

Risk	Risk Level & nature of risk	Suggested Controls
Preventing the virus from entering the business	<ul style="list-style-type: none"> <li>• High</li> <li>• Spread of COVID-19 virus causing illness which may be asymptomatic, mild, moderate, severe or fatal to team members, guests, contractors, suppliers and visitors.</li> </ul>	<ul style="list-style-type: none"> <li>• Personal Risk Assessments with must be completed with new and expectant mothers and those at increased risk of severe illness from COVID-19 (older males, those with a high body mass index [BMI], those with health conditions such as diabetes, those from Black, Asian or minority ethnic [BAME] backgrounds).</li> <li>• Reasonable adjustments must be made for these team members and they must take extra care in observing strict social distancing at work. We have a duty to treat everyone in the workplace equally.</li> <li>• Measures in place to ensure that team members are as far as reasonably practicable free from COVID-19 including: <ul style="list-style-type: none"> <li>○ Training on the symptoms of COVID-19 and the daily Health Screening / Pre-shift Brief and back of house information posters.</li> <li>○ That team members must not come to work if they have these symptoms and must self isolate for 10 days.</li> <li>○ That they must not come to work if someone they live with or have been a close contact with someone who has these symptoms and must self-isolate for 10 days.</li> <li>○ That if they develop symptoms whilst at work, they must inform their manager and go directly home, apply for an NHS test and self isolate for 10 days.</li> </ul> </li> <li>• Any team member who has been self-isolating must not return to work until they have completed the minimum self-isolation period and have no elevated temperature for 48 hours and no other member of their household has symptoms. A Return to Work meeting must be held with their manager by phone to confirm that they are safe to return to work.</li> <li>• Vaccination or negative tests do not remove the need to follow all other mitigation measures.</li> <li>• Uniforms and work clothes must not be worn on public transport. If public transport is used, team members must change into their work clothes on arrival at work.</li> <li>• Team members instructed that their uniforms and work clothes must be freshly laundered.</li> </ul>

		<ul style="list-style-type: none"> <li>• Measures will be put in place to ensure that guests are as far as reasonably practicable free from COVID-19 before entering the business including: <ul style="list-style-type: none"> <li>○ Digital communications explaining the new ways of working and requesting guests do not attend if they are unwell.</li> <li>○ Signage at entrances explaining new arrangements and that they do not enter if they are unwell.</li> </ul> </li> <li>• Hand sanitiser placed at entrances with a notice to encourage guests to use them before entering.</li> <li>• All contractors and visitors must be asked to sign in and declare that they are symptom free/not living with anyone with symptoms and abide the rules of personal hygiene and social distancing whilst on the premises.</li> <li>• Social distancing controls to be observed when taking in deliveries of food and drink. Food deliveries to be dropped off in the yard/outside area. Between pack temp check should be completed and team members to take them into</li> <li>• kitchen. Temperature checking delivery vehicles should not be completed at this time. Access to toilet and hand washing facilities must be provided to drivers if required.</li> </ul>
Reducing the risk of transmission	<ul style="list-style-type: none"> <li>• High</li> <li>• Spread of COVID-19 virus causing illness which may be asymptomatic, mild, moderate, severe or fatal to team members, guests, contractors, suppliers and visitors</li> </ul>	<ul style="list-style-type: none"> <li>• Outdoor service to guests in groups of six or two households (no limit on number) is permitted.</li> <li>• Note - children are counted in the 'rule of six' and a support bubble counts as a single household.</li> <li>• Track and trace requirements have changed. All guests over 16 years of age must check in and provide their contact details – see 'Controlling Potential Outbreaks' section below.</li> <li>• Guests must order and be served and consume food and drink while seated.</li> <li>• Guests can use the toilets, baby changing or breast-feeding room inside and can pass through the pub to access the garden where this is necessary. Face coverings will be required whilst they are inside, and we should keep windows and doors open where possible to maximise ventilation.</li> <li>• We can serve seated guests from outdoor bars, but guests cannot go up to order or be served from outdoor bars.</li> <li>• Collection points are also not allowed.</li> <li>• Guests should be encouraged to use the Dines order and payment app.</li> </ul>

		<ul style="list-style-type: none"> <li>• Contactless card payments should be encouraged where this is not used. Where possible payment machines should be brought to the guest outside to pay.</li> <li>• Guests may pay indoors, if they cannot pay outside. If payment machines do not work in the garden, one guest wearing a face covering can enter the pub and pay at the till. However, guests cannot order inside at a till or bar. Orders must be taken from seated guests</li> <li>• The definition of 'outdoor', for the purposes of marquees/shelters/pods/igloos/gazebos etc. is that at least 50% of the sides must always be open to the air when in use. If more than 50% is enclosed, it counts as indoor space and cannot be used until trading inside the pub is permitted.</li> <li>• Machines, darts and pool tables etc. in the pub cannot be used.</li> <li>• Takeaway food and alcohol are permitted but it must not be consumed on the premises or on any adjacent land or benches etc. It must be genuine takeaway.</li> <li>• We must ensure that all reasonable steps are taken to ensure that guests remain seated outdoors whilst consuming food and drink and remain socially distanced from other groups.</li> <li>• Regular garden/outside space patrols must be completed.</li> <li>• Guest who fail to follow the guidelines will have to be asked to leave and further service must be refused.</li> <li>• All standard operating procedures and safety checks are to be completed as normal.</li> </ul>
Reducing the risk of transmission continued..	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Rotas to be organised where possible to produce fixed teams where possible to reduce the number of contacts each employee has. This will also reduce the risk of whole teams having to isolate if one member contracts the illness.</li> <li>• Every reasonable effort must be made to comply with the social distancing guidelines set out by the government (2m or 1m with risk mitigation where 2m is not viable).</li> <li>• Outdoor seating and tables must be reconfigured to maintain social distancing i.e. 2m separation or where not viable, 1m with back-to-back or side-to-side seating.</li> <li>• Where the social distancing guidelines cannot be followed in full in relation to a particular activity, all mitigating actions possible will be taken to reduce the risk of transmission between team members, guests, contractors, suppliers and visitors by:</li> </ul>

		<ul style="list-style-type: none"><li>○ Increasing the frequency of hand washing and washing hands as soon as possible after touching anything handled by a guest, colleague, contractor, supplier or visitor.</li><li>○ Increasing the frequency hand contact surface cleaning, Keeping the activity time involved as short as possible,</li><li>○ Using back-to-back or side-to-side working and seating rather than face-to-face where possible,</li><li>○ Reducing the number of people each person has contact with by providing a simplified menu that can be delivered by a smaller team and organising rotas into fixed teams to minimise interaction with others</li><li>● Entry of guests must be managed to ensure no overcrowding. Table bookings systems and reservations to be used and social distancing markers used for guests that need to queue outside.</li><li>● The table booking system has been locked down to ensure that bookings of more than six cannot be made. Where two households or families have more than six members, the website advises them to phone the pub to make this arrangement and we can accept such a booking.</li><li>● Where multiple bookings of six are made in the same name, we must phone the guest and inform them that this is not allowed and a different lead booker must give their contact details for each table of six and that each table will be treated as single bookings and must follow social distancing guidelines and will not be allowed to mingle or socialise with other tables.</li><li>● Similarly, if it becomes apparent that a large group has made separate bookings in different names, they must be told that they are not allowed to socialise with other tables.</li><li>● For walk ins, the greeter must ask for verbal confirmation of the number of people in their party at the point of arrival.</li><li>● If the party exceeds six or more than two households, we are not allowed to seat them together. They can be offered the alternative of splitting their party onto separate tables and the booking must be made in the name of different adults, one for each table. As above, they will not be allowed to socialise or mingle with other tables and this must be managed by the business to ensure that this does not happen.</li></ul>
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		<p>put another guest or team member at risk this should be referred to the manager and dealt with using conflict management training and the right to refuse service.</p> <ul style="list-style-type: none"> <li>•</li> </ul>
Controlling potential outbreaks	<ul style="list-style-type: none"> <li>• High</li> <li>• Spread of COVID-19 virus.</li> </ul>	<ul style="list-style-type: none"> <li>• NHS Test &amp; Trace - All guests over 16 years of age must individually check in with the NHS app or provide their contact details by other means.</li> <li>• If the guest has the NHS app, using the NHS QR Code is the quickest and most convenient method of checking in.</li> <li>• Display the official NHS QR Code posters at the entrance and in convenient locations in your garden/terrace for guests to use, especially if you don't need to go through your main entrance to access the garden.</li> <li>• Reasonable steps must be taken to refuse entry/service to anyone who refuses to check in.</li> <li>• Asking the guest 'have you checked in' followed by 'don't forget to check in' is recommended.</li> <li>• An alternative system must be maintained for those</li> <li>• with no smartphone</li> <li>• The record must be completed by a member of the team not the guest. Guests must not be able to see other people's personal data. The records must always be securely stored and shredded after 21 days. No other system (such as ticking off regulars) must be used.</li> <li>• Apart from children under 16, the only exemption is for the police/emergency services, those without the mental capacity to comply and suppliers making deliveries.</li> <li>• The accuracy of the information provided is the responsibility of the individual that provides it.</li> <li>• Team rota information must be retained for 21 days in case it is needed by NHS Test and Trace if the pub is not on the company payroll.</li> <li>• Guest and visitor signing in records must also be</li> <li>• maintained and provided if required.</li> </ul>
Providing First Aid to colleagues, guests and others	<ul style="list-style-type: none"> <li>• High</li> <li>• Spread of Covid 19</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Risk assess the situation and adopt appropriate precautions for infection control. Where possible for minor injuries offer ice packs, bandages and plasters for colleagues, guests and others to self administer. For more serious issues, perform emergency first aid,</li> </ul>

		<p>minimise your time of exposure and thoroughly wash your hands after providing assistance.</p> <ul style="list-style-type: none"> <li>• In the case of someone who has stopped breathing, mouth-to-mouth resuscitation is not recommended. Chest compression CPR is believed to be as effective until professional medical assistance arrives.</li> </ul>
Takeaway and Deliveries	<ul style="list-style-type: none"> <li>• High</li> <li>• Spread of COVID-19 virus causing illness which may be asymptomatic, mild, moderate, severe or fatal to team members, guests, contractors, suppliers and visitors</li> </ul>	<ul style="list-style-type: none"> <li>• Orders and payment to be taken online and by telephone.</li> <li>• Customers given staggered collection times.</li> <li>• Waiting areas to allow social distancing. When capacity is reached customers must be prevented from entering the premises until their order is ready.</li> <li>• Orders to be labelled with the customer's name and placed on a dedicated table front of house for contactless pick up.</li> </ul>
Mental health and wellbeing	<ul style="list-style-type: none"> <li>• Med</li> </ul>	<ul style="list-style-type: none"> <li>• Support for mental health and wellbeing through regular central communications promoting of mental health good practice, promotion of a supportive environment and providing a means of support for team members with mental health issues through the Licensed Trade Charity and the Employee Assistance Programme.</li> </ul>
Monitoring and compliance	<ul style="list-style-type: none"> <li>• Hgh</li> </ul>	<ul style="list-style-type: none"> <li>• The General Manager or Operator is responsible for ensuring that the control measures are implemented in their pub however all members of the team through their training and briefings will encouraged and expected to take personal responsibility to ensure that appropriate practices are correctly implemented at all times and feedback any issues of concern.</li> <li>• Managers will monitor compliance with the risk assessment and new ways of working.</li> </ul>

I confirm that the risk assessment has been reviewed and the control measures have been implemented:

Manager (name):

Signature:

Date: