# Risk Assessment – COVID 19 Transmission

## The Masons Arms BOH & FOH, Customers & Trade

## Assessment updated by: Lewis Phillips (General Manager)

## Date of next review: 31/11/20 Date assessment updated: 22/09/20

| What are the hazards? | Who might be harmed and how? | What are you already doing to control the risks? | | What further action do you need to take to control the risks? | | Who needs to carry out the action? | When is the action needed by? | Done |
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| Transmission Covid -19 **Deliveries** | Employees and Trades |  | | Ensure deliveries are made to the Staff Entrance and staff receipt from there to avoid unnecessary entry to property. Staff to sanitise hands immediately after handling delivery. | | All Staff | Staff to be briefed on return to work 04/07/20  Ongoing |  |
| Transmission Covid -19 **Deliveries – Lift to 1st Floor** | Employees, Trades and Customers |  | | Lift to be cleaned after transporting deliveries to 1st floor | | All Staff | Staff to be briefed on return to work 04/07/20  Ongoing |  |
| Transmission Covid -19 **Delivery (Beer & Wet to Cellar** | Employees & Trades |  | | Wet stocks to be delivered into cellar by the Dray, one person at any one time in cellar - Ventilation | | All Staff | Staff to be briefed on return to work 04/07/20  Ongoing |  |
| Transmission Covid -19 **Contractors, Tradesmen, Reps** | Employees, Trades & Customers |  | | Any repairs or tradesmen, service visits to be directed to quiet times of the day to avoid others, No meetings with trade reps unless essential  Must complete the NHS Track and Trace LP | | All Staff | Staff to be briefed on return to work 04/07/20  Ongoing |  |
| Transmission Covid -19  **Staff Room** | Employees |  | | One person at a time in Staff Room, stagger breaks, hand sanitiser to be available in room, to be used on entry and exit. | | All Staff | Staff to be briefed on return to work 04/07/20  Ongoing |  |
| Transmission Covid -19  **Staff Toilets** | Employees |  | | Staff must use Staff toilets on first floor, hand sanitiser available | | All Staff | Staff to be briefed on return to work 04/07/20  Ongoing |  |
| Transmission Covid -19  **Staff – Uniform, Whites, Aprons** | Employees & Customers |  | | Uniform/Whites/Aprons, not to be worn outside the premises, bring to work and put them on at work. On long shifts and whenever possible bring two sets so a mid-shift change can be affected if necessary.  All staff belongings to be stored in the staff room. | | All | Staff to be briefed on return to work 04/07/20  Ongoing |  |
| Transmission Covid -19  **PPE – Face Masks** | Employees & Customers | |  | | Following Gov guidance masks are not mandatory but should either employee or customer wish to wear them that’s okay. We have masks in stock for employees who choose to do so.  22.09.20 UPDATE  All FOH staff to wear face masks at all times.  Housekeeping to wear face coverings, gloves and disposable aprons on cleaning bedrooms.  Room refreshes will only be available on request. LP | All | Staff to be briefed on return to work 04/07/20  Ongoing |  |
| Transmission Covid -19  **Office & Reception & PC Use** | Employees & Customers | |  | | Wherever possible BOH to use Managers Office & PC, FOH staff to use Reception PC, only 1 person in each area at any one time. Hand sanitiser to be available.  No Hot desking, only LP and MH to use their own desks in the office. LP |  | Staff to be briefed on return to work 04/07/20  Ongoing |  |
| Transmission Covid -19  **Staff - Meetings,** | Employees | |  | | Any staff briefings meetings to be held in Ball Room to facilitate safe distancing. | All | Staff to be briefed on return to work 04/07/20  Ongoing |  |
| Transmission Covid -19  **Customer Service** | Employees & Customers | |  | | Customers to be seated orders of food and drink from table along with payment, food and drink served to table | All | Staff to be briefed on return to work 04/07/20  Ongoing |  |
| Transmission Covid -19  **Contact Tracing - Details** | Employees & Customers | |  | | When customers are seated, request a form is filled out Name, Email and Telephone number, to be held for contact tracing purposes for 21 days, create a form to facilitate, it is not mandatory that the information is provided.  NHS Track and Trace to be used from 24.09.20 in line with government guidance. LP | All | Staff to be briefed on return to work 04/07/20  Ongoing |  |
| Transmission Covid -19  **“Single Use”**  **Consumables- Menus- Salt & Pepper Pots** | Employees & Customers | |  | | Wherever feasible and practicable use single use methods of dispense, to include, salt and pepper sachets, menus and wine menu, napkins, sauce dispense  Salt and Pepper to be used in original pots, but sanitised after each use. LP | All | Staff to be briefed on return to work 04/07/20 |  |
| Transmission Covid -19  **Customer Service** | Employees & Customers | |  | | Food and Drinks along with wrapped cutlery to be delivered to the Table on a tray, trays to be cleaned after each use. Wherever possible minimal contact with plates cutlery glasses. | All | Staff to be briefed on return to work 04/07/20  Ongoing |  |
| Transmission Covid -19  **Customer Service** | Employees & Customers | |  | | Wherever possible customers to pay by card  At the tables when a bill is produced.  Table payments only allowed. LP | All | Staff to be briefed on return to work 04/07/20  Ongoing |  |
| Transmission Covid -19  **Floor Plans, Table Layouts & Capacities** | Employees & Customers | |  | | In line with Gov guidance and the 1 metre plus with mitigation, the capacities are as follows, Main Bar 36, Library 11, outside Library 6, Habits Bar 20, these numbers should not be exceeded | All | Staff to be briefed on return to work 04/07/20  Ongoing |  |
| Transmission Covid -19  **Floor Plans, Table Layouts & Capacities Staff** | Employees & Customers | |  | | **Floor Plans on file**, each area to be set in this fashion at start of business, relaying as customers come & go during day, sensible movement of chairs whilst being mindful of capacities | All | Staff to be briefed on return to work 04/07/20  Ongoing |  |
| Transmission Covid -19  **Kitchen Area** | Employees & Customers | |  | | Kitchen area to be restricted to BOH staff wherever possible. | All | Staff to be briefed on return to work 04/07/20  Ongoing |  |
| Transmission Covid -19  **Kitchen Area, Walk in Fridge** | Employees & Customers | |  | | One person only in Walk in Fridge, one way route anti clockwise around kitchen for BOH staff | BOH | Staff to be briefed on return to work 04/07/20  Ongoing |  |
| Transmission Covid -19  **Ventilation – All Areas – Windows and Doors** | Employees & Customers | |  | | Wherever possible and comfortable given changing weather windows to be open to enhance ventilation, Rooms, Kitchen, Main Bar Area. Doors to be left open but not fire doors. | All | Staff to be briefed on return to work 04/07/20  Ongoing |  |
| Transmission Covid -19  **Work Rotas** | Employees & Customers | |  | | When formulating Rotas and work patterns endeavour to create Pods of employees to reduce exposure to each other. | All | Staff to be briefed on return to work 04/07/20  Ongoing |  |
| Transmission Covid -19  **Day time cleaning** | Employees & Customers | |  | | In addition to normal routines and measures all high contact point to be sanitised every 2 hours. Eg, door handles, tills, handles of beer pumps, fridge & freezer handles, work surfaces, telephones, coffee machine and grinder | All | Staff to be briefed on return to work 04/07/20  Ongoing |  |
| Transmission Covid -19  **Day time cleaning** | Employees & Customers | |  | | Ensure tables are thoroughly cleaned between each use | All | Staff to be briefed on return to work 04/07/20  Ongoing |  |
| Transmission Covid -19  **Customers Hand Cleaning on Entry** | Employees & Customers | |  | | Provide sanitising stations at the Main Entrance and Library | All | Staff to be briefed on return to work 04/07/20  Ongoing |  |
| Transmission Covid -19  **Customer Toilets** | Employees & Customers | |  | | One person at a time, create process controlled at Reception, one in and out | RP & FOH | Staff to be briefed on return to work 04/07/20  Ongoing |  |
| Transmission Covid -19  **Hand Sanitiser** | Employees & Customers | |  | | Hand Sanitiser to be available on Bar, Reception and in toilet areas | All | Staff to be briefed on return to work 04/07/20  Ongoing |  |
| Transmission Covid -19  **Hand Cleansing & Hygiene Guidance** | Employees & Customers | |  | | Poster, instructions to be provide at all hand cleaning/sanitising points, Entrances, Toilets, Staff Room | All | Staff to be briefed on return to work 04/07/20  Ongoing |  |
| Transmission Covid -19  **Customer Toilets Library** | Employees & Customers | |  | | Customers Male & Female to use disable toilet in Library, to prevent unnecessary congestion in main toilets and circulation of people in building. | All | Staff to be briefed on return to work 04/07/20  Ongoing |  |
| Transmission Covid -19  **Newspapers Customers** | Employees & Customers | |  | | No Newspapers in Hotel until further notice, touch point risk | All | Staff to be briefed on return to work 04/07/20  Ongoing |  |
| Transmission Covid -19  **Flowers Table Flowers** | Employees & Customers | |  | | No Table Flowers until further notice | All | Staff to be briefed on return to work 04/07/20  Ongoing |  |
| Transmission Covid -19  **Working from Home** | Employees | |  | | Bookkeeping currently done off site, continue to do so. Given the nature of the work all other activity based on site. Limited amount of support provided remotely by staff off site, continue where possible. | All & Jo | Staff to be briefed on return to work 04/07/20  Ongoing |  |
| Transmission Covid -19  **Hotel Rooms** | Employees & Customers | |  | | Remove bath robes from Rooms, customers to request | All | Staff to be briefed on return to work 09/07/20  Ongoing |  |
| Transmission Covid -19  **Hotel Rooms** | Employees & Customers | |  | | Remove all small ornaments temporarily and Winter Blankets | House | Staff to be briefed on return to work 09/07/20  Ongoing |  |
| Transmission Covid -19  **Hotel Rooms** | Employees & Customers | |  | | Remove all promotional literature & flyers, keep in place fire instructions & updated Room Directory | House & All | Staff to be briefed on return to work 09/07/20  Ongoing |  |
| Transmission Covid -19  **Hotel Rooms** | Employees & Customers | |  | | Ensure towels are changed daily withstanding used or not, attention on sanitizing remote controls | House | Staff to be briefed on return to work 09/07/20  Ongoing |  |
| Transmission Covid -19  **Hotel Rooms** | Employees & Customers | |  | | Basin, bathroom, container to have “ Hand Sanitiser “label on it | House & All | Staff to be briefed on return to work 09/07/20  Ongoing |  |
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