



REDESDALE ARMS

HOTEL | RESTAURANT | BAR

RISK ASSESSMENT – CORONAVIRUS

(COVID-19)

May 2020

HAZARD	THOSE AT RISK	CONTROLS REQUIRED	RESIDUAL RISK	ADDITIONAL CONTROLS
Spread of Coronavirus (COVID-19)	All Staff	<u>Health Screening</u> Protect all employees in the workplace to carry out their duties safely and to reduce risks of infection and monitor staff	HIGH	<p>Prior to returning to work, all staff are required to complete a Covid-19 Health Declaration, in addition to confirming whether they have suffered from any gastroenteritis symptoms.</p> <p>Employees need to declare they are for work and that neither they nor a household member have suffered with any of the symptoms of Covid-19 illness in the previous 14 days.</p> <p>If an employee makes contact to advise of Covid-19 symptoms they will be asked to self-isolate following the current NHS guidelines.</p> <p>When an employee is able to return to work, carry out the Covid-19 return to work checklist on the phone prior to their return.</p> <p>Plans to be put in place to allow for increased absenteeism due to Covid-19.</p> <p>All employees to come to work in own clothes with</p>



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				<p>washed clean uniform in bag and to change into uniform clothes on site – reverse when leaving and uniforms to be washed daily. Hotel to provide changing areas with washing facilities. One person in room at a time.</p> <p>Ensure all employees complete the Employee Checklist to confirm that they understand all the controls put in place.</p>
<p>Spread of Coronavirus (COVID-19)</p>	<p>All Staff, Visitors to your premises, Cleaners, Contractors, Drivers, Vulnerable groups – elderly, pregnant workers, those with existing underlying health conditions Anyone else who physically comes into contact with you in relation to your</p>	<p>Handwashing</p> <p>Handwashing facilities with soap and water in place</p> <p>Regular stringent handwashing taking place (See handwashing guidance)</p> <p>Drying of hands with paper towels (current research shows hand towels</p>	<p>HIGH</p>	<p>Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels.</p> <p>Remind employees to catch coughs and sneezes in tissues – Follow ‘Catch it, Bin it, Kill it’, and to avoid touching face, eyes, nose or mouth. Tissues will be made available throughout the workplace along with hand sanitiser</p> <p>Encourage staff to report any problems and carry out skin checks as part of skin surveillance programme</p> <p>To help reduce the spread of Coronavirus remind everyone of the current public health advice</p> <p>Posters, leaflets and other available are to be made available for display, and updated in accordance with current regulations and advice</p> <p>Provide an area/lidded container for employees to</p>



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	business	<p>more effective than hand dryers)</p> <p>Staff encouraged to protect the skin by applying emollient cream regularly</p> <p>Gel sanitisers in any area where washing facilities are not available</p>		<p>store all personal items in a designated area to prevent contamination of kitchens</p> <p>Provide disposable bottles of water for employees to avoid bring in reusable bottles into kitchen area</p>
Spread of Coronavirus (COVID-19)	All Staff	<p>Cleaning</p> <p>Frequently cleaning and disinfecting objects and surfaces that are touched regularlyparticularly in areas of high use such as door handles, light switches and public areas using appropriate</p>	HIGH	<p>Rigorous checks will be carried out by Line Managers to ensure that the necessary procedures are be followed at all times.</p>



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		cleaning methods		
Spread of Coronavirus (COVID-19)	<p>All Staff, Visitors to your premises, Cleaners, Contractors, Drivers, Vulnerable groups – elderly, pregnant workers, those with existing underlying health conditions</p> <p>Anyone else who physically comes into contact with you in relation to your business</p>	<p><u>Social Distancing</u></p> <p>Social Distancing – reducing the number of persons in any work area to comply with the 2 metre gap recommended by Public Health England</p> <p>Take steps to review work schedules including start and finish times / shift patterns, etc to try and reduce the number of employees on site at any one time. Relocate employees to other tasks.</p> <p>Redesign processes to ensure social</p>	HIGH	<p>Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of this. Line Managers check to ensure this is being carried out.</p> <p>Open doors and/or windows in areas to increase ventilation</p> <p>Work areas to have floor markings to section each persons' area to assist in distancing. For kitchen and bar back of house areas. Cellar area and any closed spaces like walk in fridges to have signs saying one entrant only at a time.</p>



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		distancing remains in place in all places. Ensuring sufficient rest breaks for staff.		
Spread of Coronavirus (COVID-19)	All Staff	<u>Bar and Beverage Service</u> Redesign bar area to ensure social distancing remains in place where possible		<p>Minimise bar service area so less staff are required to reduce number of people behind bar space at any one time.</p> <p>Create social distancing markers at front of bar area to allow customers to place their order then move back until order is placed upon the bar where upon employee will step back. Sneeze screens to be in place and bar stools removed</p> <p>All customers will sit at tables so as not to encourage them to be near bar area. Total table service.</p> <p>Encourage contactless payment. I think we should advertise no cash payment accepted – cash is very high risk as has to be handled several times</p> <p>Employees to wear gloves to dispense beverages</p>



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				Any dirty glasses to be placed in glass washer machine immediately
Spread of Coronavirus (COVID-19)	All Staff	<p><u>Wearing of Gloves</u></p> <p>When there is a requirement to the role, an adequate supply of these will be provided.</p> <p>Staff will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely.</p>	HIGH	Staff to be reminded that wearing gloves is not a substitute for good handwashing
Spread of Coronavirus (COVID-19)	All Staff	<p><u>Symptoms of Covid-19</u></p> <p>If anyone becomes unwell with a new continuous cough or a high temperature in the workplace they will be sent home immediately and advised to follow</p>	HIGH	<p>Internal communications through Line Managers will be carried out regularly to reassure and support employees in a fast changing situation.</p> <p>Line Managers will offer support to employees who are affected by Covid-19 or has a family member affected.</p>



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		<p>the stay at home guidance.</p> <p>Line Managers will maintain regular contact with employees during this time.</p> <p>If advised that member of staff or public has developed Covid-19 and were recently on our premises the management team will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken immediately.</p>		
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<p>Spread of Coronavirus (COVID-19)</p>	<p>All Staff, delivery drivers, contractors, visitors</p>	<p><u>Purchasing / Delivery/visitors</u></p> <p>Maintain usual supplier controls, and liaise with suppliers regularly to ensure quality of produce and to ensure they provide details of product substitutions</p> <p>For new suppliers obtain details of full supplier information including allergens</p> <p>Ensure all allergen information is up to date</p> <p>Maintain good communication with suppliers on control measures to</p>	<p>HIGH</p>	<p>Provide suppliers with detailed specifications of requirements and request confirmation in writing regarding changes to ingredients or substitutions.</p> <p>Request copies of supplier Risk Assessments and precautionary procedures.</p> <p>Consideration to be given to reducing frequency of deliveries, i.e. order larger quantities less often if storage permits.</p> <p>Provide detailed instructions as to when and where deliveries should be made – if possible, deliveries to be left outside whilst social distancing measures are adhered to. Do we need to wipe down deliveries with sanitiser wipes?</p> <p>Ask delivery drivers to sign a Health Declaration using their own pen or to send one in advance.</p> <p>Avoid sharing pens or other tools with delivery drivers by confirming receipt of good electronically. If a pen is required request this is sanitised before use or use your</p>
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		<p>ensure deliveries comply with social distancing guidelines, and practice contactless deliveries as much as possible.</p> <p>If delivery persons have to enter the premises, check they do not have any Covid-19 symptoms and maintain social distancing.</p> <p>Set up alternatives to requiring signatures</p> <p>Ask all visitors to</p>		<p>own.</p> <p>To protect kitchen uniforms disposable aprons and gloves should be worn. Gloves and aprons should then be disposed of following guidelines before re-entering the kitchen</p> <p>Posters to be placed on doors to remind employees about entering smaller spaces and to adhere to social distancing</p> <p>If we place orders via Pelican we can mark as arrived through their system, also marking off any shortages or errors.</p>
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		<p>premises to wash and sanitise their hands.</p> <p>Boxes, container or any packaging being used to transport food or equipment such as cardboard will be disposed of before entering kitchen / storage sites</p> <p>Receiving employees will wash and sanitise their hands before and after handling deliveries</p>		
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Spread of Coronavirus (COVID-19)	All Staff	<u>Food Handling Staff</u> Adhere to usual controls Restrict the number of people going into small spaces, i.e. cellar, dry store, fridge at any one time Wash hands and sanitise before and after food is handled		Use standard hygiene rules plus additional precautions for Covid-19 Regularly clean and disinfect surfaces that have been touched Kitchen staff to wear visor type masks – keep their personal one and clean regularly. Replace periodically as needed



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		Sanitise contact points such as fridge handles and door handles as soon as food has been stored.		
Spread of Coronavirus (COVID-19)	All Staff	<p><u>Front of House Team</u></p> <p>Employees should change into uniform or wear a change of clothing once at work</p> <p>Provide a daily Covit-19 briefing to staff</p> <p>Keep to social distancing guidelines</p>	HIGH	<p>Employees must clean and disinfect frequently touched surfaces and aim to maintain a 2 metre distance from customers where possible.</p> <p>Food to be placed down and move away quickly. Mask to be worn by staff</p> <p>Customers to pour their own wine / water if seated at tables.</p> <p>Tables should be cleared one at a time to reduce potential from cross contamination.</p> <p>Table layouts to be adjusted to remove any tight seating and service spots. Verify larger bookings are only one family group/household.</p> <p>Face chairs and tables in such a way to avoid being in line of breath/cough from nearest other table.</p> <p>Devise policy for walk in bookings and remove standing</p>



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				<p>areas. Plan smoking areas with distance marking.</p> <p>Gloves may be worn, but they need to be changed frequently and between serving different tables. After use they need to be disposed off in the correct manner.</p> <p>At end of service all areas to be thoroughly cleaned and sanitised using usual procedures</p>
Spread of Coronavirus (COVID-19)	All Staff	<p><u>Layout</u></p> <p>Create a new floor plan</p> <p>Manage customer numbers and queues and have plans in place to monitor and control the number of customers at any one time</p> <p>Stagger service</p>	HIGH	<p>Space tables 2 metres apart by storing extras or place a sign stating 'Not in Use'</p> <p>Use line markings in queues at 2 metre spacing where possible.</p> <p>Place someone on the door and implement a 1 in 1 out system.</p> <p>Give walk-in customers a booking time slot and advise to return then.</p> <p>Kings arms may be open for hotel guests only initially. To be reviewed.</p> <p>Encourage customers to vacate their table once they have finished</p>



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		<p>periods or have longer service periods</p> <p>Lay tables as customers arrive to reduce contact. Use individual pots of sauces, condiments, etc rather than large containers</p> <p>Do not use buffet of self-service points</p> <p>Make sure chairs and tables are spaced out to adhere to social distancing guidelines in the staff room and consider staggering breaks</p>		<p>Plan breakfast as continental room service only – KA Redesdale & No 4 have more seating areas so could operate a la carte but not buffet. Needs planning</p>
Spread of Coronavirus (COVID-19)	All Staff	<p><u>Menu and Payment</u></p> <p>Avoid menus that cannot be cleaned between customers</p>	HIGH	<p>Provide disposable paper menus, laminated ones that can be sanitised or a menu board so that customers can</p>



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		Encourage customers to use contactless forms of payment		see it. Consider use of mobile apps / website that allows customers to pre-order and pay without contact with staff Card payment only
Spread of Coronavirus (COVID-19)	All Staff	<u>Waste</u> Wear appropriate PPE and wash hands Provide more internal bins and empty them regularly Avoid touching bin lids unless unavoidable and always wash hands afterwards If more waste is being produced, check with provider	HIGH	Wear disposable gloves and disposable aprons for handling waste Provide separate closed bin lids with foot operated/hands free opening for staff to hygienically dispose of waste such as used tissues Remove bin lids on those that would not contain potentially contaminated waste



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		that they can increase collections and also about their ability to deal with potentially contaminated waste such as gloves, etc.		
Spread of Coronavirus (COVID-19)	All Staff	<u>Outside Areas</u> Consider the layout of outside areas – customers may feel safer visiting premises with outside spaces	HIGH	Ensure tables are 2 metres apart and consider temporary fencing / planters to maintain social distancing Outdoor heaters Consider further options for customers to be outside, such as erection of open sided marque
Spread of Coronavirus (COVID-19)	All Staff	<u>Kitchen / Dishwashing</u> Ensure any employee who may handle food washes their hands and sanitiser before opening the kitchen/ /starting their shift	HIGH	Ensure strict adherence to guidelines by providing adequate facilities for this to occur – hand wash, sanitiser, disposable paper towels, separate bin Employees should change into appropriate clothing once at work Provide supply of gloves suitable for this Follow usual cleaning schedule and sanitise all food contact surface, equipment and containers frequently



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		<p>Employees handling food must wear clean uniforms to each shift</p> <p>Any employee handling food should wear gloves when handling food (especially ready to eat food such as salads)</p> <p>Clean and disinfect kitchen structure and equipment regularly</p> <p>Ensure food preparation follows usual guidelines and safety controls</p> <p><u>Dishwashing</u> Follow usual standards for keeping area clean and tidy</p>		<p>(fridge/freezer door handles, chopping boards, workbenches, food preparation equipment handles)</p> <p>Wash hands and change gloves when worn when switching between tasks, handling different foods and after touching objects that are considered to be contaminated (mobile phones, door handles, clothes, etc)</p> <p>Remove waste food from plates using a tool and place directly in food waste bin.</p> <p>Plastic tubs provided containing soap and water into which items from cleared tables such as cutlery will be sorted until washed</p> <p>Place items where possible into dishwasher. Where this is not possible wash at high temperature and then sanitise</p> <p>Allow surfaces to air dry wherever possible to reduce the need for handling. Where this is not possible use a clean drying cloth</p> <p>Separate racking / storage for kitchen and customer equipment provided</p>
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		Follow usual guideline in place for drying equipment		
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I confirm that I have read and understood the following:

- Company Covid Policy
- Department Risk Assessment
- Government Guidance Website as of 23rd June 2020
- Completed my back to work Employee Health Checklist
- I will wear all offered PPE and follow government guidelines

Signed:

Date: