

COVID-19 Risk Assessment - THE RIGHTS OF MAN, LEWES

Introduction and explanation

This document has been developed to form a to carry out an assessment of risk of COVID-19 at Thew Rights Of Man and to determine the controls necessary to reduce risks to those who work in and enter the premises. It differs to a “normal” risk assessment because this is a unique situation. The hazard, (SARS-CoV-2) is the same throughout, and the risks depend on the activities at various stages of the customers’ or workers’ journey in the premises.

This document has been developed as a hybrid of HACCP and a Risk Assessment, taking a step by step approach, to demonstrate that the business has considered the routes people take through the business and the hazard and risks encountered by both customers and the staff at various steps to therefore give confidence to guests, staff and enforcement agencies that due consideration has been given to this serious issue.

Whilst every business in hospitality is different, and there are many different sectors, there are two groups of people in common to consider: those who work in the business (including staff, maintenance personnel and visitors) and the customers. Both groups will have ‘journeys’ through the premises.

Tracing the routes that people will typically take, either to carry out their jobs or as customers, will help inform what risks from coronavirus are involved, and subsequently how to take action to reduce these risks. This can be plotted as a flow diagram. These process steps may then need to be adjusted and indeed reviewed, if it is found that the route or journey needs to be changed to ensure a safer environment, or if the legislation or government guidance changes.

Customers can be advised of actions taken to give confidence that the business has considered everyone’s safety. This will also be useful to ensure that customers know what the new “rules” are so that everyone’s expectations are managed in advance and that there is a reduced risk of any aggressive behaviour during their visit.

Note: in this time of uncertainty, Government Guidance may change, so it is important to always check to ensure that your document is kept reviewed in the light of any changes to Regulations or Guidance. Mainly the “2 meter rule”

Whilst businesses will need to implement changes in relation to Covid-19, they must also continue to follow normal food safety and health and safety policies and procedures and ensure that any new controls do not in themselves cause conflict with those necessary for other legal or licensing requirements.

Risk Assessment

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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

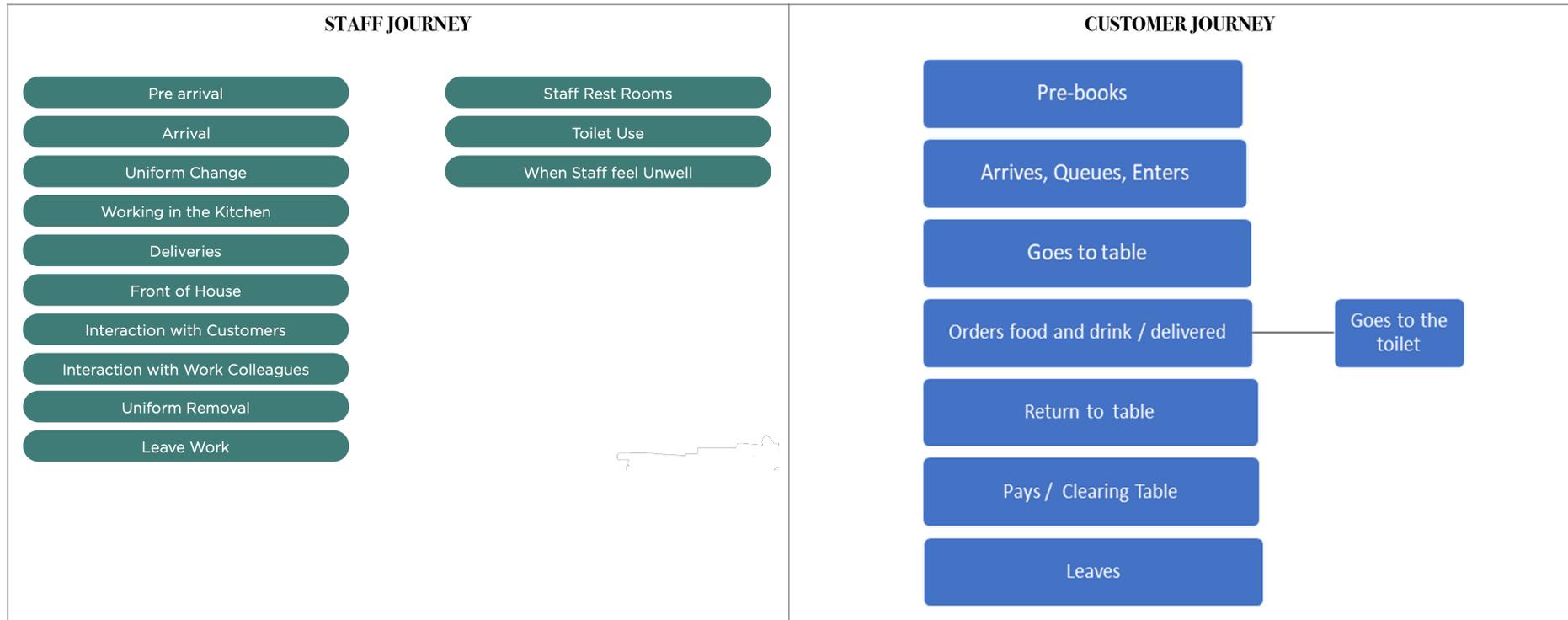
The main controls are:

