduce queues and stagger pick-up times. • Minimising contact between kitchen workers and front of house workers, delivery drivers or riders by having zones from which delivery drivers can collect packaged food items. • Limiting access to venues for people waiting for or collecting takeaways. • Setting out clear demarcation for 1m distances for customers queuing. • Asking customers to wait outside or in their cars. • Putting in place procedures to minimise person-to-person contact during deliveries to customers. • Minimising contact during payments and exchange of documentation.

Cleanliness & Hygiene

Area	Controls in my business *(Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)*
Keeping the venue clean	• Wedging doors open, where appropriate, to reduce touchpoints. This does not apply to fire doors. • Frequent cleaning of objects and surfaces that are touched regularly such as counters, tills, and making sure there are adequate disposal arrangements for cleaning products. • Cleaning surfaces and objects between each customer use. For example, cleaning tables, chairs, trays and laminated menus in view of customers before customer use. • If you are cleaning after a known or suspected case of COVID-19 then you should refer to the specific guidance. https://www.gov.uk/government/publications/covid-19-decontaminationin-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings • Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.
Keeping the kitchen clean	• Maintain the EHO 5 star food hygiene standard. • Increase cleaning and disinfection measures during and after service. • Having bins for collection of used towels and staff overalls. • Washing hands before handling plates and cutlery. • Continuing high frequency of hand washing throughout the day.
Hygiene – handwashing, sanitation facilities and toilets	• Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available. • Providing regular reminders and signage to maintain hygiene standards. • Providing hand sanitiser in multiple locations in addition to washrooms. • Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible. • Enhancing cleaning for busy areas. • Providing more waste facilities and more frequent rubbish collection. • Providing hand drying facilities – either paper towels or electrical dryers. • Washing hands after handling customer items and before moving onto another task.
Changing rooms	• Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day.

Area	Controls in my business
	(Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)
Handling goods, merchandise, other materials, and onsite vehicles.	- Cleaning procedures for goods and merchandise entering the site. - Cleaning procedures for the parts of shared equipment you touch before each use. - Encouraging increased handwashing and introducing more handwashing facilities for workers handling goods and merchandise or providing hand sanitiser where this is not practical. - Enhanced handling procedures of laundry to prevent potential contamination of surrounding surfaces, to prevent raising dust or dispersing the virus.

NOTES

Social Distancing

The most effective control measure is no contact – this is the ultimate control measure (elimination) and is what can be achieved for those capable of working from home. However not everyone can work from home and indeed most hospitality jobs cannot be done from home. Where this is the case, the minimum number of staff should be used on site. Look at shift changeovers and consider staggering them to reduce overlap.

Place stickers throughout the site to promote social distancing and mark out floors areas with stickers to ensure 2 metre distance. This is the next most effective control measure as it reduces the probability of contracting the virus, even when in the presence of a positive case.

Move meetings to virtual platforms such as MS teams, WebEx, Skype where possible (and experience over the past 4 weeks suggests that this is possible for most meetings).

https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery#takeaways-3-1

Where staff are part of the same household then the social distancing measure do not apply, and staff can work closer together. However, if one member of the household shows symptoms, then all members of the household must isolate. The person showing symptoms for 7 days and rest of the household for 14 days.

Where Social Distancing of 2m cannot be achieved.

Where social distancing cannot be maintained due to venue design, sufficient mitigation strategies should be designed and implemented.

- Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and if so, take all the mitigating actions possible to reduce the risk of transmission between their staff.

- Further mitigating actions include:
    - Increasing the frequency of hand washing and surface cleaning.
    - Keeping the activity time involved as short as possible.
    - Using screens or barriers to separate people from each other.
    - Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.
    - Reduce the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).
    - Finally, if people must work face-to-face for a sustained period with more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead. No one is obliged to work in an unsafe work environment.

Impact of Test and Trace

If a member of staff shows symptoms and then tests positive, that person will have to isolate for 7 days and all other in the same household for 14 day. Also all work colleagues who have been in close contact will have to isolate for 14 days. (See appendix 2d for definition of close contact)

If a customer reports they have been diagnosed with COVID-19 staff who were in close contact with them should isolate and take a COVID-19 test. Staff are not to attend work until they have received a negative test result.

PPE

Face masks are used in clinical settings to prevent the spread of the virus to the respiratory tract of those treating an infected patient.
Face coverings may be used to protect others from the person who is wearing them. This really only works if everyone is wearing them.
Gloves are to protect the skin of the person wearing them from hazardous chemicals, for example. They become a surface in themselves, so are not effective in the reduction of coronavirus transmission unless replaced after each use. Hand washing is the best control measure.

When managing the risk of COVID-19, additional PPE beyond what you usually wear is not beneficial. This is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE.

Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.

Template signs / customer information

[1]Customer information - Health Check

> You **should not visit *On The Waterfront* under any circumstances** if any of the following applies:
>
> - you are in self-isolation
> - you have COVID-19 symptoms
> - you live with someone who has symptoms
>
> It is not advisable for a member of the public who is "vulnerable" to COVID-19 to **visit *On The Waterfront*** because of the risk of increased exposure to the virus.
>
> COVID-19 symptoms:
>
> - **a high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
>
> - **a new, continuous cough** – this means 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 be worse than usual)
>
> - **Extreme fatigue** – this means you feel extremely tired
> - **a loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal
>
> (Source: NHS, WHO)

[2]What to expect when you visit *On The Waterfront*.

To help protect the safety of our guests whilst visiting us you will notice some changes. We appreciate your cooperation and understanding.

- The number of people allowed into our business will be restricted.
- Hand sanitiser points will be positioned throughout the pub / restaurant and we encourage you to use them frequently.
- The flow of customers around the building will be controlled, please follow direction signs and staff instructions.
- Disposable menus are in use, please take them with you when you leave the pub/restaurant.
- The size of our menu has been reduced to allow safe distancing for the staff in our kitchen.
- Please keep a safe distance
- Do not move furniture.

- Our service style has changed, and you can expect the following.
    - Restrictions in the size of tables.
    - Table bookings must adhere to government guidelines on social contact
    - The implementation of social distancing on our premises.