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| Department: <i>Front and Back of House (all areas)</i> | Service: <i>Operation</i> | Reference: <i>ABG003/COVID</i> |
| Activity: <i>Keeping workers and guests safe during COVID-19</i> | Site: <i>All Venues</i> | |
| People at Risk: <i>Management, staff, guests, contractors, visitors, anyone who physically comes in contact with you in relation to your business.</i> | Additional Information: <i>Although this RA is scheduled to be reviewed monthly, there are possibly actions that are to be implemented in your business that should be reviewed in a faster frequency to ensure adaption to situation and solution to risk.</i> | |
| Name of Person Completing Form: <i>Matthew Chason</i> Job Title: <i>General Manager & Ops Support</i> Date: <i>08/07/20</i> | | Review Schedule: <i>Monthly</i> |

Risk Evaluation

| Hazard | People at Risk | Initial Rating (L, M, H,) | Controls Required | Final Rating (L, M, H,) | Additional Action Required (action by whom and completion date) |
|----------------------------|---|---------------------------|--|-------------------------|--|
| Keeping guests safe | <ul style="list-style-type: none"> • Staff • Guests • Cleaners • Contractors • Delivery Drivers • Vulnerable groups – elderly, pregnant guests and workers and those with existing underlying health conditions • Anyone else who physically comes in contact with you in relation to your business | <i>H</i> | <ul style="list-style-type: none"> • To assist NHS Test and Trace, keeping of temporary records of guests for 21 days utilising booking system already in place as well as utilising Wireless Social system that has ability to track guests in venue utilising WiFi to gain contact information. • To comply with current gathering guidelines and for this to be communicated to guests when booking. All bookings numbers restricted to booth sizes to ensure social distancing complied with. • Lowering of venue capacity moving to table only service removing walk ins if all tables are full to ensure limited capacity numbers are met. • Bookings staggered to avoid steps of queues building up in outside areas with greeting procedure in place to ensure guests welcomed quickly, taken to table and served accordingly to table service steps of service outlined by Company. • Only if venue accommodates, one-way systems implemented for entry / exit. • Management and staff trained to ensure constant communication to guests to ensure maintaining Government guidelines whilst visiting venues. | <i>M</i> | <ul style="list-style-type: none"> • Maximum number of guests calculated per venue to follow current guidelines (2m, or 1m with mitigation where 2m is not viable, is acceptable) taking into account specific venue characteristics such as furniture, pinch points and busy areas. • Reconfiguring indoor and outdoor seating and tables to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) between customers of different households or support bubbles. For example, increasing the distance between tables. • Pay at Table process implemented into the business so that guests do not need to queue at collection points or at bars removing any queues that could occur within the venue. • Managing outside queues to ensure no risk caused to guests, ensuring outside areas not blocked, pavements not blocked and protecting queues with social distancing by protecting them using barriers where necessary. • Providing clear guidance on social distancing and hygiene to people on arrival, using signage, visual aids and also as part of booking process and website. Also encouraging guests to use hand sanitiser and hand washing facilities at entrance and at already determined points in each venue. |

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| | | | <ul style="list-style-type: none"> • The providing of disposable condiments or cleaning of non-disposable containers after each use. • Barback stations washing facilities to be emptied of water and re-set more frequently to ensure drinking vessels, equipment all washed correctly and with correct products to ensure clean before use. • Reduction of surfaces touched by staff and guests, for example, asking guests to remain at tables where possible. • Moving to Card Only / Contactless Payment at all venues. No longer any cash payments to be taken to reduce contact. • Orderbee systems implemented in all venues eradicating any need to queue in venues to pay for products as a pay at table system with orders able to be sent directly to screens on bars with table service implemented to reduce guest movement in venue. | | <ul style="list-style-type: none"> • As part of booking process, guests advised of guidelines and ensuring they comply to our 'Our promise, your promise' rules when visiting venues. <p>Guests made aware of, and encouraging compliance with, limits on gatherings. For example, on arrival or at booking. Indoor gatherings are limited to members of any two households (or support bubbles), while outdoor gatherings are limited to members of any two households (or support bubbles), or a group of at most six people from any number of households.</p> <p>Here is the cheat sheet on the size of tables each sized group can sit at safely, while conforming to the guidelines:</p> |

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| | | | | | <p>For groups of seven to twelve, you treat them as two groups. For thirteen to eighteen, three groups, etc.</p> <p>e.g.</p> <p>eight = 4 + 4 nine = 4 + 5 thirteen = 4 + 4 + 5</p> <p>We must ask each lead booker how many households are in their group. We must send them a template question which they must respond to. Failure to answer may result in entry being denied. Their answer in writing should be logged in their notes that a manager could show in the event of an inspection.</p> <p>Once we supply them with a table big enough for their group size and number of households, the responsibility will be on them to manage their distances, we will not enforce them. They should be of no risk to anyone else in the venue following our guidelines of sanitising their hands and not moving furniture.</p> |
| Guest toilets | | <i>M</i> | <p>Objective: To ensure that toilets are kept open and to ensure/promote good hygiene, social distancing, and cleanliness in toilet facilities.</p> <ul style="list-style-type: none"> • Signage and posters in place to build awareness of good handwashing techniques. • Toilet areas reviews to ensure safe distancing accommodated and reviewed to close off certain aspects to allow safe distancing. • Handwashing facilities provided for guests and checked daily to ensure always available. • Hand drying facilities checked and working at all times to provide guests ability to clean hands either via hand dryers or hand towels. | <i>L</i> | |

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| | | | <ul style="list-style-type: none"> Increased frequency of cleaning toilets using normal cleaning products, paying attention to frequently hand touched surfaces. Toilets all well ventilated and reviewed that should it be able, by fixing doors open where appropriate. Visible cleaning schedule used and kept up to date with increased checks per hours of trading. | | |
| Entertainment | | <i>L</i> | <p>Objective: To maintain social distancing when providing entertainment within or outside venues.</p> <ul style="list-style-type: none"> No live performances including drama, comedy and music to take place in front of a live audience to mitigate risk of aerosol transmission. Volume levels monitored and reduced to avoid people needing to unruly raise their voices to each other to reduce risk of transmission. This also to be monitored throughout the trading session by Management. Table service only and no entry without being able to seat at a table to ensure guests are seated rather than standing to reduce dancing where social distancing is not complied with within the group of guests Floor areas monitored closely by Management and floor staff to ensure clear communication to guests, and repeated where necessary, to encourage safe guest behaviour. | <i>L</i> | This to be constantly reviewed and adapted according to set out Government guidelines. |
| Handwashing / Sanitising | | <i>H</i> | Ask all staff to wash their hands immediately before leaving home and when arriving at work to | <i>M</i> | See separate risk assessment titled use of hand sanitiser, reference ABG001/HS |

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| | | | <p>wash their hands immediately upon arrival. This is vital.</p> <p>Duty managers / appropriate person should remind everyone to wash their hands again at the start of every shift (in addition to washing hands at arrival). That was any virus particles up on the way to work are removed before they can be spread to others either via direct contact (do not shake hands) or by touching hand contact surfaces (door handles, tables, kitchen equipment etc.)</p> <p>Hand sanitiser, if used needs to be anti-viral and the higher the alcohol content, generally the better it is. Gels are a good additional resource in the workplace and should be positioned to encourage use. Sanitisers will be those with ingredients proven to act against the enveloped virus under the relevant BS/EN standards.</p> <p>See separate risk assessment titled use of hand sanitiser, reference ABG001/HS</p> | | <p><u>Advice for staff to take home</u></p> <p>A general commitment to hygiene shall be regularly communicated to staff, including transmission threats outside of the workplace, infection and quarantine guidelines, and actions to reduce risk of infection in the home.</p> |
| Social Distancing | | <i>H</i> | <ul style="list-style-type: none"> a) Keeping activity involved as short as possible. b) Limiting interaction via use of radio's / workspace and workstation co-ordination. c) Possible use of screens / barriers where possible and if applicable (subject to plausibility and government set guidelines). d) Side-to-side working to limit and reduce face to face interaction. e) Limit access to office. f) Limit access to staff areas. g) Workstation distancing. h) Zoning floor areas. i) Positioning staff similar to 'aces in places. but set places to reduce movement. j) Stock movement. k) Staggering staff start / finish times. l) Encourage touch pay / tip trays for cash transactions. m) Communication. | <i>M</i> | <ul style="list-style-type: none"> a) Reassess training needs to assess speed of service of all bartenders. Also due to nature of time being away from business, assess staff training needs and develop areas identified. b) Assess workstations and office spaces to ensure staff have everything they need for shift to reduce the amount of movement around the bar. Also use of radio's to be used more effectively again to limit amount of people have to move around bar areas. c) To be identified by Operations as a system to use or not. TBC. d) No further action required, already carried out as part of operational layout behind bars. To review floor service / glass collectors and management interaction as more face to face. Social distancing and hand washing / sanitising to apply. |

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| | | | <ul style="list-style-type: none"> n) Reducing movement by ensuring workstations set / bar set up / dedicated person to move stock. o) Reducing capacity. p) High traffic area management. q) Movement of chairs / tables. r) Pre-booked table allocation pax reduction. s) <i>BLAME GLORIA SPECIFIC – Main entrance stairs divided with tape to signify up and down areas.</i> t) <i>Signage introduced for priority entry to ensure guests aware to give guests space when moving through entry doors.</i> | | <ul style="list-style-type: none"> e) Assess time required by Management to be in office areas and limit to one person at a time to carry out duties. Can duties be carried out in venue not in an office to better distance? f) Staggering of breaks and ensure staff areas tidy to maximise break areas. Also designate an area in venue where staff can have a break where possible aiding to distancing. g) Can alternate workstations be used? Assess possibility of spreading staff along bar using alternate bar stations. h) Floor map venue and designate staff to working in zones to avoid cross over and not needed contamination of areas through many staff members travelling through an area. i) Allocation sheets used daily to identify stations, floor positions, stock movement. j) Allocation sheet to be adapted to accommodate information about breaks to accommodate staggering. k) Adjust rota's in line with budget requirements and to limit congregation of staff in staff areas. l) Train staff to communicate smoothly preference for touch pay. Train regarding cleaning of equipment after use. Tip trays introduced for physical cash transactions to avoid hand to hand contact. m) Meeting with your staff for them to understand the importance of communication put into place. Also, importance of ensuring that issues dealt with by Management at all occasions when dealing with sensitive situations. Also ensure their understanding of what we are doing as a company for them and guests. n) Look at all workstations / bar back / back bar and speed rails. Can they be better set up to ensure staff have everything they need to limit travel around venue? o) To be governed by guidelines set by Government and also implemented by Operations. The to be reviewed constantly. Ensure all Management aware, 30-minute recordings of admissions |

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| | | | | | <p>logged as per company policy on admission sheets, training to management to ensure compliance.</p> <p>p) Hot spot map your venue of high footfall / loitering areas, to ensure flow of people better managing distancing of guests / staff. Training of security of these area's and to ensure their communication to guests sensitive and understanding.</p> <p>q) Review of moveable furniture to reduce / adjust / move where necessary to aid flow around venue.</p> <p>r) Review pre-booked table numbers and meeting with Sales Manager to discuss no situations of overcrowding in areas of venue causing pinch points / congregation / slow movement of guests and reduction in person to person distancing.</p> |
| Surface Cleaning | | <i>M</i> | <p>a) Frequent cleaning of work areas and equipment between uses, using our normal cleaning products.</p> <p>b) Keeping surfaces clear of objects makes it easier to lean and reduces the number of things that can become contaminated.</p> <p>c) Put in place 'clean as you use systems' to keep up with cleaning requirements.</p> <p>d) Ensure opening and closing checklists already implemented in your venues are used daily, designated to having a person in charge of their implementation and to be checked by management daily at the beginning and end of each shift.</p> <p>e) Frequent cleaning of objects and surfaces that are touched regularly such as till / bar equipment, mixers, handrails, pdq terminals, bar tops, tables, toilet areas and door handles, ensuring adequate disposal arrangements in place.</p> <p>f) Clearing workspaces and removing waste and belongings from the work area during and at the end of a shift. This must be fully communicated to teams to adjust their habits</p> | L | <p>a) If cleaners come to work once a day then you may need to think about what extra cleaning will need to be done during the day.</p> <p>b) You may choose different levels of cleaning for different areas. Deep cleaning once a day and then supplementary cleaning, e.g. wiping high-contact surfaces throughout the day, might need to be followed.</p> <p>c) 'Clean and sanitise as you go' may need to be put in place.</p> <p>d) If after touching surfaces cannot be cleaned straight away, then provide hand sanitiser.</p> <p>e) Ensure you provide information and instruction to cleaners to ensure they know what to clean and how to make sure it is effective.</p> <p>f) Signs around the workplace in back of house areas can be a good way of letting people know what they need to do to keep it clean and sanitised.</p> <p>g) Check all bar areas and back of house areas to ensure signage in place. Signage available online that you can print and laminate and no extra cost.</p> <p>h) As per g). Ensuring assessment of venue to ensure signage placed in correct areas for staff</p> |

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| | | | <p>and to maintain a higher standard of workstation / back of house cleanliness.</p> <p>g) Use signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.</p> <p>h) Provide regular reminders and signage to maintain hygiene standards and should be an important part of every daily pre-brief.</p> <p>i) Provide hand sanitiser in multiple locations in addition to washrooms and hand wash stations on bars.</p> <p>j) Set cleaning guidance for toilets with cleaning contractors to ensure that they are kept clean above and beyond company standards.</p> <p>k) Implement a venue toilet cleaning check sheet that are carried out before opening, and during the shift. Suggest that this is checked by Management every 20mins.</p> <p>l) Enhancing cleaning for busy areas.</p> <p>m) Ensure all hand drying facilities are working and also look at providing more paper towels they might be required.</p> <p>n) Insurance of table-turn cleanliness / procedure.</p> <p>o) BLAME GLORIA SPECIFIC – Table cleaning product changed to A7 from A1 to ensure sanitisation.</p> | | <p>to be able to see. Suggest staff room / stock rooms / kitchens / bar back stations / workstations (entrance to bars) / toilets / offices etc.</p> <p>i) Ensure you have the stock and monitored weekly to ensure ordered and available at all times. This must be checked weekly for stock control and part of opening check and during shift to ensure always available. Management to be trained on their shifts that this happens.</p> <p>j) Checked daily for standards. Reporting to cleaning contractor of issues as well as Operations. Management to ensure corrective action taken immediately.</p> <p>k) Toilet check sheets implemented. They do not have to be displayed in the toilets but available to be completed at back of house areas by designated Management. Must be completed to show best practice of checking hygiene / cleanliness of areas.</p> <p>l) Staff on floor re-trained to ensure the highest of standards of floor / table cleanliness in busy areas.</p> <p>m) Daily checks as part of opening and also during session, that all hand drying facilities working. If not, Operations to be contacted to ensure fix in place and hand towels available for guests.</p> <p>n) To ensure that floor staff are trained relevant to the importance of surface cleaning when turning tables welcoming new guests to ensure that we are provide a clean and sterile area for guests to enjoy when visiting.</p> |
| Workplaces and workstations | | <i>M</i> | <p>a) Look at the flow of work to see if it is possible to reorganise it to remove opportunities for coronavirus to spread. Where this isn't possible, reduce the chances of it spreading by putting in place social distancing and cleaning measures.</p> <p>b) Reviewing layouts to allow workers to further apart from each other.</p> | L | <p>To carry out all checks as per 'Controls Required'.</p> <p>Team meeting put into place to better understand ability to assess each workstation making them better for staff to have everything the need around them without the need for un-necessary travel around bar and venue.</p> |

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| | | | <ul style="list-style-type: none"> c) Have all workstations got what they need to operate completely without the need to move around venue excessively? d) Can speed rails set up be adapted to ensure that each station can have everything they need to work without the need for travelling along the bar? This could also mean adapting bar bars to match workstations. e) Should social distancing be at such a situation where we need to maintain areas at the bar front ensuring we are aiding guests to stay at set Government guideline distance measures, look at using floor tape to mark area to help people keep guideline distance. Your plan on every occasion should be discussed with Operations before implementation to ensure corrective and protective. f) Provide hand sanitiser and/or washing facilities where people are working so they can clean and sanitise hands as required. g) Move chairs and tables so people are distanced according to current Government distance guidelines or sitting back to back. h) Using a consistent pairing system if people have to work in close proximity. i) Minimising contacts around transactions, for example, considering using contactless payments and promoting this use of payment via team communication. | | |
| Accidents, security and incidents | | <i>H</i> | <p>Always ensure that you prioritise safety during incidents or accidents. The licensing objectives and company policies regarding the dealing with incidents are still in place and have not changed.</p> <p>Legislation and operation are still the same and, in an emergency, for example, an accident, fire or altercation, people DO NOT have to stay within the set Government distance guidelines stipulated.</p> | <i>M</i> | <p><u>People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands.</u></p> <p><u>All reporting to still be carried out as per Company Policy and Procedures.</u></p> |

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| | | | <ul style="list-style-type: none"> a) Bag searches to still continue as per entry policies. Where bag searches are carried out, communication to guest to ensure happy to comply, also at stages of search, hands to be sanitised by searcher before and after search being carried out. Guest also to be allowed to sanitise after search to ensure reduction of possible transmission. b) Security carrying out searches briefed my Management daily (when security officers being used) to ensure full understanding of searching policy and need to ensure guest communication paramount with regards to ensuring guest is sanitising and also officer to sanitise accordingly. c) If a guest is required to be searched when already inside the venue, this to be approached in the normal way and carried out appropriately as well as considered clear communication with hand sanitisation to be carried out immediately after search. | | |
| Managing guests and contractors | | M | <ul style="list-style-type: none"> a) Limiting capacity numbers. b) Toilets. c) Communication. d) Travel of Guests / managing flows. If it appears to be suitable mitigation, encourage table service where practical. For bar orders, people will need to be told to keep the minimum safe distance from bar staff as well as from other guests waiting in queue to be served – e.g. as directed by tape marks on the floor. Measures also to be included managing the bar to create directional movement of guests throughout venue in high risk areas e.g. toilet entrances, direction of travel of guest, staircases etc. e) Entry / exit and queue management. | M | <ul style="list-style-type: none"> a) To be directed by Government guidelines and Operations team. b) To have a plan specifically for communicating and controlling access to guest toilets to ensure compliance with physical distancing rules and ensure all staff aware. Cleaning regimes for toilet facilities should be more frequent (with a toilet check sheet in place, regularly checked and signed by Management) than under normal circumstances and using disinfectants and sanitisers that are effective against bacteria as well as cold and flu viruses. <p>Very important to understand smooth communication with guests to be sensitive and understanding to current situation. To be advised this communication carried out by Management at all occasions.</p> |

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| | | | <ul style="list-style-type: none"> f) Clear guidance on social distancing and hygiene on arrival. g) Hygiene stations. h) Communication / understanding of guidelines. i) Social distancing champion suggestion. j) The use of reservation systems to control the frequency and placement of guests. k) Guest contact with commodities (e.g. menus, trays, napkins, shot paddles, glassware) should be limited to what is necessary or designed in such a way that cleaning / replacement is carried out after each use. Menus / table talkers discouraged in favour of guest display or QR scannable logo to link to menu on phones. l) Card payments only implements across all venues with no venues having cash on site. m) Implementation of temperature checks at entrance of premises using correct equipment set out by relevant guidelines and to be used as per current Government guidelines. n) Where necessary, informing guests that police and local authorities have the powers to enforce requirements in relation to social distancing and may instruct guests to disperse, leave an area, issue a fixed penalty notice or take enforcement action. o) Informing guests to remove a face covering safely if required for the purposes of identification. | | <p>Meeting with Security team daily (when you have security) to ensure communication to guests' paramount and importance of being a part of the team to manage guests when operation on peak shift. Security to contact Management at all times should there be difficult guests to ensure sensitive and proper communication.</p> <p>Queue management outside venue important. Review if you have queues and implement controls to ensure distancing / signage / is floor signage required? Etc.</p> <p>Include measures to control physical distancing in any queues / waiting areas in the business.</p> <p>You will need to manage current levels of distancing in queues or at the bar – for example floor markings. Guests may need to be asked to step back from bar counters so that staff can serve them safely if the counter is less wide than the current mandated distance guidelines.</p> <p>RELEVANT TO TEMPERATURE CHECKS, NORMAL BODY TEMP IS BETWEEN 97-99 DEGREES FAHRENHEIT. ANTHING ABOVE 100.4 DEGRESS FAHRENHEIT IS CONSIDERED A FEVER. The average normal body temperature is 98.6 degrees Fahrenheit (or 37 degrees Celsius).</p> |
| Cleaning the workplace | | <i>M</i> | <ul style="list-style-type: none"> a) Clean and ready to re-start. b) Clean and preventing transmission. c) Clean as you use systems. d) Opening and closing checklists. e) Frequent cleaning of equipment / furniture / surfaces. f) Handwashing / sanitising. g) Communication to team / cleaning contractor. h) Toilet check sheet. i) Enhancing cleaning for busy areas must be implemented, in particular to disinfect all high | L | <p>Training to team about using venue opening / closing cleaning checklists. This also included (and repeated) in daily briefs.</p> <p>Management to understand the importance of using paperwork, its completion and proper filing.</p> <p>Files set up in office to store cleaning sheets to show best practice.</p> |

