



COVID-19 RISK ASSESMENT



Covid-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal.

This is copy of the Windmill Taverns Group **Risk Assessment** for dealing with the current Covid-19 situation in the pub estate.

The first step is to look at the Operational Flow instruction and create a plan of the site including pinch points, this will be used to support the social distancing specific controls.

Upon receipt of this document, Management will review the controls required (Column A) and add additional controls to enable the hazard identified to be controlled on an ongoing basis (Column B). There may be some controls in Column B already, if these are not relevant then please delete them. DO NOT delete any controls in Column A as they represent controls which must be addressed. You can enter how this will be done in Column B

The risk assessment will be signed and dated by the Manager and will be reviewed by Ops and HR when guidance changes, when the manager changes or after any incident which indicates the necessity to review this document.

All staff will be trained in the contents of this risk assessment and attend an online COVID briefing.

Details of training and signatures of trainees will be recorded.

Details of review of the risk assessment will be recorded.

Training will take place prior to the pub reopening and any subsequent new starters will be fully trained in this information prior to commencing work at Windmill Taverns Group.

It is recognised that as the understanding of COVID-19 develops revision of this document will be necessary to incorporate appropriate controls.

All staff in all roles must have a telephone interview before returning to work to determine they are fit to return to work. Use the Employee Daily Return to Work Questionnaire and record and retain the information.

Any questions regarding this document can be directed to:

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What is the hazard: Spread of Covid-19 Coronavirus

Who might be harmed: Staff, Customers, Visitors to the premises, Cleaners, Contractors, Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions, Anyone else who physically comes in contact with us in relation to our business

General Controls Required (A)	Additional Controls which you can add to based on specific site (B) Delete comments in this column as required and add comments as to how you will manage the controls in column A	Action by who?	Action by when?	Date Completed
<p><u>Hand Washing</u></p> <p>Hand washing facilities with soap and water in place.</p> <p>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.</p> <p>Staff will be required to wash their hands</p> <ul style="list-style-type: none"> • On arrival at work • Before starting work • Every 20 minutes at least • Whenever they enter the kitchen • Whenever they leave the workplace • Whenever they re-enter the workplace • Before handling deliveries • After handling deliveries 	<p>The hand dryers will not be available to use because the air is re-cycled. All sites will have paper dispense towel units, bins must be monitored in the hourly toilet checks and emptied.</p> <p>Encourage staff to report any problems and carry out skin checks as part of a skin surveillance programme</p> <p>https://www.hse.gov.uk/skin/professional/health-surveillance.htm</p> <p>Staff encouraged to protect the skin by applying emollient cream regularly available at the main sink point of each site</p> <p>To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice –</p> <p>https://www.gov.uk/coronavirus?gclid=EAlaIqobChMl0df2mt2w6QIVQbTtCh3RAwzkEAAAYASAAEgK2i_D_BwE</p>			

<ul style="list-style-type: none"> If hand washing facilities are not in place to allow this then appropriate hand sanitiser will be used instead. <p>This is in addition to normal food safety hand washing practices as per food safety management system</p> <p>Stringent hand washing taking place and supervision by management.</p> <p>See hand washing guidance.</p> <ul style="list-style-type: none"> https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/ <p>Drying of hands with disposable paper towels.</p> <p>To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice –</p> <p>https://www.gov.uk/coronavirus?gclid=EAlalQobChMI0df2mt2w6QIVQbTtCh3RAwzkEAAYASAAEgK2i_D_BwE</p>	<p>Posters, leaflets and other materials are available for display.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Staff to be reminded that wearing of gloves is not a substitute for good hand washing.</p> <p>Sanitiser is available throughout the building for staff use</p>			
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<p>Gel sanitisers (minimum 60% alcohol) in any areas where washing facilities not readily available e.g. entrance of pub, service area, til area.</p> <p>Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed.</p> <p>Should a staff member make any physical contact with customers, they should wash their hands immediately</p>				
<p><u>Cleaning</u></p> <p>Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, tills, payment machines, office equipment, toilet flushers and taps using appropriate cleaning products and methods.</p> <p>Appropriate cleaning products and sanitiser to be used which is based on hydrogen peroxide, peracetic acid or sodium hypochlorite (World Health Organisation - WHO) and are solutions containing greater than 60% alcohol</p>	<p>Photocopier and scanner and similar equipment touch points wiped with sanitiser wipes before and after use-applies to all offices</p> <p>Sanitise desk telephones at beginning and end of each working day</p> <p>Sanitise mainline phone after every use.</p> <p>In the kitchen sanitise the tap handles, fridge/ freezer/ oven/ rational/ blast chiller handle, equipment handles e.g. fryer</p>			

<p>Entire table top / edges and chairs are wiped down with sanitiser after each customer leaves before the table is ready for the next customers</p> <p>Toilet taps and flusher to be sanitised in hourly checks</p> <p>Wipe down payment machine regularly, if a customer touches the machine to type in pin, use sanitiser wipes after every time this is done.</p> <p>All staff to be trained in safe use of cleaning chemicals especially in relation to COVID-19 . This includes awareness of contact times for sanitiser.</p> <p>Cleaning schedules to be fully reviewed to encompass COVID-19 controls</p> <p>With respect to washing of dishes, crockery, utensils, glasses etc, the rinse cycle or water must exceed 60C</p>	<p>Use paper towels in the toilets and put in bins provided.</p> <p>During working hours there will be a member of staff dedicated to cleaning touch points in the pub to include, door handles, rails, toilet door handles, flushers, switches, chairs and tables after customers leave.</p>			
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<p>Cloths, sponges etc should be changed daily and any tea towels or oven cloths used must be washed at least daily in temperatures above 60C</p>				
<p><u>Staff Uniforms and Staff Areas</u></p> <p>Staff to change into their uniform at work. It must be washed after every shift (normal expectation).</p> <p>Aprons only worn when handling food.</p>	<p>All coat hook areas to be decluttered- sticker labels available for each hook every day for one staff members' use.</p> <p>Staff to try and limit to one coat and one bag if leaving in communal area, all items must be hung and cannot be left on table or floor.</p> <p>Lockers may also be used but these must be sanitised before and after use.</p>			
<p><u>Visitors e.g. contractors/ enforcement</u></p> <p>Visitors and contractors to sign in on the logbook as normal</p> <p>Assessment of work required and how tradesperson will work, to be carried out prior to entry and shared with the tradesperson.</p> <p>Distancing of 1m to be maintained at all times when dealing with visitors</p> <p>Where possible visitors and contractors will be kept to a minimum and not during trade hours</p>				

<p><u>Operational Flow</u></p> <p>Plan of pub and gardens/ public area documented to identify potential 'pinch points' and specific controls to cover these areas documented and trained to staff</p> <p>This plan to be reviewed at least fortnightly or when advice regarding COVID-19 changes.</p>	<p>Pinch points identified (dependent on guidelines at the time of pub opening):</p> <ul style="list-style-type: none"> *Kings Arms staircase *Kings Arms hallway *The Ring upstairs staircase *The Ring bar *The Ring cellar staircase *Jacks staircase *Jacks back area *Jacks corner bar <p>Entrances and Exits for Customers</p> <p>The Ring Entrance: Main corner door facing TFL building</p> <p>The Ring Exit: Blackfriars Road side door</p> <p>The Kings Arms: Entrance on Windmill Walk</p> <p>The Kings Arms Exit: Roupell Street left door</p> <p>Jacks Entrance: Through main doors</p> <p>Jacks Exit: Through window doors, separated by glass</p> <p>Mc & Sons Entrance: Front right door</p> <p>Mc & Sons Exit: Back door/ Right front door</p>			
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Social Distancing Generally

Reducing the number of persons in any work area to comply with the 1-metre gap

Redesigning processes to ensure social distancing in place with markers and tape

Ensuring sufficient rest breaks for staff are staggered to reduce contact.

Social distancing also to be adhered to in kitchen area and smoking area.

Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it.

Management checks to ensure this is adhered to.

Tables to be arranged with a 1 metre circumference around the table at all times

Customers are discouraged from standing at bar to drink and order. Signage to indicate bar is not in use and any chairs are removed

All consumption of meals and drinks to take place at tables only if inside.

<p><u>Social Distancing – Customer and Staff Numbers</u></p> <p>Usable customer area measured to identify maximum capacity when 1 metre distancing is applied, and tables are laid out accordingly</p> <p>Review work schedules and rosters including start & finish times/shift patterns. To reduce number of workers on site at any one time. Also relocating workers to other tasks.</p>	<p>Staff to be allocated safe working areas maintaining social distancing guidelines at all times.</p> <p>Staff entrances and exits:</p> <p>The Ring- side door leading to the kitchen, ensure this is empty before entering and leaving.</p> <p>Jacks- Entrance: Same as customer entrance following floor markers</p> <p>Jacks Exit- Right fire exit at the back of the back room</p> <p>Kings- Usual staff entrance at the side door on Windmill Walk, please wait for this to clear before entering</p> <p>Mc & Sons- Same as customer entrance and exit following floor markers</p>			
<p><u>Social Distancing – Customer arrival and departure</u></p> <p>OUTSIDE THE ENTRANCE - Customer advice not to enter if they have symptoms of COVID-19 is prominently displayed. Current symptoms are included in this information e.g.</p> <ul style="list-style-type: none"> • New persistent cough • Fever • Respiratory problems • Loss of sense of taste/smell <p>A notice advising customers of the COVID-19 restrictions, distancing and useful information on</p>	<p>Line marking and floor stickers to ensure customers stand 1m apart and to identify entrance and exit points</p> <p>One-way systems will be applied where possible around the sites from arriving to exit</p> <p>Where possible doors are open to circulate air and avoid necessity to touch doors. This may not be possible due to design and or weather conditions.</p>			

<p>behalf of Windmill Taverns Group will be prominently displayed on entrance. This will outline all the items to be aware of during their visit to all sites part of Windmill Taverns Group</p> <p>Clear route for customers to follow after they have finished their meal and a separate exit</p>				
<p><u>Service</u></p> <p>Menus laminated and to be wiped before and after use. Staff to take menu to table and take away when order is placed, then wiped down. Two trays will symbolise 'Un-sanitised' menus and 'Sanitised' menus in case menus are left laying around. Staff to only take a menu to the table from the 'Sanitised' tray.</p> <p>Food and drink must be consumed at a table if inside. No standing drinkers inside, outside only and groups to be reminded of social distancing if not adhering to 1m guidelines.</p> <p>No condiment bottles on tables, plastic pots provided if requested</p> <p>No tables laid in advance</p> <p>Glasses and take-away boxes handled by bases</p> <p>Cutlery is wrapped prior to service and taken to the customer. No cutlery is accessible by the customers</p>	<p>Black board menus in use</p> <p>One collection area will be clearly sign posted and wiped down regularly for take-away. This is to avoid contact with customers hands when passing over the take-away box.</p> <p>Tokens will not be used for the take-away until further notice to prevent the spread of germs.</p> <p>Customer 'tasters' for the Thai take-away will now be given to them in a plastic disposable ramakin and they will need to dispose of this in a nearby bin. Customers will not be able to spoon this out of the food tray for the foreseeable.</p>			

<p>Salt , pepper, sauces are in sachets or decanted into single use servings which are not reused</p> <p>Sanitise hands before every customer plate is taken to their table. Staff may also use a tray to avoid fingers being on plates. Disposable napkins can also be used to take to table.</p> <p>Allergen information is still available and documented for each item</p> <p>Disposable napkins in use</p> <p>Staff will clear all tables, and this should not be done by customers</p>				
<p><u>Payment</u></p> <p>Payment is at the bar/table using contactless where possible</p> <p>All venues are now cashless and will not be accepting cash until further notice</p>	<p>Card payment machine is wiped with a sanitiser wipe regularly and if touched</p>			
<p><u>Social Distancing – Toilets/ Rest Rooms and Staff Facilities</u></p> <p>All staff to ensure that they do not pass in space restricted areas such as stairs, kitchen area, staff rooms and rest rooms/ toilets</p>	<p>Maintain a 'lone person zone' on stairs, staff room, rest room/ toilet and kitchen</p> <p>Only one person in the kitchenette area at a time</p> <p>If front of house staff have a query for the kitchen, they must not enter the kitchen and stay in the doorway.</p> <p>Only one person in the toilet area at a time</p> <p>Staff to use designated toilet only (Mc & Sons exempt)</p>			

<p>Signage at toilets for customers to advise them that the toilets operate on a 'one in one out basis'. Markings on floor to denote where to stand</p>	<p>Staff will not go on cigarette breaks with anyone else</p> <p>Consider how you will manage the toilets for customer use. This could involve using only the disabled toilet if you have one or having a key code system</p>			
<p><u>Wearing of Gloves</u></p> <p>There is no current requirement to wear gloves in the hospitality sector with respect to COVID-19 but these will be provided if requested</p>				
<p><u>Face Masks</u></p> <p>Government is advising that people should aim to wear a face covering in enclosed spaces where social distancing is not always possible, and they come into contact with others they do not normally meet. Face coverings are not intended to help the wearer but to protect against inadvertent transmission of the disease to others if you have it asymptotically.</p> <p>Face masks will be provided for every shift should you choose to wear one.</p> <p>https://www.gov.uk/government/news/public-advised-to-cover-faces-in-enclosed-spaces</p>				

<p><u>Working Arrangements</u></p> <p>Staggered work arrangements</p> <p>Where possible, specified areas to be used by one person at a time only</p>	<p>Menu to be reviewed to determine whether changes to items offered can reduce crossovers in the kitchen in terms of preparation.</p>			
<p><u>Symptoms of Covid-19</u></p> <p>Customers advised not to enter if they have symptoms of COVID-19 is prominently displayed outside the pub entrance.</p> <p>Current symptoms are included in this information e.g.</p> <ul style="list-style-type: none"> • New persistent cough • High Fever • Loss of sense of taste/smell • Respiratory problems <p>If anyone becomes unwell with a new continuous cough or a high temperature in the workplace they will be sent home and advised to follow the stay at home guidance.</p>	<p>Managers and Human Resources will offer support to staff who are affected by Coronavirus or has a family member affected.</p>			

<p>Line managers and Head Office will maintain regular contact with staff members during this time.</p> <p>If someone with coronavirus comes to work, we follow Government cleaning advice.</p> <p>https://www.acas.org.uk/coronavirus/if-someone-has-coronavirus-symptoms-at-work</p> <p>https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings</p> <p>We will not need to shut the sites down, but those who have worked with an employee who reports symptoms of COVID-19 or been tested positive will be put on Furlough again for 14 days.</p> <p>If you are using the COVID-19 Symptom Tracker and receive news you have been in contact with someone who has tested positive for COVID-19, you will need to follow the advice given to you.</p>				
<p><u>Health of Staff and Visitors</u></p> <p>Review fitness to work daily - all employees of Windmill Taverns Group will complete the Employee Daily Return to Work questionnaire regardless of position for every day they work. This document is filed.</p>				
<p><u>Deliveries and Post</u></p>	<p>Thoroughly wash hands after handling post and deliveries</p>			

<p>Deliveries are managed by the Manager or the Kitchen.</p> <p>Post is managed by the Manager</p> <p>Wipe down all deliveries with sanitiser wipe or spray if the packaging allows this.</p> <p>No contact deliveries. Location of the delivery to be arranged with the supplier who will leave the delivery in agreed place as per arrangement so there is no contact with Staff. Staff to assist kitchen if needed.</p>				
<p><u>Training and Communication</u></p> <p>All staff to be trained in this risk assessment to ensure they understand all aspects of its application</p> <p>Briefing to take place before return to workplace and CPL training course to be complete prior to starting shift.</p> <p>Weekly staff briefing to document any updates or changes to COVID-19 policies and risk assessments. Attendance of the briefing to be documented.</p>				
<p><u>Mental Health</u></p> <p>Management will promote mental health & wellbeing awareness to staff during the</p>	<p>Internal communication channels and cascading of messages through line managers will be carried out</p>			

<p>Coronavirus outbreak and will offer whatever support they can to help.</p> <p>All staff to receive the company 'Mental Health & Wellbeing Guide' before commencing work. Employee mental health monitored daily. Video call/ online briefing held before commencing work.</p> <p>Reference -</p> <p>https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/</p>	<p>regularly to reassure and support employees in a fast changing situation.</p> <p>Regular communication of mental health information and open door policy for those who need additional support.</p>			
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This document has been reviewed and will be reviewed again when:

- Reissued by EPP,
- Any changes take place in the pub (structure/ menu processes/ design)
- New Manager
- Change in Government Advice

<u>Reviewed by (Name)</u>	<u>Position</u>	<u>Date</u>
Joanne McElhinney	Office & Accounts Payable Manager	02/07/2020
John Creevy	Operations Manager	02/07/2020
Hannah Spedding	Human Resources	02/07/2020

STAFF TRAINING SIGN OFF SHEET

I confirm that I have received this information, discussed with my line manager and I understand my responsibilities in relation to COVID-19

Employee Full Name	Signature	Date

Employee Full Name	Signature	Date

Employee Full Name	Signature	Date