

Risk assessment

Company name: The Landor Pub

Assessment carried out by:

Date of next review:

Date assessment was carried out:

What are the hazards?	Who might be harmed and how?	Controls Required	What further action do you need to take to control the risks?	Action by who?	Action needed by when?	Done
Spread of Covid-19	<ul style="list-style-type: none"> • Visitors to premises • Staff • Cleaners • Deliveries/drivers • Vulnerable groups: Elderly, Pregnant, those with underlying 	<p>Hand Washing</p> <p>Hand washing and drying facilities already in place, in toilets and service areas including kitchen and both inside and outside bar areas.</p> <p>Following hand washing</p>	<p>Staff will increase the frequency of hand washing, 20 seconds with water and soap, and have been informed on the NHS guidance for hand washing and drying. Staff will wash hands immediately upon arrival, or when they re-enter the workplace, at the start of every shift (separate to washing hands at arrival), after touching any regularly touched surfaces, and routinely throughout the shift – roughly every 20 minutes.</p>	<p>Manager/All Staff</p>	<p>04/07/20</p>	

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	<p>health conditions</p> <ul style="list-style-type: none"> Any other person that comes into contact with the business 	<p>guidance as stated on nhs website here: https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</p>	<p>Sanitiser stations will be available where hand-washing facilities aren't readily available, and will be stationed at all entry's and exits. Santisier will have the correct alcohol content as advised by WHO.</p> <p>Staff are reminded of the importance of 'Catch it, Bin it, Kill it' when coughing or sneezing in tissues. They are reminded to avoid touching face, eyes, nose or mouth, particularly with unclean hands. Tissues will be made more readily available around the workplace.</p>	<p>Manager</p> <p>Manager/All Staff</p>	<p>04/07/20</p>	
			<p>Contractors and visitors will be instructed to wash or sanitise their hands on entrance to the site.</p>	<p>Manager</p>	<p>04/07/20</p>	

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			Staff will routinely check all facilities to make sure hand washing products are topped up and readily available.	Manager/All Staff	04/07/20	
			An increase in hand washing stations in the garden area, alongside sanitizer stations in all entryways and high use areas.	Manager	04/07/20	
			Signage, posters and other materials will be on display in customer and staff areas. All sanitising and hand washing stations will be clearly visible.	Manager	04/07/20	
			Good personal hygiene practices should also be discussed for home life as well so that good personal hygiene is not just practiced at work but at home too.	Manager	04/07/20	
			Duty managers doing rigorous checks to ensure necessary procedures are being followed.	Manager	04/07/20	

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Spread of Covid-19	<ul style="list-style-type: none"> • Staff • Customers • Cleaners • Deliveries/drivers • Vulnerable groups <p>Any other person that comes into contact with the business. Can be harmed by insufficient cleaning and incorrect use of products and processes.</p>	<p>Cleaning</p> <p>Frequent cleaning of high use areas, and surfaces and objects that are regularly touched, such as:</p> <ul style="list-style-type: none"> • Door handles • Touch plates • PDQ machines • Tables • Chairs • Toilets 	<p>Recognising that cleaning measures are already stringent in service areas, and additional cleaning and products have been considered and purchased.</p>	<p>Manager</p>	<p>04/07/20</p>	
			<p>Updated existing cleaning rotas, with additions of times and employee sign offs, to ensure cleaning of high use areas is being completed more frequently.</p>	<p>Manager</p>	<p>04/07/20</p>	
			<p>Opening windows and doors more often to encourage ventilation where possible.</p>	<p>Manager</p>	<p>04/07/20</p>	

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			Wedging doors open, where appropriate to reduce touch points. (This will not apply to fire doors).	Manager	04/07/20	
			Cleaning laminated menus, or disposing of paper menus after each use.	Manager/All Staff	04/07/20	
		Using the correct chemicals, cleaning products and methods to kill viruses and disposing of these correctly.	Sourcing of new chemicals and cleaning products to further protect customers and staff. Addition of chlorine glass cleaning solution for glass washers, to protect users from spread of bacteria and viruses.	Manager	04/07/20	
			Having bins specifically for the collection of used towels and disposable cleaning aprons.	Manager	04/07/20	
			Staff re-fresh/training before opening on new cleaning procedures and how best to protect themselves and customers with uptake in cleaning. Training day scheduled for 03/07/20.	Manager/All Staff	04/07/20	

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			Providing more waste facilities in garden areas and bar areas.	Manager	04/07/20	
			Use of disposable cloths: By using disposable cloths as per the gov guidance this will limit the risk of the virus being contained and spread			
		Providing regular reminders and checklists to maintain hygiene standards, in all areas of the venue.	Setting clear cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.	Manager	04/07/20	
			Updated cleaning procedures for goods entering the site, staff provided with PPE to take in goods. All incoming goods handled appropriately and cleaned.	Manager	04/07/20	

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		Laundry handling procedures already in action, all aprons, towels etc cleaned off site above 60 degrees, virus control measures in place.		Manager	04/07/20	
Spread of Covid-19	<ul style="list-style-type: none"> • Staff • Anyone in contact with staff 	<p><u>Protecting Staff</u></p> <p>Return to work phone assessment to assess staff and their circumstances and whether it's safe for them to return.</p>	Return to work assessments will be carried out, and documented (taking into account GDPR requirements).	Manager	04/07/20	
			Survey all staff to find out pre-existing conditions.	Manager	04/07/20	
			Identifying staff within high risk shielding groups that cannot work.	Manager	04/07/20	
			Identifying staff living with those that are shielding.	Manager	04/07/20	
			Transport to work considerations, assessing where staff live and bringing back staff by location	Manager	04/07/20	

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			<p>– most staff are in walking distance. To encourage staff that can't walk to cycle we will increase bike storage on site.</p>			
		<p>Clear process for staff if they suspect they have Covid-19.</p>	<p>Regular briefings to staff on latest government advice regarding safe working, and how to recognise symptoms of Covid-19. Staff will be reminded that they must not come to work if they or anyone they have been in contact with has symptoms of Covid-19.</p>	<p>Manager</p>	<p>04/07/20</p>	
			<p>Fitness to work status will be recorded for each staff member at the start and end of shifts, based on the above criteria along with temperature and wellness checks.</p>	<p>Manager</p>	<p>04/07/20</p>	
		<p>Keeping staff updated on government guidance, and how to safe guard themselves and others from the spread of Covid 19.</p>	<p>Staff mental health and wellbeing will be considered and discussed with staff individually in meetings. Staff will be reminded of the resources available to them, both within the Licensed Trade Charity, as well as advice available from the NHS and local mental health charities. – Covered in H&S policy.</p>	<p>Manager</p>	<p>04/07/20</p>	

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			Reinforcing the controls outlined in this risk assessment to staff on a regular basis through meetings with management. Staff will be encouraged to build on training where possible and challenge and change working practices to further reduce the chances of cross contamination.	Manager/All staff	04/07/20	
		Training and changing ways of working to prevent transmission.	Clear staff training will be provided for all members on COVID-19 and how to sensibly manage the risks. All staff will have training on personal hygiene and as a company we will consider working practices.	Manager	04/07/20	

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			<p>Reviewing the back bar. Where possible we should ensure back bars are installed in such a way that this limits the cross over of any zones for staff members. It is recognised that not all sites will be able to do this. However all reasonable efforts should be made to complete this task when re-opening.</p>	Manager	04/07/20	
		Protecting staff during breaks and reducing the amount of contact staff have with each other and their belongings.	Staff will have staggered break times and be asked to wipe down any surfaces they may have touched during their breaks. Staff start times will be staggered to reduce bunching up.	Manager	04/07/20	
			To avoid where possible the need for sharing equipment we have gathered extra resources to reduce the amount of sharing i.e providing more pens so staff can keep on their person, managers using personal equipment like laptops for back of house to reduce sharing keyboards, mouse etc. Where this is impossible, all shared equipment will be disinfected before use with the	Manager	04/07/20	

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			appropriate surface disinfectant.			
		<p>PPE</p> <p>Staff must be protected when serving customers or taking payments.</p>	<p>We will provide staff with PPE equipment, including disposable masks, gloves for varied tasks, disposable aprons and visors.</p> <p>When serving customers gloves will be mandatory.</p>	Manager	04/07/20	
		<p>Social Distancing</p> <p>Wherever possible staff and customers must keep the minimum distance apart. Distances will be constantly updated as reviewed by the government.</p>	A one-way system implemented around the pub, with increased exits and entry's that are clearly labelled thought out, including floor markings.	Manager	04/07/20	
			Distance markers throughout the whole venue in accordance to government guidance.	Manager	04/07/20	
			Where possible using digital forms of delivery verifications for incoming goods.	Manager	04/07/20	
			Will avoid sharing workstations wherever possible, and have designated jobs and areas for staff on duty.	Manager	04/07/20	

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			Signs and visual aids to remind staff and customers to social distance – in accordance to Gov guidance.	Manager	04/07/20	
			Regulating entry so that the premise does not become overcrowded.	Manager	04/07/20	
		Have plans in place for social distancing in toilets.	Limiting toilets to 3 customers at a time, and using a toilet marshal when possible to regulate entry and exits of toilets.	Manager	04/07/20	
			A clear and considered plan specifically for communicating and controlling access to toilets, to ensure compliance with social distancing rules.	Manager	04/07/20	
			Monitoring and supervision The area needs to be monitored to ensure no gatherings are taking place.	Manager	04/07/20	
			Propping access doors to toilets open to minimise contact points this door should be propped open. Consider people privacy is not affected by doing this	Manager	04/07/20	

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		Managing contactless payment methods.	New app for taking customer orders, customers seated by a host and order from their table, eliminating queuing at the bar. Payments taken through app on customers phone.	Manager	04/07/20	
			The app will be promoted before opening on social media and also on posters as you enter the site so customers are aware.	Manager	04/07/20	
			Payments can be taken on card only, if customers wish to pay via PDQ they will be provided at a safe distance and cleaned with the correct materials after use alongside being cleaned every 30 mins.	Manager	04/07/20	
Spread of Covid-19	<ul style="list-style-type: none"> • Staff • Customers • Cleaners • Deliveries/drivers 	<p><u>Protecting Customers</u></p> <p>Following government guidance to protect customers.</p>	Social distancing measures will be in place, this will mean a reduction in numbers of people within the site, and this will be clearly communicated with customers.	Manager	04/07/20	

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	<ul style="list-style-type: none"> Vulnerable groups <p>Any other person that comes into contact with the business</p>		<p>All seating that is able to be moved will be positioned in such a way that there is social distancing. All bookings will have allocated seating and will be instructed and seated by a host.</p>	Manager	04/07/20	
			<p>Plates, cutlery and glasses can only be picked up by staff to return to the kitchen or bar. Staff will be provided with gloves, and be reminded to equally wash their hands afterwards.</p>	Manager	04/07/20	
Spread of Covid-19	<ul style="list-style-type: none"> Staff Customers Cleaners Deliveries/drivers Vulnerable groups <p>Any other person that comes into contact with the business</p>	<p><u>Pub Kitchen</u></p> <p>Updating working methods for the kitchen in order to follow social distancing measures, whilst making it manageable for staff.</p>	<p>To maintain social distancing it will be necessary to review the menu, the number of covers and also specific times the kitchen will be open to offer food.</p>	Manager	04/07/20	
			<p>Reviewing layouts and working areas of the kitchen to allow staff to work further apart from each other.</p>	Manager	04/07/20	
			<p>Changes in how we rota staff, having less staff working at one time with a reduced menu, and</p>	Manager	04/07/20	

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			putting staff into teams to restrict number of workers interacting.			
			Minimising interaction with kitchen staff and other workers, including when on breaks.	Manager	04/07/20	
			Minimising access to walk in pantries, fridges and freezers, one person accessing at one time. This is easily done due to scale of cellar.	Manager	04/07/20	
			Individually wrapped condiments, sauces and cutlery will be offered upon request and brought to the table by staff.	Manager	04/07/20	
		Continue stringent cleaning practices in order to prevent the spread of Covid-19.	Ensuring all products are available prior to opening, and checking lead times and stock levels with suppliers.	Manager	04/07/20	
		To minimise interactions with workers and the public when selling food or drink.	Minimising contact between deliveries and staff, having designated areas for drop off of goods.	Manager	04/07/20	
			Asking customers to order via new app, to reduce queues and close contact with staff. Alternatively only contactless payment.	Manager	04/07/20	

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			Use of disposable napkins. When passing the plate to the individual the server will either have plates on a tray or hold it via a disposable napkin so no contact is made by the server.	Manager	04/07/20	
Spread of Covid-19	<ul style="list-style-type: none"> • Staff • Customers • Cleaners • Deliveries/drivers • Vulnerable groups <p>Any other person that comes into contact with the business</p>	<p><u>Meetings</u></p> <p>To reduce transmission of Covid-19 in face to face meetings and maintain social distancing in meetings.</p>	Only absolutely necessary participants should attend meetings and should maintain 1m+ distance throughout.	Manager	04/07/20	
			Avoid transmission during meetings, e.g avoiding sharing pens and other objects.	Manager	04/07/20	
			Holding meetings outdoors or in well ventilated rooms wherever possible.	Manager	04/07/20	
Spread of Covid-19	<ul style="list-style-type: none"> • Staff • Customers • Cleaners • Deliveries/drivers • Vulnerable groups 	<p><u>Accidents, security and other incidents</u></p> <p>To prioritise safety during any incidents.</p>	In an emergency, for example a fire, people do not have to stay 1m+ apart.	Manager	04/07/20	
			People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards,	Manager	04/07/20	

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	Any other person that comes into contact with the business		including washing hands.			
			For minor incident - Step back To maintain the 1m+ rule for simple first aid incidents talk the individual through the process. i.e. you place a plaster on the table, they take it and apply it. Talk family members or friends through how to apply items. If needed, for example a child, ask the parent to apply the plaster or the ice pack.	Manager	04/07/20	
Spread of Covid-19	<ul style="list-style-type: none"> • Staff • Customers • Cleaners • Deliveries/drivers • Vulnerable groups Any other person that comes into contact with the business	Cellar Updated practices for cellar management to prevent the spread of Covid-19.	Hand sanitiser available in cellar, along with visual aids for staff, washing hands before entering etc.	Manager	04/07/20	
			Normal practices of cellar maintenance will be followed and where possible by one person. If more than one person is required government guidance on social distancing will be followed.	Manager	04/07/20	

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Spread of Covid-19	<ul style="list-style-type: none"> • Staff • Customers • Cleaners • Deliveries/drivers • Vulnerable groups <p>Any other person that comes into contact with the business</p>	<u>Garden and External Areas</u>	<p>Moving tables to maintain social distance Tables in the garden have been reviewed. Some will be able to be moved to allow more seating and others will have to be removed altogether to maintain social distancing.</p>	<p>Manager</p>	<p>04/07/20</p>	
			<p><u>Additional umbrellas and shade stands</u> The site will ensure there are adequate controls in place in case of adverse weather.</p>	<p>Manager</p>	<p>04/07/20</p>	
			<p>Manage the numbers within the garden area Check the weather each day so we are aware of what to expect, as this may influence the numbers. If the garden is busy and it rains, managing customers is necessary, as they will not be allowed to congregate inside, without compromising social distancing requirements.</p>	<p>Manager</p>	<p>04/07/20</p>	