THE WHITE LION INN

CRAY

BD23 5JB

COVID-19 Risk Assessment

July 2020

Introduction

This risk assessment has been prepared taking into consideration the current Government guidelines at the time of writing. These guidelines are constantly being updated, so it is important that we continue to follow the advice that is issued and any changes to the Regulations and update our risk assessment accordingly.

If our local EHO wishes to see our risk assessment a copy will be available for inspection along with publishing on our website.

The risk assessment is split into 3 sections:

- Preventing the virus from entering the business, and
- Reducing the risk of transmission
- Additional Measures

Floor plan

It was recommended that we complete a floor plan of our business. Please see our floor plan on a separate sheet after this assessment

Our considerations:

Customer Journey	Staff Journey
Pre-booking	Before returning to work
Arrival	Pre-arrival
Queuing outside	Arrival
Entering the business	Uniform change
Finding a table inside / outside	Bar set up and staffing
Ordering food and drinks	Kitchen – menu
Bar service	Kitchen – staffing
Food and drink service	Deliveries / contractors
Clearing tables	Front of House
Using the toilets	Cleaning
Paying	Using the office
Leaving the business	Leaving work
Takeaway / delivery	Staff feeling unwell / test and trace

THE WHITE LION INN RISK ASSESSMENT

Hazard

COVID-19, is a respiratory disease caused by a virus that gets into the lungs. It does this directly from droplets spraying from an infected person onto another person and entering the eyes, nose or mouth. Usually this will be face to face close contact i.e. within 1m. If the infected person coughs or sneezes, the droplets can travel further.

Droplets can also land on surfaces and infected people after touching their eyes, nose and mouth can also contaminate surfaces. Others who then touch those surfaces or shake hands with an infected person can then transfer the virus to their own eyes, nose and mouth via their hands.

In the early stages of infection most people don't have any symptoms but can be shedding virus particles. Latest data suggests that seven out of 10 of those who have tested positive for coronavirus had no symptoms at all. We must therefore treat everyone as a potential carrier of the virus.

COVID-19 causes an illness which may be asymptomatic, mild, moderate, severe or fatal and this could affect staff, customers, contractors, suppliers and visitors to the business.

Main Controls:

- Making sure that people with symptoms do not enter the business
- Social distancing
- Increasing the frequency of cleaning hand contact surfaces
- Increasing the frequency of hand washing and practising respiratory hygiene

Temperature Testing, Face Coverings and Gloves

The precautionary use of additional PPE beyond what is usually worn is not recommended. They can lead to a false sense of security and social distancing and hand washing are much more effective controls therefore we have decided not to implement.

Face coverings only provide some benefit if everyone wears them and in small enclosed spaces e.g. on buses and trains this is now required. They do encourage wearers to touch their face more regularly and they need safe disposal. Medical grade PPE is in short supply and should not be worn outside clinical settings. Gloves will be contaminated the same way that bare hands are. They are only effective if they are replaced after each use. Effective washing of hands when they may have been is the best control measure.

Temperature testing staff should be treated with caution. It is not an accurate way of determining if someone if free from COVID-19. Infra-red thermometers do not have a high degree of accuracy, there is a risk of false negatives (i.e. high temperature for other reasons) and as above, up to 70% of people carrying COVID-19 do not have any symptoms and not everyone experiences a high temperature as a symptom of COVID-19. However, we decided it would help provide some degree of comfort that we temperature check our residents and guests to minimise potential risk.

Step	Government Suggested Control Measures	Controls in My Business

Preventing the virus from entering the business.	• Return to work interviews by phone to identify employees who should not return i.e. the high-risk shielding group and those who live with them.
	• Ongoing Personal Risk Assessments for new and expectant mothers and those who are at increased risk of severe illness from COVID-19. Reasonable adjustments must be made, and they must take extra care in observing social distancing whilst at work.
	• Staff must not come to work if they have the COVID-19 symptoms and must self-isolate for 7 days or if someone they live with has the symptoms (14 days self-isolation).
	• If they develop symptoms whilst at work, they must inform their manager and go directly home and self-isolate for 7 days.
	• Uniforms and work clothes must freshly laundered and not be worn on public transport. If public transport is used, staff must change into their work clothes on arrival.
	• Measures will be put in place to ensure that customers are as far as reasonably practicable free from COVID-19 before entering the business including:
	   o A notice should be displayed requesting that customers do not enter if they have symptoms of COVID-19.
	   o Hand sanitiser placed at entrances with a notice to encourage customers to use them before entering.
	• All contractors and visitors must abide the rules of personal hygiene and social distancing whilst on the premises.
	• Social distancing controls to be observed when taking in deliveries of food and drink.
		2 members of staff. Telephoned both asking if they wanted to return to work. Explained measures we will take, reassuring safe practice to minimise risk.
		
		N/A at present-check with staff members for close family.
		
		Daily check sheet to be filled in and staff welfare catch up check in place.
		
		Both staff travel in their own transport which minimises risk of public transport contamination.
		Hand sanitiser placed before entering the property, PPE available if preferred.
		
		Delivery drop point and clear access provided with designated area distanced.

Step	Government Suggested Control Measures	Controls in My Business

Reducing the risk of transmission	• As far as possible, staff must not cover shifts in other pubs to restrict the number of colleagues interacting with each other.
	• Every reasonable effort must be made to comply with the social distancing guidelines set out by the government.
	• Where the social distancing guidelines cannot be followed in full in relation to a particular activity, all mitigating actions possible will be taken to reduce the risk of transmission between staff, customers, contractors, suppliers and visitors by:
	    ○ Increasing the frequency of hand washing and surface cleaning,
	    ○ Using back to back or side to side working rather than face to face whenever possible,
	• Where staff live in the same household, social distancing will not be needed e.g. in kitchens or behind the bar. You should communicate this to your customers to avoid any concerns.
	• The social distancing measures will apply to all parts of the business, not just where staff usually work, but also entrances and exits, changing areas and team rest areas, smoking areas etc.
	• A 'one person only rule' for small spaces will be applied as appropriate to the back office, team rest room, stock rooms, changing rooms, walk in fridges and freezers etc.
	• As far as possible the sharing of equipment will be avoided. Where equipment needs to be shared it must be wiped down with sanitiser on a clean cloth before and after each use.
	• Tables both inside and outside should be identified as those that can and cannot be used to maintain social distancing. Tables outside
		Limited staff working and with the same team in operation.
		
		Controls measures in place to make sure flow of guests and staff with entrances and exits.
		
		Compulsory hand washing after each transaction and activity. Individual handwash given to staff as well as stations.
		
		Guidelines in place for work areas and training given. Flow system for service staff.
		Included in our notices and literature.
		
		Use of flow system and separate breaks with distancing given.
		Chef has own accommodation onsite to have a break. Housekeeper works part time and leaves when duties complete.
		
		Designated areas for staff and flow system.
		
		Equipment cleans after each use. Notices to be present.
		
		Outside tables given 2 metres distancing to allow plenty of sitting and standing space around the table. Only 4 persons to each table.

	should be moved to provide the required distance between guests. Additional table chairs can be	
Step	**Government Suggested Control Measures**	**Controls in My Business**
Reducing the risk of transmission (continued)	provided in function rooms, gardens and car parks and pavements may be used if licensing rules are relaxed. The maximum number of customers for both inside and outside can then be calculated. • Tables out of use will have a sign to say that they are out of use. These tables may be used as delivery points for food and drink and collection points for empty glasses, used crockery and cutlery. • For garden only service, making use of available doors, plan a one-way system for entry and exit and where possible a separate route of entry to use toilets. Signs should be used to help customers to navigate the one-way system. • During busy times a host/greeter will be required to control entry when capacity is reached. Chalk lines should be marked outside to manage social distancing for customer queueing to enter. • Floor markings must be placed at till order points so that customers know where to stand to keep the required distance from the staff taking orders. • For garden only service, a separate collection point should be set up and customers should be encouraged to clear empty glasses and crockery to this point to allow the team to collect whilst maintaining the social distance requirements. • Toilets – notices should be provided requesting that customer respect social distancing whilst using the facilities. • Where the facility is available, customers should be invited to book in advance so capacity can be managed and staggered. • No menus, cutlery and condiments will be provided on tables.	Entrance and exit to create flow from pub. Maximum numbers strictly monitored. Unused tables and any equipment removed. Small number of tables, spaced 2m we can deliver table service. Flow system in and out. All clearly marked and monitored. Host will advise of availability and control the flow. Lines to be clearly marked. Order point to be clearly set out for customers. Staff point marked out. Outside service has slight benefit of direct sunlight killing virus, better air circulation, more space. Limited number of 4 tables only. Toilets to be cleaned at 30 minute intervals with schedule and signature on display. Restaurant reservation system in place with bookings allocated at intervals. Walk in trade predominantly lunch, first come first served in the restaurant. When capacity reached, we will decline custom. Individual condiments provided, one use. Breakfast buffet will be now made to order, with table service.

Step	Suggested Control Measures	Controls in My Business
	Disposable menus or chalk boards should be used. Condiments will be provided in sachets/rip pots or ramekins. • Self-service should not be permitted e.g. buffets, salad bars, carvery vegetables etc.	
Reducing the risk of transmission (continued)	• Contactless payment should be encouraged. • Gaming machines, pool tables and darts equipment included in the enhanced hygiene regime. • Manager should check daily before the team arrive for work that hand washing facilities are available and adequately supplied and supplies of disposable cleaning cloths, blue roll and sanitiser spray is made up and ready for both Front of House and Kitchen. • As the team come on shift the manager should confirm their health status, correct clean uniform is worn and the team have been briefed on the social distancing measures, enhanced hand washing and cleaning duties. • An enhanced cleaning regime should be implemented. Including sanitising tables, chairs and highchairs each time they are turned and a regular wipe down of hand contact surfaces behind the bar, front of house, toilets and kitchen areas. • Non fire doors to be wedged open to reduce touchpoints. • Air circulation front of house will be maximised by opening windows and doors to provide ventilation where possible. • The size of bar will determine how many staff can work safely in the space and observe social distancing. Staff must step back to allow customers to make payments and pick up drinks. • Bars must set up so that each bar tender can have their own workspace to meet the social distancing requirement. Glassware	Contactless available. N/a Daily pre-opening checklist to be completed. Hand sanitising station on entry to the pub, and to be used throughout the day. Checklist to be completed. Staff briefing given with safety checks. Cleaning of outside tables, inside tables, glassware, cutlery, crockery all sterilised in commercial machines. Clean as we go policy, sanitising everything. Doors opened to reduce contact and improve air flow. Usually one person behind the bar but adequate space for 2 if necessary. Sanitising products and clean as you go, hand wash policy every 15mins. Reduced the bar space to serve only a couple at a time. Queue positions spaced at 1.5 m 3 positions to queue then customers asked to wait outside. Clear signage on entry, sanitising, queue etc. Only 1 staff member with ppe. All fridges stocked pre service by same staff member.

	and fridges need to be stocked so that staff do not need to cross over each other. • In small kitchens a limited menu should be designed that will allow the cookline will be a single person operation. • In larger kitchens the cookline will be likely be limited to a two-person operation. A 'starting chef' who will complete the	Limited menu with 1 chef. Keys cleaned for guests, reduced paraphernalia in rooms/snug. Laminated wipe down menus/disposable menus. Glass collecting using trays, training on how to pick up items and clear, with hand wash basin after dropping in kitchen. N/a
Step	**Suggested Control Measures**	**Controls in My Business**
Reducing the risk of transmission (continued)	majority of the cooking and a 'finishing chef' who will do final plating, starters and desserts. Cross overs must be minimised e.g. for hand washing and where necessary completed back to back. • Access to kitchens to be minimised to as few people as possible. In most kitchens this will be restricted to a single front of house staff member at a time. In/Outdoors to be used where provided. • Contact at the pass and pot wash area to be minimised by the kitchen staff stepping away to allow the front of house staff to pick up food orders or drop off dirty plates etc. • Ensure staff know and understand how to manage a situation when customers fail to follow the processes put in to place to protect people's safety. If a customer's actions put another customer or staff at risk this should be referred to the manager and dealt with using conflict management and the right to refuse service. • Back office equipment will be shared by the smallest number of staff as possible. Keyboard, mouse, door handles, safe etc. should all be sanitised before each use.	One chef in the kitchen 5 days, 2 chefs with adequate spacing 2 days. One FOH member with chef on duty. All disposable. Pot wash area limited use and done in designated area. Briefing and system in place for customers who fail to comply. Staff to distance immediately and manager to intervene. Only management to use. Till system to be sanitised regularly. One member of staff operates till on duty usually.

Additional Measures:

To be emailed to residents before arrival.

As the world reopens, we look forward to welcoming guests back to The White Lion Inn. When you next stay with us there will be some changes, but you can always expect the same, warm welcome as we make a responsible approach to reopening, we have thought hard how we can provide a lower risk environment for our guests without intruding on comfort during your stay.

Temperature Check On Entry

In order to protect other guests and staff we would ask you to check your temperature before starting the journey to The White Lion Inn. We would like to take a temperature check on arrival for guests/staff. We will use an infra-red thermometer which is quick, contactless and unobtrusive. Readings with fever/high temperature 38C or greater we would refuse entry.

Hand Sanitising Station

On arrival we will have a hand sanitising station positioned all day. We ask all our guests to use before entering The White Lion Inn and frequently during the stay. Antibacterial and sanitising solutions are available throughout the property.

Toilets

We would request guests to use their own ensuite toilets during their stay to reduce contamination risk. However the pub toilets will be open with a thirty minute cleaning schedule.

Fogging Machine

All rooms and general areas will be sanitised using a fogging machine. This emits a fine mist providing a large-scale layer of sterilisation. This treatment is used in 'Clean Room Technology' throughout the pharmaceutical sector and hospitals. A non-toxic yet highly effective disinfecting solution sterilises 99.9% of viruses and other air and surface contaminants.

Social Distancing

Accommodating all our rooms we have arranged the furniture in the restaurant with as much separation is possible. We will allocate tables closer to the exits to your rooms to lower crossing paths with other guests. We provide table service for our guests mainly and if approaching the bar keep to one person/couple at a time.

Walk-in Trade - The White Lion Inn

Lunch will be limited to nine inside tables and four outside picnic tables.

Dinner subject to reservations only.

One person/couple at the bar at a time, no gathering.

Queuing one metre apart permitted limited to three positions in the queue from the entrance. Markers are placed on the floor to assist in distancing.

Table reservations limited to maximum of six guests, availability permitting.

Housekeeping

We request residents place all bedding, towels and linen in a plastic bag provided on departure. We appreciate this is an imposition on our hospitality experience but feel it is important to minimise risk for the pivotal staff who perform this role, myself included, in changing the rooms to continue operating.

Sign off
I have carried out a COVID-19 risk assessment and shared the results with the people who work here (see over)

Signed:	*CBailes*	Print Name:	Chris Bailes
Date:	**2.7.2020**	**Job Title:**	**Director**

This is a working document and will be updated regularly.

Team:
I understand the controls that I must follow as outlined in the risk assessment above:

Team Member Name:	Signature:	Date: