

COVID-19 Risk Assessment Framework and Template

Introduction and explanation

To comply with current Government requirements for re-opening businesses in the hospitality sector, this document has been developed to form a framework for hospitality businesses to use an industry-specific template to carry out an assessment of risk of COVID-19 in their business and 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.

This risk assessment document could form the basis of discussions with the local authority or Primary Authority prior to opening to ensure that there is agreement on the risk-based approach and controls set up. By setting concerns and control measures in a logical way this will give confidence to enforcement officers and customers that due consideration has been undertaken.

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.

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.

How to use this document

- You should complete this document prior to re-opening after the lock down period.
- Use the flow diagrams provided of the typical journeys of staff and customers or amend them to suit your business. You may then immediately see that to comply with current social distancing rules, these flows may need to be adjusted, or it may require the business to be remodelled to be safe – for example you may only be able to use outdoor spaces to trade because you simply can't put people at tables safely indoors. You may need to think about new routes, for example a separate exit and entrance, reduced menus, or reduced staff numbers. This may be undertaken in draft several times and needs to be reviewed if there is a change in social distancing rules, or you find another means of controlling risk.
- When you have a flow diagram that you think will work, then you can list the steps in the risk assessment part of the documents. Many of the typical steps have been put into the template as suggestions for you.
- Carefully consider each step listed in the document and remove those that are not applicable and add any to that exist in your business.
- Then decide **which of the potential controls are suitable for your business which may be listed in the second column, or may come from other resources such as the UKH sector specific guidelines**
- **Enter the controls you will be implementing into the third column**
- If you have your own ideas which will work better, please enter these instead.
- It may be that you simply cannot use any control in a section in which case state this. At this point you may need to go back to the flow diagram stage to see if there is another way of achieving a safe offer.
- Once you have completed the risk assessment and entered of all your controls into the third column you can **delete the second column.**
- The remaining document is your personalised risk assessment.
- You should regularly review this document and keep it safe to show the Environmental Health Officer if necessary.
- You can support this document with photographs of your control measures where appropriate, and your flow diagrams as this would be useful for any discussions with the EHO which would have to take place virtually.

Risk Assessment Template

Business Name and Address: Churston Manor Hotel, Church Road, Churston Ferrers, Brixham, Devon TQ9 0JE

Name of Person who has developed this document: Jonathan Smith

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

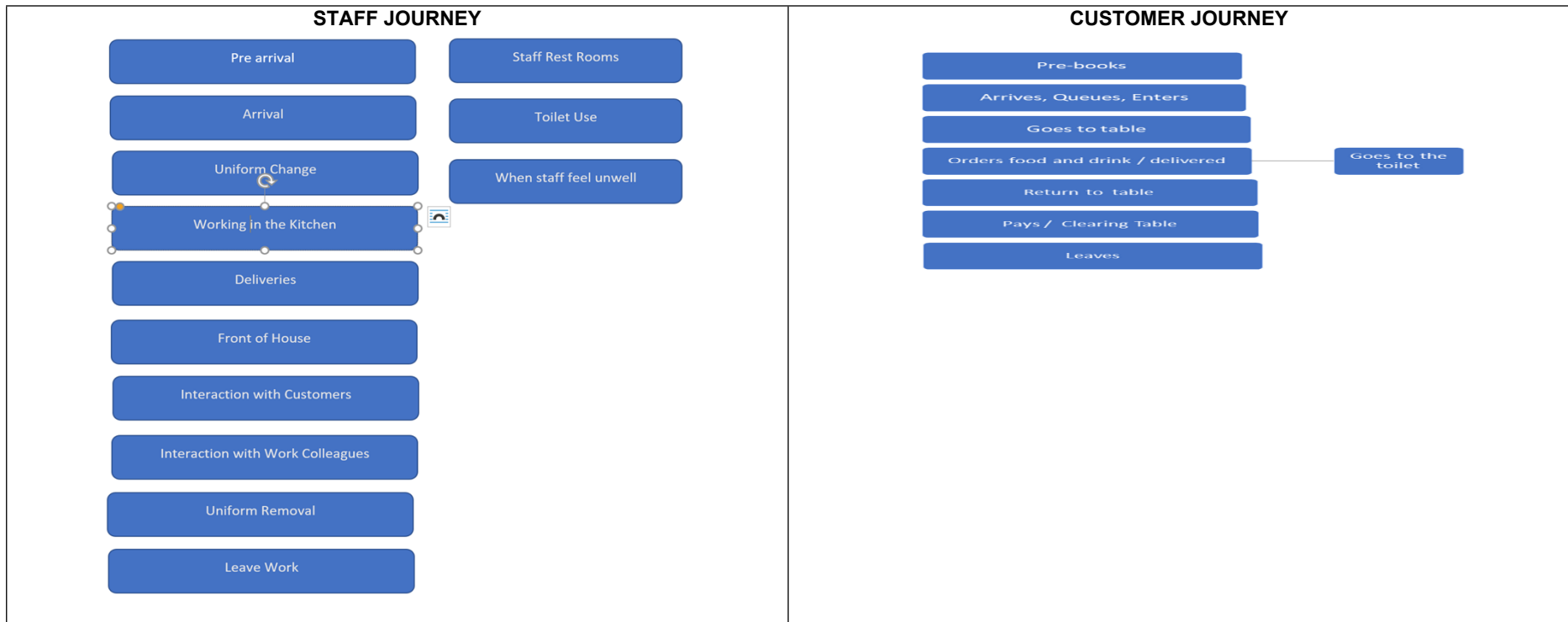
The main controls are:

- 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.

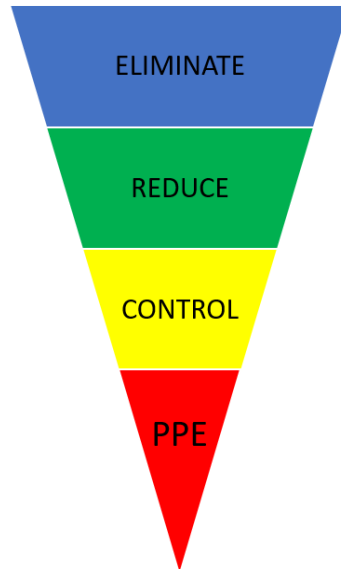
Flow Diagrams

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

Whilst considering how you are going to control Covid-19 in your business you should bear in mind how effective the measures are going to be. Use the hierarchy below to prioritise your approach.



Eliminate

- Symptomatic staff/visitors/ customers do not enter the premises
- Screening checks
- Assess the risk factors of members of staff before allowing back to work

Reduce

- Redesign layout to separate staff and customers
- Implement social distancing
- Make operation contactless

Control

- Increased handwashing and sanitising facilities
- Increased disinfection of hand contact surfaces

PPE

- Only if other measures cannot be provided consider facemasks

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

<p>Staff Journey <i>(amend as necessary)</i></p>	<p>Controls in my business <i>(Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)</i></p>
<p>Before returning to work ^a</p>	<p>Chris & Jonathan to advise all staff of their responsibilities to themselves, to other staff and to customers in relation to COVID-19.</p> <p>All staff to have completed the Punch Academy Food Safety Level 2, Health & Safety, Coronavirus Protective Action and “Ready to Serve” online training modules before returning to work.</p> <p>Plan for the minimum number of people needed at the venue to operate safely and effectively, and to comply with the government’s guidelines, currently estimated to be fifty people outdoors (only the outdoor area will be open to the public), based on 2m social distancing, corresponding to a requirement to allow sixteen square metres per person.</p>

Staff Journey <i>(amend as necessary)</i>	Controls in my business <i>(Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)</i>
<p>Pre-arrival ^b</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.</p> <p>Staff should avoid travelling to work by public transport if possible.</p> <p>Ensuring that delivery drivers or riders maintain good hygiene and wash their hands regularly.</p>
<p>Arrival ^c</p>	<p>Test the temperature of all staff on arrival and send home any staff member with a temperature.</p> <p>Carry out regular briefings for all staff using the group Whatsapp, and review problems and issues that occurred during previous service sessions.</p> <p>Remind all staff of social distancing practices (and have notices throughout the premises for staff and customers to this effect).</p> <p>Provide hand sanitiser points at entry and exit points and next to the ordering point in the bar.</p> <p>For all staff who have had no alternative but to arrive by public transport, provide staff changing room and clothing / bag storage.</p>

Staff Journey <i>(amend as necessary)</i>	Controls in my business <i>(Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)</i>
Uniform change ^d	Request staff who have had no alternative but to travel to work by public transport to change into work uniforms or newly laundered clothing on site using the staff changing room. Wash uniforms on site. Stagger use of the staff changing room. Wash hands before changing into uniform.
Moving around the building	Not applicable – only the outdoor area will be opened (and the customer toilets inside the hotel where distancing signs will be used).
Kitchens: Menu ^e	Not applicable – kitchen is closed

<p>Deliveries / Contractors ⁹</p>	<p>Order from fewer suppliers and minimise the number of weekly deliveries.</p> <p>Clear instructions to suppliers to allow safe delivery of goods.</p> <p>Safe and hygienic area made available for deliveries to be left.</p> <p>Wash hands after removing and disposing of external packaging.</p> <p>Wash hands after putting deliveries away.</p>
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Staff Journey <i>(amend as necessary)</i>	Controls in my business <i>(Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)</i>
<p>Front of House ^h Other working areas</p>	<p>Brief staff on the need to maintain social distancing behind the Bar (in practice this is likely to be one metre plus mitigation in the form of side to side working).</p> <p>Brief staff that 2m distance must be maintained from customers at all times.</p> <p>Staff to step back immediately after placing food / drinks / bills / card machines in front of customers.</p> <p>Staff to sanitise their hands immediately after handling used crockery / cutlery / card machines / till.</p>
<p>Toilet Use</p>	<p>Strict one person at a time rule, with green / red indicators on entrance doors to show when occupied.</p> <p>Clear signage asking everyone to observe social distancing while waiting.</p> <p>Monitoring of use to ensure compliance with physical distancing rules.</p> <p>All staff must wash hands after using the toilet, and again if they have touched surfaces such as door knobs on the way.</p>

Staff Journey <i>(amend as necessary)</i>	Controls in my business <i>(Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)</i>
<p>Interaction with customers^j</p>	<p>Always keep a distance of 2m between you and the customer.</p> <p>Disinfect the card machine between each use, with suitable disinfecting wipes.</p>
<p>Interaction with work colleagues^k</p>	<p>Keep a distance of 2m between colleagues.</p> <p>As far as possible, keep the same people rota'd together each time they are on, rather than mixing and matching, so that where contact is unavoidable, it is with the same people each time.</p> <p>Consider subdividing Bar into two zones so that, if more than one member of bar staff is working, distancing can be maintained and crossover instances minimised.</p> <p>Provide floor marking to signal distances 2m apart.</p>
<p>Offices</p>	<p>Only one staff member at a time to use each office.</p> <p>Disinfect all relevant surfaces with a suitable disinfecting wipe both before and after use – including phone, desk, keyboard, screen and mouse</p>
<p>Uniform Removal^l</p>	<p>Dirty uniform to be bagged at end of shift.</p> <p>Leave uniform in a demarcated part of the building for laundering.</p> <p>Wash uniform on site.</p>

Staff Journey <i>(amend as necessary)</i>	Controls in my business <i>(Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)</i>
<p>Leaving work ^m</p>	<p>All staff to wash hands before leaving work.</p> <p>Staff to social distance when leaving work.</p> <p>If uniforms cannot be washed on site for whatever reason, staff should remove work clothes and shower when they get home.</p>
<p>Back of House including common areas</p>	<p>Using social distance marking for all common areas.</p> <p>Ensure there is hand sanitiser in all areas.</p> <p>Disinfect chairs and tables before and after use.</p> <p>If staff smoke, they must wash their hands before leaving the building and only smoke in the designated area maintaining 2m distancing.</p> <p>Staff must wash their hands on re-entering the workplace.</p>

Staff Journey <i>(amend as necessary)</i>	Controls in my business <i>(Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)</i>
When staff feel unwell ⁿ	If a member of staff has symptoms of COVID-19 then: Separate the ill person from others by at least 2m; Dial 111 or use 111 online to obtain the correct advice; If possible, the ill person should wear a face covering.

Customer Journey Risk Assessment

Steps of Customer Journey <i>(amend as necessary)</i>	Controls in my business <i>(Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)</i>
<p>Capacity¹</p>	<p>Define the maximum number of customers that can reasonably follow social distancing at the premises: currently estimated as 50 outdoors, based on 2 metre social distancing equating to 16 square metres per table.</p> <p>Make sure this number is never exceeded.</p> <p>Reconfigure outdoor seating and tables to maintain social distancing of customers from different households.</p>
<p>Booking²</p>	<p>Encourage customers to use the online booking app: entry cannot be guaranteed if this has not been done.</p> <p>Timed slots, timed booking with given table number.</p> <p>Stagger bookings / time slots to avoid congestion on arrival.</p>
<p>Arrival outside venue</p>	<p>Customer Information</p> <p>Provide clear guidance on social distancing & hygiene through online booking forms and on-site signage.</p> <p>Provide written or spoken communication of the latest guidelines to workers and customers throughout the venue. Ensure copies of latest guidelines are visible in all areas.</p> <p>Encourage staff to remind customers to distance and to wash hands regularly.</p>

Steps of Customer Journey <i>(amend as necessary)</i>	Controls in my business <i>(Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)</i>
	<p>Timed dining and drinking slots.</p> <p>Polite notices to customers to inform them of what is expected of them during their visit.</p> <p>Hand sanitiser station located at the bar.</p>
<p>Queuing outside³</p>	<p>Social distancing markers to ensure distancing.</p> <p>Investigate possibility of an awning to protect customers from rain.</p> <p>Means of cigarette disposal close to hand.</p> <p>Signage to advise customers of social distancing.</p>
<p>Entering the business⁴</p>	<p>Staff to control entrance and exit. Place social distancing marking on pavement outside front door for queuing customers.</p> <p>Encourage all customers to use hand sanitiser points as they enter the property.</p>

Steps of Customer Journey <i>(amend as necessary)</i>	Controls in my business <i>(Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)</i>
Moving around the business & Walking to table ⁵	Staff to direct guests to tables to ensure guests don't sit at recently vacated tables that haven't been disinfected. Hand sanitiser points at the Bar
At the bar	Only staff should collect and return empty glasses: they should wash hands after each time they do this.
Ordering drinks ⁶	Investigate possible use of an ordering / payment app. Maintain 2m distancing when taking customer orders.

Steps of Customer Journey <i>(amend as necessary)</i>	Controls in my business <i>(Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)</i>
Clearing the table ¹⁰	<p>Customers to place tableware at the end of the table for staff to collect without having to reach across.</p> <p>Staff to clear table only when all customers have left the table.</p>
Going to the toilet ¹¹	<p>Clear signage asking customers to observe social distancing both in corridors and in toilets.</p> <p>Staff to monitor compliance with above rules.</p> <p>Clear signage asking customers to wash their hands.</p>
Paying ¹²	<p>Investigate use of ordering / payment app.</p> <p>Encourage card payment and particularly contactless payment where possible, and adjust location of card readers to maintain 2m distancing.</p>
Leaving the business ¹³	<p>Social distancing markers.</p>

Steps of Customer Journey <i>(amend as necessary)</i>	Controls in my business <i>(Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)</i>
In between customers ¹⁴	Tables and chairs to be cleaned and disinfected between customers, every time. Condiments and unused tableware removed and replaced. Sign put up on table to advise guests not to use it until cleaned.
Bar Service ¹⁵	See above.
Continuously ¹⁶	Heightened disinfection for all frequently touched surfaces: including bar surface, pump handles, refrigerator doors, glass washer buttons and door, tables, chairs, tills, card machines, telephone. All dogs must be on a lead.
Games and entertainment	Consider establishing outdoor games area (covered but open to the elements) to include pool table. Customers must bring their own darts. Pool queues and balls to be cleaned and disinfected regularly.

Cleanliness & Hygiene

Area	Controls in my business <i>(Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)</i>
Keeping the venue clean	<p>Ensure all staff have passed Punch Academy Level 2 Food Safety, Health & Safety, Coronavirus Proactive Action and “Ready to Serve” training modules.</p> <p>Adhere to Punch policy on cleaning food preparation and food service areas.</p> <p>Wedge doors open where possible, to reduce touchpoints (not fire doors).</p> <p>Frequent cleaning of objects and surfaces that are regularly touched including tills and counters, and ensuring adequate disposal arrangements for cleaning products.</p> <p>Clean all tables, chairs, trays and other surfaces and objects between use, in view the view of customers to instil confidence.</p> <p>Refer to government guidance if cleaning up after a known or suspected case of Covid-19.</p>
Hygiene – handwashing, sanitation facilities and toilets	<p>Follow Punch policy on hygiene.</p> <p>Use signs and posters to build awareness of good handwashing technique, the need to wash hands more often, avoid touching your face, cough or sneeze into a tissue which is binned safely, or failing this into the crook of your arm.</p> <p>Provide hand sanitiser points throughout the site.</p> <p>Wash hands after handling customer items and before moving onto another task. For example, after collecting used glasses, and before serving another table.</p>

Area	Controls in my business <i>(Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)</i>
Changing room	<p>Only one member of staff to use the changing room at a time.</p> <p>Enhanced cleaning of all facilities throughout the day.</p>
Handling goods, merchandise, other materials, and onsite vehicles.	<p>Cleaning procedures for goods and merchandise entering the site, and for shared equipment between each use.</p> <p>Encourage increased handwashing and introduce more handwashing facilities for staff handling goods and merchandise, providing hand sanitiser where this is not practical.</p> <p>Enhanced handling procedures for laundry to prevent potential contamination of surrounding surfaces, to prevent raising dust or dispersing the virus.</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.

Move meetings to virtual platforms such as MS teams, WebEx, Skype where possible (and experience over the past 4 weeks suggests that this is possible for most meetings).

<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

1Customer information - Health Check

You **should not visit *OUTLET NAME*** 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 **visit *OUTLET NAME*** because of the risk of increased exposure to the virus.

COVID-19 symptoms:

- **a high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **a new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **Extreme fatigue** – this means you feel extremely tired

(Source; NHS, WHO)

2What to expect when you visit *OUTLET NAME*.

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.