- Social distancing – 2m apart or 16m² per table
- Disinfecting hand contact surfaces
- Hand washing and hand sanitiser use
- Not touching eyes, mouth, or nose with contaminated fingers

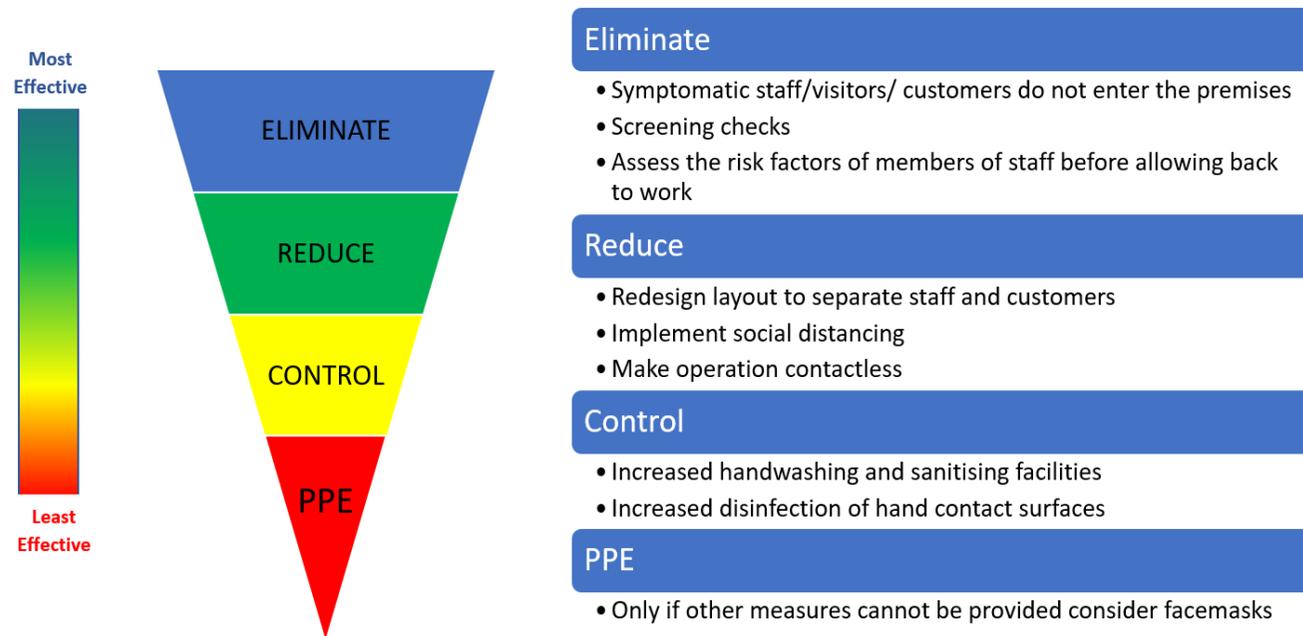
The controls set out in this document will be specific for this operation, taking into account how the business operates, and how customers and staff use the premises and interact.

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.



Hierarchy of Controls



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.

Staff Risk Assessment

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| <p>Before returning to work</p> | <p>Conduct return to work screening interviews to establish the risk associated with each member of staff – <i>see appendix 2a</i></p> <p>Inform all staff of their responsibilities to themselves, other staff and customers in relation to COVID-19.</p> <p>Plan for the minimum number of people needed at the venue to operate safely and effectively.</p> |
| <p>Pre-arrival</p> | <p>Staff must not work if they display the COVID-19 symptoms or have been in close contact with somebody who has the symptoms. <i>see appendix 2e</i></p> |
| <p>Arrival</p> | <p>Review the fitness to work of all staff daily</p> <p>Carry out daily briefings for all staff and review problems and issues that occurred during previous service sessions.</p> <p>Remind all staff of social distancing practices.</p> <p>Remind all staff of the importance of thorough and frequent handwashing at key points</p> <p>Providing handwashing facilities, or hand sanitiser where not possible, at entry and exit points.</p> |
| <p>Uniform change</p> | <p>Requesting staff change into work uniforms on site using appropriate facilities/changing areas, where social distancing and hygiene guidelines can be met.</p> <p>Wash hands before changing into uniform</p> |

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| Moving around the building | Managing use of high traffic areas including, corridors, and staircases to maintain social distancing. |
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| Kitchens | <p>Allowing kitchen access to as few people as possible.</p> <p>Minimising interaction between kitchen staff and other workers, including when on breaks.</p> <p>Using 'one way' traffic flows to minimise contact.</p> <p>Minimising access to pantries, fridges and freezers, for example, with only one person being able to access these areas at one point in time.</p> <p>Display a poster to enforce social distancing whilst working in the kitchen and brief staff</p> |
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| <p>Deliveries</p> | <p>Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often.</p> <p>Arrangements are made with suppliers to allow safe delivery of goods to the premises.</p> <p>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.</p> <p>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.</p> <p>A safe and hygienic area is made available in the delivery area (specify) for deliveries to be left</p> <p>When the delivery is checked, the driver must step away for 2m.</p> <p>Remove external packaging and discard, wash hands</p> <p>Wash hands after putting deliveries away</p> |
| <p>Front of House Other working areas</p> | <p>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.</p> <p>Using floor tape or paint to mark areas to help people keep to a 2m distance.</p> <p>2m must be kept between staff and customers See section on social distancing page 23</p> <p>A suitably high Perspex / plexiglass screen is used to separate staff and customers where 2m cannot be achieved.</p> <p>Step back after placing foods / drinks / payment machine in front of the customer</p> <p>Wash hands or use sanitiser after handling used crockery / cutlery etc from cleared tables.</p> |

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| <p>Toilet Use</p> | <p>Queuing system so people in the queue don't cause a risk to others whilst waiting.</p> <p>Clear signage asking staff to observe social distancing both on corridors and in the toilet area.</p> <p>Consider leaving some doors open where not necessary for fire or other safety purposes to reduce hand contact. (Self-closing fire doors must not be propped open)</p> <p>Monitoring of use to ensure compliance with physical distancing rules, must be in place and all staff made aware</p> <p>Clear signage asking staff to wash their hands</p> <p>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</p> |
| <p>Interaction with customers</p> | <p>Keep a distance of 2m between you and the customer</p> <p>Keep behind screens (if used)</p> <p>Where food is being passed through a pick-up point, place food and step back. The same applies to payment.</p> <p>Disinfect the card machine between uses with a suitable disinfecting wipe</p> |

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| <p>Interaction with work colleagues</p> | <p>Keep a distance of 2m between colleagues</p> <p>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.</p> <p>Behind the bar / cellar</p> <p>Implement a zonal workstation system behind the bar to maintain 2m segregation of colleagues working within the kitchen.</p> <p>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.</p> <p>Display a poster to enforce social distancing whilst working behind the bar and brief staff</p> |
| <p>Using the Staff office</p> | <p>Or only one person at a time may use the staff office</p> <p>Disinfect any equipment using a suitable disinfecting wipe before and after using – remember the office phone, desk, keyboard and mouse.</p> |

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| Uniform Removal | <p>Dirty uniform to be bagged at end of shift</p> <p>Keep social distancing in the changing room, which may mean only one person at a time can use the area</p> |
| Leave work | <p>Staff wash hands before leaving work Staff social distance whilst leaving work</p> <p>If uniforms cannot be washed on site, it is advised that staff remove work clothes and shower on arrival at their homes.</p> |
| Back of House including common areas and staff rest rooms. | <p>Ensure there is disinfectant available, and staff disinfect chairs and tables before and after use</p> <p>Use safe outside areas for breaks</p> <p>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.</p> <p>Staff must wash their hands upon re-entry to the workplace or use a hand sanitiser.</p> |

Customer Journey Risk Assessment

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| Capacity | <p>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.</p> <p>Make sure this number is never exceeded</p> <p>Reconfiguring indoor and outdoor seating and tables to maintain social distancing of customers of different households. For example, increasing the distance between tables.</p> <p>Working with local authority to consider the impact of your processes, such as queues, on public spaces such as high streets and public car parks.</p> <p>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.</p> |
| Booking | <p>On-line / phone booking</p> <p>Timed slot Timed booking, given table number</p> <p>Stagger booking / time slots to avoid congestion</p> <p>Providing clear guidance on social distancing and hygiene to people on or before arrival, for example, through online booking forms and on-site signage and visual aids.</p> <p>Encouraging workers to remind customers to follow social distancing advice and clean their hands regularly.</p> |

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| Arrival outside venue | <p>Timed dining slot</p> <p>Notices to customers informing of them of what you expect them to do when visiting your venue.</p> <p>Nobody should enter if they have the symptoms of Covid-19 see appendix xxxx</p> <p>Hand sanitiser station located before entering the venue.</p> <p>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</p> |
| Queuing outside | <p>Social distancing markers to ensure social distancing is observed</p> <p>Some form of cover to protect from rain Means of cigarette disposal</p> <p>Signage informing customers of social distancing.</p> |
| Entering the business | <p>Separate entrance and exit with clear signage</p> <p>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.</p> <p>Encouraging customers to use hand sanitiser or handwashing facilities as they enter the venue.</p> |

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| <p>Moving around the business & Walking to table Either inside or outside</p> | <p>Looking at how people walk through the venue and how you could adjust this to reduce congestion and contact between customers, for example, queue management, one-way flow, priority flow, where possible.</p> <p>Number tables very clearly so there is no confusion, door staff to direct.</p> <p>One-way system with signage. Hand sanitiser available throughout the building</p> <p>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.</p> |
| <p>At the bar</p> | <p>Adjusting service approaches to minimise staff contact with customers. For example, encouraging use of table service over bar service and assigning a single staff member per table. Where bar service is unavoidable, preventing customers from remaining at the bar after ordering.</p> <p>Adjusting processes to prevent customers from congregating at points of service. For example, having only staff collect and return empty glasses to the bar.</p> <p>Minimising contact between kitchen workers and front of house workers. For example, by having zones from which front of house staff can collect food.</p> <p>Encouraging use of outdoor areas for service where possible. For example, increasing outdoor seating.</p> |
| <p>Ordering food and drinks</p> | <p>Adjusting service approaches to minimise staff contact with customers. For example, encouraging use of table service over bar service and assigning a single staff member per table. Where bar service is unavoidable, preventing customers from remaining at the bar after ordering.</p> <p>Adjusting processes to prevent customers from congregating at points of service. For example, having only staff collect and return empty glasses to the bar.</p> <p>Minimising contact between kitchen workers and front of house workers. For example, by having zones from which front of house staff can collect food.</p> <p>Encouraging use of outdoor areas for service where possible. For example, increasing outdoor seating.</p> |

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| <p>Clearing the table</p> | <p>Customers place tableware on to the end of the table for server to pick up.</p> <p>Server clears table after customers have left.</p> |
| <p>Going to the toilet</p> | <p>Queuing system so people in the queue do not cause a risk to others whilst waiting.</p> <p>Clear signage asking customers to observe social distancing both on corridors and in the toilet area.</p> <p>Consider leaving some doors open where not necessary for fire or other safety purposes to reduce hand contact.</p> <p>Self-closing fire doors must not be propped open.</p> <p>Monitoring of use to ensure compliance with physical distancing rules, must be in place and all staff made aware.</p> <p>Clear signage asking customers to wash their hands.</p> |
| <p>Paying</p> | <p>Encouraging contactless payments where possible and adjusting location of card readers to maintain 2m social distancing.</p> <p>Creating a physical barrier between front of house workers and customers at points of service where possible. For example, screens or tables at tills and counters to maintain 2m social distancing.</p> |

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| Leaving the business | <p>Social distancing markers to ensure social distancing.</p> <p>Staff to control movement and exit. Separate entrance and exits if possible.</p> |
| In-between customers | <p>Tables and chairs should be cleaned and disinfected in-between customers.</p> <p>Condiments and unused tableware removed and replaced</p> <p>Sign put on table advising either ready for use or not to be used till cleaned</p> |
| Bar Service | <p>Customers should be asked to step back from counters so that staff can serve them safely if the bar/counter is smaller than the current mandated distance</p> <p>Tape on floor to mark safe distance from staff</p> <p>Customers must not gather near where people are seated when queuing or to socialise</p> |

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| Continuously | <p>Heightened disinfection needs to be undertaken to disinfect all frequently touched areas such as bar surface, tables, chairs, counters tills, card machines etc.</p> <p>Ventilation –</p> <p>Leave windows and doors open when conditions allow</p> <p>Move activity outdoors if you can.</p> <p>Use external extractor fans to keep spaces well ventilated and make sure that ventilation systems are set to maximise the fresh air flow rate.</p> <p>Heating and cooling systems can be used at their normal temperature settings.</p> |
| Takeaway or delivery | <p>Encouraging customers to order online, on apps or over the telephone to reduce queues and stagger pick-up times.</p> <p>Minimising contact between kitchen workers and front of house workers, delivery drivers or riders, for example, by having zones from which delivery drivers can collect packaged food items.</p> <p>Limiting access to venues for people waiting for or collecting takeaways. Setting out clear demarcation for 2m distances for customers queuing. Asking customers to wait outside or in their cars.</p> <p>Putting in place procedures to minimise person-to-person contact during deliveries to customers.</p> <p>Assisting in maintaining consistent pairing where two-person deliveries are required.</p> <p>Minimising contact during payments and exchange of documentation, for example, by using electronic payment methods and electronically signed and exchanged documents.</p> |

Cleanliness & Hygiene

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| Keeping the venue clean | <p>Wedging doors open, where appropriate, to reduce touchpoints. This does not apply to fire doors.</p> <p>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.</p> <p>Cleaning surfaces and objects between each customer use. For example, cleaning tables, chairs, trays and laminated menus in view of customers before customer use.</p> <p>If you are cleaning after a known or suspected case of COVID-19 then you should refer to the specific guidance.</p> <p>https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings</p> <p>Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.</p> |
| Keeping the kitchen clean | <p>Recognising that cleaning measures are already stringent in kitchen areas, consider the need for additional cleaning and disinfection measures.</p> <p>Having bins for collection of used towels and staff overalls.</p> <p>Washing hands before handling plates and cutlery.</p> <p>Continuing high frequency of hand washing throughout the day.</p> |

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.

<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)

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

Customer information - Health Check

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THE RIGHTS OF MAN, LEWES

YOU SHOULD NOT VISIT THE RIGHTS OF MAN 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 ENTER THE RIGHTS OF MAN BECAUSE OF THE RISK OF INCREASED EXPOSURE TO THE VIRUS.

COVID-19 SYMPTOMS:

A HIGH TEMPERATURE

A NEW, CONTINUOUS COUGH

What to expect when you visit The Rights Of Man

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.