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| | | | <p>throughput areas and frequently touched surfaces such as bar tops, tables, chairs, counters, tills, card machines etc.</p> <p>j) Working hand dryers / extra hand towels.</p> <p>k) Signage.</p> | | <p>Cleaning sheets updated to include equipment checks such as hand dryers etc.</p> <p>Avoid as far as possible any need for sharing equipment i.e. phone, keyboard, pen, mouse and desks. Where this is impossible, all shared equipment should be disinfected before use with an alcohol wipe or appropriate surface disinfectant as advised by Government guidelines.</p> |
| PPE | | L | <p>Currently wearing a face covering is optional and is not required by law, including in the workplace, except when travelling as a passenger on public transport.</p> <ul style="list-style-type: none"> • Management will remind staff about wearing face coverings on public transport to ensure no issues when travelling to and from work. • Face covering will be provided by the Company should they be required. <p>It is important to know that the evidence of the benefit of using a face covering to protect others is weak and the effect is likely to be small, therefore face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing. These other measures remain the best ways of managing risk in the workplace and government would therefore not expect to see employers relying on face coverings as risk management for the purpose of their health and safety assessments.</p> <p>Management should support their teams in using face coverings safely should they wish to be worn (or should Government guidelines make it</p> | L | <p>Should Government guidelines dictate that face coverings are to be used as part of daily operation, this is to be provided by Company.</p> <p>Ensure staff are trained on proper usage should they be worn.</p> <p>Signage implemented in staff areas regarding usage (again if required by guidelines).</p> <p>For staff to protect others – Always sneeze or cough into a tissue and which should be placed into the bin immediately afterwards. If a tissue is not available you should sneeze or cough into the crook of your arm. In ALL cases, wash your hands or use an alcohol sanitising gel immediately after coughing or sneezing.</p> |

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| | | | <p>mandatory). This means ensuring that you are communicating to your teams the following information:</p> <ol style="list-style-type: none"> Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it. When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands. Change your face covering if it becomes damp or if you've touched it. Continue to wash your hands regularly. Change and wash your face covering daily. If the material is washable, wash in line with manufacturer's instructions. If it is not washable, dispose of it carefully and do not leave laying around in workstation or back of house areas. This is the wearer's responsibility. Continue to practise social distancing wherever possible. | | |
| Workforce management | | <i>M</i> | <ol style="list-style-type: none"> Changes to when and where breaks happen. Staggering of start and finish times. When cleaning is taking place / staggered breakdown of stations. Washing hands / sanitising Clear communication. EAP. Open-door policy. Repeat communication to ensure full understanding. Ensure use of many communication types: WhatsApp, Yapster, Meeting Briefs, Signage, Notice Boards, Team Meetings. <p><u>Training</u> Training should be given to ensure that staff understand the risks associated with COVID-19</p> | <i>L</i> | <p>Ensure correct signage in staff areas where required as constant reminder to duties in situation.</p> <p>EAP information available on site to staff as well as information in staff areas.</p> <p>Team meeting for all team to understand open-door policy.</p> <p>Advise that minimum distancing rules are applied at meal breaks, or smoking / vaping breaks.</p> <p>Regular briefings to staff on latest Government and other advice regarding safe working (especially as and when advice is revised and updated).</p> <ul style="list-style-type: none"> Review fitness to work status daily based on Return to Work criteria and record this. |

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| | | | <p>and ways to protect themselves and guests and limit the spread of the virus. Training should be based on overall Government guidelines as a minimum.</p> <p>Staff should be encouraged to build on training and where possible to challenge and change working practices to further reduce the chances of cross contamination.</p> <p><u>Return to Work</u> Venues should carry out a return to work assessment, with a suggested list of criteria below. This should be carried out for <u>all staff</u> returning to work in the venue (taking into account GDPR requirements regarding sharing and storing information).</p> <ul style="list-style-type: none"> • Return to work interviews (phone) • Survey all staff to find out pre-existing conditions (procedure to check whether these conditions are relevant based on Government / NHS advice at the time) • Identify staff within high risk shielding – cannot work • Identify people living with people shielding – cannot work • Staff with symptoms / living with someone with symptoms • Staff been close to somebody who now has COVID-19 (to be developed based on upcoming NHS track and trace app) • Transport to work considerations | | <ul style="list-style-type: none"> • Reinforce controls daily. <p>The overarching Government guidance for all workplaces can be found here: https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19</p> <p>Consideration should also be given to the important area of staff mental health and general wellbeing, and this should be discussed with staff and options raised as part of your regular briefings.</p> <p>Continue to remind staff that if they have a high temperature and/or a new, continuous cough they must not come to work and follow the latest self-isolating guidance (currently 7 days self-isolation - current Government guidelines to be followed).</p> <p>Continue to remind staff that if they live with someone who has symptoms of coronavirus, they must NOT come to work and MUST self-isolate (currently for 14 days). If the staff member then develops symptoms, this must be 7 days from onset. (current Government guidelines to be followed).</p> |
| Wellbeing and support | | <i>H</i> | <ol style="list-style-type: none"> a) Talk through specific concerns. b) Talk about what can be done to help people feel safe. This may include providing information about coronavirus and what people can do to protect themselves. c) Online resources can be used to help support workers, including resources to look after their mental health through the EAP programme, | <i>M</i> | <p>EAP information (posters / leaflets) available on site to staff as well as information in staff areas.</p> <p>Information can be found here as well as also contact Operations team for guidance: www.hospitalityaction.org.uk</p> |

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| | | | <p>open-door policy and upskill are examples of procedures we already have in place.</p> <p>d) Ensure that your teams' area aware that they can continue to have conversations on concerns when they are working so they know they will be listened to and that, if necessary, action will be taken to change plans.</p> <p>e) Make sure that all members of your team know what the current guidelines are about self-isolation if they or someone in their home has symptoms and to ensure that this communication flow is easy, with no boundaries and that management are accessible at all times.</p> <p>f) Remember to use your support network. The operations team are there to help at all times. If you are unsure, need help, have a question (no matter how big or small), then pick up the phone.</p> | | |
| Compliance | | <i>H</i> | <p>a) Compliance Centre and Shield Diaries are still to be completed as part of Company Policy and Procedure.</p> <p>b) General Manager to take responsibility in ensuring all compliance paperwork is up to date, renewed, uploaded.</p> <p>c) General Manager to ensure that all current Health and Safety / Food Safety and Fire Safety Risk Assessments are reviewed and in date since last review.</p> <p>d) General Manager to ensure that all Management aware of importance of compliance and its completion.</p> <p>e) All Management to ensure that daily online checks and diary checks carried out as part of normal procedure before coronavirus.</p> | L | <p>a) Check you have diaries on site with dates applicable. If out of date, SHIELD to be contacted to obtain new diaries.</p> <p>b) Issues identified with out of date compliance paperwork to be reported to Operations team immediately, so actions put in place to fix / resolve / obtain.</p> |