

Covid 19 Risk Assessment and Operating Protocols Jonal Enterprises Limited – T/A the Hawkenbury

ORGANISATION :	The Hawkenbury
SUBJECT:	Health and Safety during the COVID-19 Outbreak, return to work when permitted and customer operating procedures COVID 19 IS TRANSMITTED VIA INHALATION OF THE VIRUS OR BY TOUCHING A CONTAMINATED SURFACE

This risk assessment describes the hazards and controls required to prevent the spread of COVID-19 virus during the current pandemic and the phased return to work and pub / restaurant / bed and breakfast re-opening .

This assessment will be reviewed regularly in line with Government advice:

Gov.UK:

<https://www.gov.uk/coronavirus>

<https://www.gov.uk/coronavirus-business-reopening/y/hospitality>

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

Public Health:

<https://www.gov.uk/government/organisations/public-health-england>

NHS:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>

<https://www.nhs.uk/conditions/coronavirus-covid-19/advice-for-travellers/>

<https://www.gov.uk/government/publications/coronavirus-action-plan>

HSE:

<https://www.hse.gov.uk/news/assets/docs/working-safely-guide.pdf>

COMPLETED BY	J C Woodbridge	JOB TITLE	Director	Date of completion	30/06/2020
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Describe the hazard	Who might be harmed & how	Describe what is done to prevent harm	What else needs to be done	When must it be completed
<p>COVID-19 Virus spreading between employees, visitors, contractors and customers in the workplace/pub/restaurant</p> <p>Symptoms of COVID-19 If anyone becomes unwell with a new continuous cough or a high temperature in the workplace/pub/restaurant, they will be sent home and advised to follow the stay at home guidance.</p> <p>Line managers will maintain regular contact with staff members during this time.</p>	<p>Employees, customers, contractors and visitors to our workplace/pub/restaurants contracting the virus by inhalation or by touching surfaces contaminated with the virus.</p> <p>Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions - are at heightened risk if they contract the virus</p>	<p>Hand Washing</p> <ul style="list-style-type: none"> • Hand washing facilities with soap and water have been provided and are maintained in a clean and hygienic condition. • Stringent hand washing taking place following Government guidelines. • Drying of hands with touchless hand dryers in all toilets . • Touchless sanitisers located at all doors and in the garden • Food safety gloves will be worn by food handlers as normal. 	<ul style="list-style-type: none"> • • • Review the workforce and identify any vulnerable workers who may require further assessment of individual risk • https://www.acas.org.uk/coronavirus/vulnerable-people-and-high-risk • Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace/pub/restaurant. • When toilets are open these will be cleaned every hour and the frequency will be increased dependent on usage. • A cleaning rota will be in use, showing zones cleaned, times and who cleaned them. • Staff will wash hands every 30 minutes with soap and water, however disposable gloves will be worn when carrying out cleaning duties. • Staff can wear non- medical face masks should they wish to. However, we will follow scientific and government advice. • Encourage staff to report any problems and carry out skin checks as part of a skin surveillance programme. • Daily temperature check on all staff reporting for duty • Staff who show symptoms of Covid-19 must quarantine immediately • Staff must wash their hands and clothes after helping someone in an emergency • Have one person at a time getting things from the 	<p>Done , ongoing but none at present</p>

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			<p>pantry, fridge and freezer</p> <ul style="list-style-type: none"> • Employees to change into work uniforms on site (providing changing areas where social distancing is possible) • Wash staff uniforms on site where possible and not let employees take them home (reusable face masks and aprons in use and sterilised daily) • Keep the activity time as short as possible • Space out client chairs and workstations, and place screens or barriers to separate customers • Where staff cannot stay 2 metres apart (or 1 metre with risk mitigation where 2 metres is not viable) staff should only work together up to 15 minutes at a time • Staff should maintain social distancing (2 metres apart, or 1 metre with risk mitigation where 2m is not viable) from customers when taking orders from customers • We should endeavour stagger arrival and departure times of customers by using the table booking app protocols or by 15-minute slots on diary bookings • If advised that a member of staff or public has developed COVID-19 and were recently on our premises the management team will contact NHS 111: https://111.nhs.uk/covid-19/ to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken. • Managers are to continuously monitor their staff to watch for the signs and symptoms of COVID-19. • Staff to be provided with appropriate PPE and monitored for usage at all times • For staff meetings only have meetings in person if we cannot meet remotely • Stay 2 metres apart (or 1 metre with risk mitigation where 2 metres is not viable) • use signs on the floor to help people maintain social 	

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			distancing <ul style="list-style-type: none"> • Have meetings outdoors or in ventilated rooms • Not share objects like pens • Have hand sanitiser in meeting rooms • 	
		<u>Cleaning</u> <ul style="list-style-type: none"> • We are frequently cleaning and disinfecting objects and surfaces that are touched regularly, particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods. 	<ul style="list-style-type: none"> • Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed. 	Daily, and high-risk touch points half hourly when open
		<u>Social Distancing</u> <ul style="list-style-type: none"> • Social Distancing - Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by the Government. • Taking steps to review work schedules including start and finish times/shift patterns, to reduce number of staff on site at any one time. • Redesigning processes to ensure social distancing in place. • Conference calls to be used instead of face to face meetings. • Ensuring sufficient rest breaks for staff. • Social distancing also to be adhered to in canteen and smoking areas. 	<ul style="list-style-type: none"> • Staff to be reminded on a daily basis of the importance of social distancing both in the workplace/pub/restaurant and outside of it. • Posters will be displayed in the workplace/pub/restaurant. • Use screens or barriers to separate people from each other if maintaining the correct social distance cannot be achieved. • Use back to back or side to side working (not face to face) wherever possible. • Reduce the number of people each person has contact with by using fixed teams that are segregated as much as possible. • Use floor markings to indicate 2m distance around tables and work areas and introduce one-way flow where possible. • Remind staff not to congregate around computers, printers etc which are not marked areas, ie maintain a 	Always

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			<p>safe zone around printers and copiers to avoid people congregating.</p> <ul style="list-style-type: none"> • Management checks to ensure this is adhered to. 	
Customers/visitors too close to each other in the pub / garden if not controlled	Customers and staff members spreading or contracting the virus	<ul style="list-style-type: none"> • Only 60 /100 customers are permitted into the pub at any one time. • Distance markers have been placed onto the floor to remind people of the safe distance to be maintained and posters are in place . 	<ul style="list-style-type: none"> • Staff to monitor customers and ensure safe distances are maintained. • Restrict access to the pub by door policy to a maximum of sixty when indoors only is available and 100 when outdoors can additionally be used weather permitting so that customers that can reasonably follow social distancing guidelines (where they can stay 2 metres apart from other customers or 1 metre with risk mitigation where 2 metres is not viable) • Inform customers and visitors of guidance about visiting the premises before they arrive (for example, by providing information on your website, booking forms, or over the phone) • use signs and provide clear information to your customers and visitors when they arrive • Encourage customers to use hand sanitiser or handwashing facilities when they enter the premises • Remind customers accompanied by children that they are responsible for supervising them at all times • Adjust indoor and outdoor seating and tables to maintain social distancing guidelines • Ensure that customers of the same household or support bubble can be seated together indoors • Ensure that customers of up to two households or support bubbles can be seated together indoors with social distancing <p>Ensure that customers of the same households or support bubble can be seated or stood together outdoors</p> <ul style="list-style-type: none"> • Ensure that customers of up to two households or support bubbles or a group of six people from any 	Always/ Ongoing

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			number of households can be seated or stood together outside with social distancing	
Deliveries to us	Suppliers and staff members spreading or contracting the virus	<ul style="list-style-type: none"> Safe social distances are maintained at all times. There is no close interaction with suppliers 	<ul style="list-style-type: none"> Encourage noncash payments to reduce cash handling where possible. For deliveries minimise contact at drop-off and collection Minimise contact when people pay for or exchange things, for example by using contactless and electronically signed documents Minimize the frequency of deliveries, for example by ordering larger amounts at a time 	Ongoing
Poorly informed customers/visitors	Customers and staff members spreading or contracting the virus	<ul style="list-style-type: none"> Suitable warning signs and posters are displayed to ensure that all customers/visitors are aware of our policy and know what we have implemented to help maintain safe social distancing. 		Ongoing
Poorly informed staff	Customers and staff members spreading or contracting the virus	<ul style="list-style-type: none"> All staff will be briefed regarding the required controls. A record of this training will be maintained. 	<ul style="list-style-type: none"> Provide clear, consistent and regular communication to improve understanding and consistency of ways of working. Develop communication and training materials for workers prior to returning to sites which clearly outline the new procedures and work practices. Staff briefing required. 	Planned for 3 July
Deliveries to our sites by Royal Mail or courier organisation Government advice is that the risks of transmission of the virus via post and packaging is low.	Delivery staff and our staff members spreading or contracting the virus when dropping off post, and supplies	<ul style="list-style-type: none"> Social distancing will be maintained. Packages are to be left at the entrance door or reception. No signatures will be provided for deliveries. Staff to use sanitiser after taking deliveries . 		Ongoing

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Mental health and anxiety issues	Staff members may suffer anxiety or depression, stress as a result of the current virus situation	<ul style="list-style-type: none"> • Staff members are encouraged to talk to their manager if they are struggling with mental health issues. • Professional medical advice will be sought as required. 	<ul style="list-style-type: none"> • Staff briefing required. • Monitor the well-being of remote workers regularly and help them to stay connected to their work colleagues. 	3 July Ongoing
General travel	Staff members spreading or contracting the virus	<ul style="list-style-type: none"> • Staff should not travel and stay at home unless on essential travel as approved by the Government. • Public transport use should be kept to absolute minimum. Ensure that safe social distancing is maintained if using public transport for essential travel. • No foreign travel is permitted. 	<ul style="list-style-type: none"> • Staff briefing required. • If safe social distancing is not possible a clean non-surgical grade face mask should be worn. 	3 July- staff meeting emphasise travel and no foreign travel unless on approved Govt list
Business travel	Staff members spreading or contracting the virus	<ul style="list-style-type: none"> • Minimise non-essential travel, consider remote options first. • Minimise the number of people travelling together in any vehicle, using fixed travel partners, increasing ventilation and avoid sitting face to face. 	<ul style="list-style-type: none"> • If staff are required to stay away overnight, ensure that accommodation has suitable social distance controls in place. 	Before travel.
Canteens and rest rooms, welfare rooms, prayer rooms, kitchens	Staff members spreading or contracting the virus	<ul style="list-style-type: none"> • Break times should be staggered to reduce the number of people in one place. • Social distancing will be maintained. People must stand / at least 2 metres apart where possible. • Hand sanitisers will be available at entry points and all persons are required to use them upon entry. • Staff should be reminded not to stop and chat or congregate in these areas. • Contactless payments will be made 	<ul style="list-style-type: none"> • Chairs and tables must be regularly cleaned and disinfected. • Sufficient bins should be available. • All areas must be cleaned and sterilised daily including chairs, tables, vending machines, payment facilities, door handles. 	Ongoing

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		<p>where possible to reduce cash handling.</p>		
First aid	Staff members spreading or contracting the virus when administering or receiving first aid	<ul style="list-style-type: none"> • In line with government advice, make sure you wash your hands or use an alcohol gel, before and after treating a casualty also ensure that you don't cough or sneeze over a casualty when you are treating them. • Don't lose sight of other cross contamination that could occur that isn't related to COVID-19. • Wear gloves or cover hands when dealing with open wounds. • Cover cuts and grazes on your hands with waterproof dressing. • Dispose of all waste safely. • Do not touch a wound with your bare hand. • Do not touch any part of a dressing that will come in contact with a wound. 	<ul style="list-style-type: none"> • Provide first aiders with the required PPE relevant to your workplace/ pub/restaurant such as face masks, shields, gloves, clothes coverings etc. • Ensure first aiders are briefed regarding a non-breathing casualty: https://www.sja.org.uk/get-advice/first-aid-advice/unresponsive-casualty/how-to-do-cpr-on-an-adult/ 	As required.
Non reporting under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations	Business could be prosecuted for failing to comply with a Statutory requirement.	<ul style="list-style-type: none"> • We will make a report under RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) when: <ul style="list-style-type: none"> • an unintended incident at work has led to someone's possible or actual exposure to coronavirus. This must be reported as a dangerous occurrence. • a worker has been diagnosed as having COVID-19 and there is reasonable evidence that it was caused by exposure at work. 	<ul style="list-style-type: none"> • Further detailed information is available: https://www.hse.gov.uk/news/riddor-reporting-coronavirus.htm 	Ongoing

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		<p>This must be reported as a case of disease.</p> <ul style="list-style-type: none"> a worker dies as a result of occupational exposure to coronavirus. 		
Legionellosis	All staff and any visitors to the workplace/ pub/restaurant placed at risk of inhaling aerosols containing Legionella bacteria from hot and cold water systems, showers and air conditioning units	<ul style="list-style-type: none"> Follow the advice and guidance from the British Engineering Services Association. Where appropriate ensure that all water systems are flushed through for 2 minutes prior to re-occupancy of any buildings that have not been used regularly. 	<ul style="list-style-type: none"> Follow the guidance in the following publications: https://www.thebesa.com/media/837544/sfg20-building-maintenance-guidance-covid-19.pdf https://www.thebesa.com/blog/covid-19-and-air-conditioning-systems 	Before re-occupation of buildings that have been empty.

Management

- Please ensure all staff are aware of reporting requirements and that all confirmed cases are escalated to a company officer JC or AC Woodbridge
- Information notes are to be sent out and any updates communicated in a timely manner to the workforce.
- This must include letting staff know about symptoms and actions the medical professionals are advising people to take.
- A colleague who has been isolated for 14 days cannot return to work until the appropriate 'fit note' documentation is provided by their GP/healthcare provider to demonstrate they are now fit to return to work.
- Assessments to be reviewed every 3 months or where significant change has occurred.

If in England call **NHS on 111**, if in Scotland call your **GP or NHS 24**, if in Wales call **0845 46 47 or 111** or if in Northern Ireland contact **0300 200 7885** where you will be assessed by an appropriate specialist. NHS guidance is that you do not go directly to your GP surgery, community pharmacy or hospital unless an emergency occurs.

Health Advice (we will regularly update our advice in line with Government announcements)

The current advice (06 June 2020) is towards individual health not whether someone has returned from an affected area. If you have signs and symptoms you should take action as advised below.

- The most common symptoms of coronavirus (COVID-19) are recent onset of a new continuous cough and/or high temperature (above 37.5°C) and loss of smell or taste. If you live alone and have these symptoms, however mild, stay at home and do not leave your house for 7 days from when your symptoms started. You do not need to call NHS 111 to go into self-isolation. If your symptoms worsen during home isolation or are no better after 7 days, contact NHS 111 online. If you have no internet access, you should call NHS 111. For a medical emergency dial 999.
- A cough may persist for several weeks in some people, despite the coronavirus infection having cleared. A persistent cough alone does not mean you must continue to self-isolate for more than 7 days.
- If you live with others and are the first person to develop symptoms of coronavirus, you must stay at home for at least **7 days** but all household members who remain well, must stay at home and not leave the house for **14 days**. The 14-day period starts from the day when the first person in the house became ill.
- Wash your hands more often than usual, for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose, or after being in public areas where other people are doing so. Use hand sanitiser (preferably with an alcohol content of over 60%) if that's all you have access to.
- To reduce the spread of germs when you cough or sneeze, cover your mouth and nose with a tissue, or your sleeve (not your hands) if you don't have a tissue, and throw the tissue away immediately. Then wash your hands or use a hand sanitising gel.
- If someone has symptoms whilst working in the premises, they should go home. The person should inform their line manager.

Social distancing measures are steps you can take to reduce the social interaction between people. This will help reduce the transmission of coronavirus (COVID-19).

They are:

1. Remain at home, leaving only to:
 - Shop for necessities as infrequently as possible
 - Undertake one form of exercise each day. e.g. Run, Walk, Cycle, alone or with members of your household
 - Obtain medical support
 - Provide care or help for a vulnerable person
 - Travel to and from work, but only where this is absolutely necessary and cannot be done from home
2. Do not meet with friends or family who do not live in your household
3. Avoid non-essential use of public transport
4. Avoid gatherings of more than 2 people unless you live in the same household. Keep in touch using remote technology such as phone, internet, and social media
5. Use telephone or online services to contact your GP or other essential services
6. Try to maintain 2 metres (3 steps) from each other when in public

LOCAL ASSESSMENT:

ASSESSOR(S):
Name/Job Title

J C Woodbridge
Director

ASSESSMENT DATE: 30/06/2020

REVIEW DUE: 30/09/2020

I, the undersigned, have been fully briefed on this risk assessment and other control measures in place to reduce the risk of injury to the lowest possible level. I fully understand my duties as an employee, to follow the control measures in this risk assessment.

Employee name	Job title	Date	Employee comments/recommendations	Signature

Covid-19 Operating Protocols at The Hawkenbury

Before re-opening, we have undertaken a detailed health and safety risk assessment, as a result of which we have made a wide range of practical modifications and enhanced personal hygiene and cleaning routines, as well as giving clear instructions to staff and guests, in order to minimise the risk of transmission at the Hawkenbury as far as possible. This includes one-way systems, socially distanced tables, touchless hand sanitiser dispensers installed and a number of new operating procedures.

Visitors will be asked to give their name and contact details to the pub either when they make a booking, or when they arrive. This temporary record will now be kept by us for 21 days so those who visit can be contacted if there is a localised breakout of coronavirus.

Pub rules from 4th July

In order to keep us, you and your family and friends safe, it remains very important that you **stay alert** when meeting family and friends.

Access to the Hawkenbury

1. **Do Not** come to the Hawkenbury if you or any of your household have, or show any symptoms of, Coronavirus
2. Use the table bookings system on line <https://www.thehawkenbury.com/menus-2> or by phone 01580 890567 where possible
3. Follow the one-way signs, **do not use Exits as entrances** - one-way systems will be used to ensure people do not cross paths, with a view to reducing congestion and minimising contact between customers.
4. Keep your distance, 2 meters where possible
5. Use the touchless hand sanitizers systems at each door (and in the garden) whenever you enter the premises
6. Maintaining good ventilation is important and therefore windows and doors will be kept open as much as possible

Groups of People

7. Indoors- groups of no more than two households (including your support bubble) per booking / table
8. Outside- groups of no more than 6 people from different households or two households per table
9. Limit social interaction with anyone outside the group you are attending with, even if you see other people you know in the pub or restaurant, i.e. Keep your distance
10. Try to limit the number of people you see, especially over short periods of time, to keep you and them safe, and save lives. The more people with whom you interact, the more chances we give the virus to spread

Social Distancing

11. No standing / occupying the bar - use the tables .
12. Where possible use our table booking system and as soon as it is available our App for table ordering / payments system for food and drinks. Orders can be made at the designated order station at the bar and drinks / food will be brought to your table.
13. Drinks will usually be served on a tray and guests will remove drinks from the tray
14. Try and use contactless payments where possible, rather than cash
15. Use the outdoor areas in preference to indoors, weather permitting
16. Only one person (or same family group) in the toilets at a time. Use the availability indicators on the doors to show when in use , to minimize customer interaction.
17. Always try and stay at least two meters from those outside your household, however where that is not possible, you should for aim for at least one meter with mitigations.

Music, live performances and parties

18. Music volume on juke box will be lower than usual
19. No live performances or karaoke for the time being
20. No live broadcast of football / rugby or other sporting events on the tv
21. No party groups / celebrations of any size ,where it is difficult to maintain social distancing
22. Slightly larger groups of up to 30 for major life events, such as weddings, may be permitted , and must be pre-booked and agreed with us.
23. No dancing, singing or chanting

Other Changes at the Hawkenbury

24. We are offering a restricted menu for the time being, with food being served Friday, Saturday and Sunday only , except by prior arrangement
25. Monday opening from 2.00 pm
26. Menus are disposable and linen tablecloths have been replaced with wipeable table covers
27. Tables will not be laid in advance and disposable condiments will be provided to minimise the risk of transmission from shared condiment bottles .
Standard non-disposable cutlery will be provided at the table in a hygienic basket , which has been pre-prepared at least 24 hours prior
28. No glasses will be re-filled before being washed at high temperature
29. Table football machine and dart board will not be in use
30. The children's play area will be in use, but parents / guardians must supervise children to minimize contact with other groups. The portable play items will not be in use.

31. The pool table will be in use, pool cues to be requested and only the two people playing in the pool table area at any time .i.e. no groups or spectators .
Pool cues not to be shared and to be passed back to staff for cleaning after use .
32. High risk internal touch points will be sanitized every hour during opening times
33. Serving / kitchen staff will use either a facemask or full-face visor
34. In the B&B rooms enhanced cleaning regime is in place and soft furnishings have been removed.
35. Drinking straws are now individually sealed
36. The open box of "Sweets For Life" has been removed