



Covid-19 operational advice and risk assessment

Reviewed and Revised 25/09/2020

Brucan Pubs have identified three key principles and procedures as we look towards re-opening venues, in order to play our part in the national economic recovery.

This is caveated by our board members being clear they do not wish to move ahead with re-opening before the time is right in this regard and there is a willingness to remain closed in support of the Government health-led advice in place.

- 1. A phased approach determined by social distancing guidelines**
- 2. Continued and enhanced support for closed businesses (furlough, rents, financing) and tapered support for businesses able to partially open and are initially loss making**
- 3. Industry-developed operational protocols and advice (such as this document)**

We have been operating successfully to high standards within the existing requirements of Health & Safety in the workplace, food hygiene and licensing conditions. In particular, existing licensing conditions ensure our pubs operate a professional, managed and safe environment for the consumption of alcohol. Overall, we feel our pubs will be well equipped to successfully implement operational protocols in their business, based on the below advice.

To do this, we have undertaken an individual risk assessment for each of our pubs, outlining how we are meeting these guidelines and carry these out in our businesses to keep our staff and customers safe.

We envisage compliance checks will be carried out by enforcement bodies such as Environmental Health Officers, and these will be responsible for checking our risk assessment, evidence and the operational practices in place in our establishments.

Advice to staff

Staff must not come to work if they have symptoms of COVID-19 or live in a household where someone has COVID-19.

Staff will be regularly briefed and given training to ensure that the protocol is implemented and thoroughly applied.

Know the routes of transmission

- 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, 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.
- Possible transmission from faeces to hands and then directly or indirectly to the body via hands and hand contact surface transfer.

Be prepared

- Because it is believed that Coronavirus is infective during the 14-day incubation period, you could be carrying it without having any symptoms and wouldn't know; others you are in contact with may also be carrying the virus without any symptoms and could be infectious.
- Taking preventive measures means assuming that everyone may have it and taking action accordingly. It is not a waste of time and is actually very cheap to implement the most effective measures, because these involve firstly washing your hands at critical times and second keeping dirty hands away from your face.
- Increasing the frequency of disinfection of hand contact surfaces in public areas will help to reduce the risks, and whilst many businesses are now closed, those that remain open need to increase disinfect tables, chairs, doors and door handles and any other touch points.
- The precautions for this virus are pretty much the same as for any respiratory virus, so should also help to reduce the risk of getting other flu and cold viruses as well as norovirus which can be transmitted through poor hygiene.

Return to work

For each of our Pubs we will carry out a return to work assessment of our staff and their circumstances, in line with the list of criteria below.

This will be carried out for all staff returning to work in the pub environment (taking into account GDPR requirements regarding sharing and storing information)

- 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 111 advice at the time)
- Identify staff within high risk shielding group – cannot work
- Identify people living with one of the 1.5 million people shielding – cannot work
- Staff with symptoms / living with someone with symptoms
- Transport to work considerations

Consideration will also be given to the important area of staff mental health and general wellbeing, and this will be discussed with staff individually and options raised as part of your regular briefings. Remind staff of the resources available to them, both within the licensed trade through the Licensed Trade Charity, as well as any employer-specific resources and general advice available from the NHS and local mental health charities.

Hand washing

- First and foremost, ensure all staff wash their hands immediately upon arrival at work or when they re-enter the workplace having been outside.
- Duty managers/appropriate person must remind everyone to wash their hands following recommended practice at the start of every shift (separately to washing hands at arrival).
- Hands should be washed using soap and water and following the guidance provided by UK Government. Alcohol hand sanitiser may also be used if available and, must have an alcohol content at least 60%. Alcohol gel sanitisers are a good additional resource and should be positioned to encourage use by staff and customers alike.

Advice for staff to take home

A general commitment on the importance of hygiene to prevent spread of COVID-19 will be regularly communicated to staff, infection and quarantine guidelines, and actions to reduce risk of infection in the home through daily team briefings and on-site signage.

- Advise everyone to wash their hands as soon as they get home from shopping or work, particularly if they have travelled on public transport.
- More and more households have been in closer contact with each other than normally. Children are at home from school and family members may be staying. Anyone could be infected and may not know it for 14 days. This means personal hygiene and disinfection at home is even more important than ever. Passing on messages to your workforce to help keep them safe at home is a must.
- Key times to wash hands at home are:
 - Always when you arrive home
 - Always when you go out (e.g. when you may touch things such as carpark buttons, petrol pumps etc)
 - Always after going to the toilet
 - Always after blowing your nose or touching your nose
 - Always before putting contact lenses in or out
 - Always after loading the dishwasher (dirty plates may be contaminated)
 - Always before emptying the dishwasher or drying washed dishes (dirty hands will contaminate the clean crockery and cutlery)
 - After cleaning
 - After handling laundry
 - Before handling clean laundry
 - Before preparing ready-to-eat food
 - After preparing raw food (food safety issue, but still important)
 - After unpacking a delivery parcel or shopping
 - Before taking drinks or snacks to others in the household
 - Before eating with your fingers
 - After handling refuse
- Keep your hands away from your face, particularly your eyes and nose

Your hands can pick up virus particles on any surface that is contaminated – anywhere where an infected person may have touched, or where someone has unwittingly transferred the virus from one contaminated surface to another. NEVER touch your eyes or inside your nose unless you have just washed your hands.

- Don't shake hands.
- Stay apart as much as you can and turn away from people on public transport if you can, particularly if they are coughing or sneezing.

Staff protection

- A plan for the individual site and kitchen will be developed that takes account of the specific characteristics of the premises, reviewed and communicated to all staff, as part of the overall operational risk assessment for the specific business.
- Staff serving customers or taking payments must be protected, and whilst at the moment there is no obligation to use masks, wherever possible staff must keep the minimum distance away from customers as set out in Government guidelines. Where maintaining the distance is not possible, other mitigating measures should be considered.
- Implementation of measures best suited to the business and to protect staff and customers will be informed by the risks posed by the main routes of transmission.
- More frequent cleaning regimes will be implemented, in particular to disinfect all high throughput areas and frequently touched surfaces such as bar tops, tables, chairs, counters tills, card machines etc.
- For staff break areas we will use staggered timings so that staff have specific slots to come for their meals/break to reduce bunching up.
- Avoid as far as possible any need for sharing equipment i.e. phone, keyboard, pen, mouse and desk in the pub back office. Implementation of one in, one out rules for office spaces and single manager shift responsibilities to reduce risk.
- all shared equipment should be disinfected before use with an alcohol wipe or appropriate surface disinfectant as advised by Government guidelines.
- Maintain minimum distance rules when taking deliveries and where possible use digital forms of delivery verification.
- Advise that minimum distancing rules are applied at meal breaks, or smoking / vaping breaks. FREQUENCY OF SMOKING BREAKS TO BE RESTRICTED TO FURTHER REEDUCE RISK
- For staff not wearing uniforms it shall be mandatory that staff change into their work clothes on arrival at work
- Uniforms should be washed at temperatures above 60°C or a laundry sanitising agent used if the fabrics can't be washed at such a temperature
- 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
- For cleaning contaminated surfaces in the pub, use only the supplied disinfectants and sanitisers that are effective against bacteria as well as cold and flu viruses.
- 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). Daily checking of staff temperatures on arrival to work will form part of our overall risk assessment and operational plan.
- 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.

PPE

Provision and use of protective clothing and equipment for staff, based on their specific roles, will be entirely compliant and in line with Government and PHE guidance. PPE requirements will reflect the extent of risk and characteristics of each role within the pub.

Training

Training will be issued via FLOW to ensure that staff understand the risks associated with COVID-19 and ways to protect themselves and customers and limit the spread of the virus.

No team member will be permitted to work unless this has been completed.

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.

Advice to staff working in pub kitchens

- Use disinfectants and sanitisers that are effective against bacteria as well as cold and flu viruses.
- Cleaning regimes for kitchens will be enhanced to reflect the need to reduce risk from coronavirus as well as maintaining all expectations relevant to a food business regarding hygiene.
- Controls will be put in place to restrict movements of staff to maintain official social distancing measures where possible i.e. include one person at a time allowed in the chilled stores or dry stores, or the changing rooms and toilet.
- Handwashing of glassware, plates and cutlery should be avoided where possible with glassware washed separately from plates and cutlery.
- Where handwashing is necessary, staff should wear rubber gloves and use suitable products for cleaning and sanitation.
- During rinsing processes, temperatures above 60°C are reached, as disinfection of crockery and glasses requires this.
- Cloths and sponges etc used for cleaning should be changed daily and similarly used materials disposed of safely on a daily basis. Polishing cloths used for drying should be changed on a daily basis an
- We will implement a restricted menu to help to ensure that access to food can be effectively controlled and monitored.

Customer protection - Public bar operations

We recognise that the bar area in our pubs will be a challenging area to operate under physical distancing requirements. During reopening we will operate a strict no vertical drinking policy which will remain under constant review.

In each review, before any changes to operational procedures are made, we will consider that:

- Assessments of the flow of staff and customers in the pub as part of the risk assessment dictate that it will be suitable mitigation to encourage table service only.
- For bar orders, people will need to be told to keep the minimum safe distance from bar staff as well as from other customers waiting in a queue to be served – e.g. as directed by tape marks on the floor.
- Measures to consider include managing the bar to create directional movement of customers ordering drinks at a till point, then moving to a second point to collect their drinks. Advise that empty glasses are collected from tables by staff, and customers discouraged from returning empty glasses to the bar.
- Restrictions on customers remaining at the bar after ordering and to eat and drink.
- The need to manage levels of distancing in queues or at the bar – for example floor markings. Customers 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.
- We will identify potential pinch points in the pub, and take action to resolve or mitigate, this process is evidenced in the risk assessment.
- Customers informed of access restrictions and distance regulations by appropriate notices.
- Make available alcohol hand sanitiser (with minimum 60% alcohol content) for dispensers at bar (point of sale and/or order) and at external doors.
- Measures to control physical distancing in any queues / waiting areas in the business will be implemented
- Advise customers not to enter if they have symptoms of COVID-19.
- As part of our risk assessment, we have a plan specifically for communicating and controlling access to customer toilets to ensure compliance with physical distancing rules and ensure all staff aware.
- This is to include the provision of additional facilities in car park areas using hired trailers and closing of urinals in part or full to ensure distancing guidelines are met.
- Cleaning regimes for toilet facilities will be increased to every 20 minutes and will ensure the use of disinfectants and sanitisers that are effective against bacteria as well as cold and flu viruses.
- Clean bar tops on a regular basis and table surfaces immediately after use.

- Clean high throughput areas, toilet facilities and regular touchpoints including door handles, push plates, PDQ machines, customer information screens, amusement machines on a regular basis.
- We will operate a no cash policy and contactless transactions where possible.
- Through the use of signage and marketing emails, we will promote the measures being taken by the staff and the pub operator, so customers are aware of their own responsibilities to create a safe environment when visiting the pub.

Customer protection - Pub dining area/restaurant operations

- Customers informed of access restrictions and distance regulations by appropriate signage.
- Potential pinch points identified, action taken to resolve or mitigate, and this process evidenced in the risk assessment.
- Control the frequency and placement of customers through the use of Open Table reservation systems
- Customers will be informed of access restrictions and distance regulations by appropriate notices.
- It must be ensured that the current distancing level is maintained between guests in queues and between tables (including spacing tables to achieve this separation) to reflect Government physical distancing recommendations.
- Customer contact with commodities (e.g. menus, trays, napkins) 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 customer display. Single-use, disposable menus used in place of current options.
- Advise customers not to enter if they have symptoms of COVID-19.
- People will need to be told to keep the current social distance apart in queues through the use of tape on the floor to mark out the distance.
- Plates, cutlery and glasses should be picked up only by staff to return to the kitchen/bar. Staff should use gloves to collect table items which are then changed before moving onto another task, in particular the delivery of food to a new customer.
- Individually wrapped condiments. sauces and cutlery are not in use. Condiments offered on request and brought to the table together with customer's food order, only main course cutlery to be pre laid on tables, all additional cutlery to be delivered as required once food order is placed.
- Cashless payments taken only

Takeaway services

All dining in guidelines apply to takeaway services and extra vigilance employed at point of collection and payment through designated collection tables and contactless payment options. All employees must follow the legal requirements for food safety, including providing allergen information on request.

Cellar

Wash hands before entering the cellar. Normal practices for cellar maintenance should be followed and where possible by one person. If more than one person is required ensure that Government guidance on social distancing is being followed.

- As well as operational issues such as working in the cellar, our risk assessment will need to consider the various preparations that will need to be made in advance of opening; curtailment of furlough and potentially any relaxation of social distancing to support these activities:
- Cellar/stock clearance
- Equipment safety and operational assessments
- Cleaning and hygiene measures
- Stock delivery, replacement equipment and delivery of dispense gases etc.

Outdoor areas

Although easier to manage if a large outdoor area, there is a danger of groups forming.

Management strategies and constant monitoring must ensure

- Regular patrol of outside areas
- Patrolling gardens
- Controlling of children through strong communication with parents.
- Restrictions that may be required for children who are less aware of distancing guidelines.

Live-in staff

Brucan Pubs operates a strict no live in policy and will continue to do so.

Staff living in shared occupancy premises will adhere to all social distancing guidelines whilst at work in the same manner as if they were living apart in order to ensure guest confidence in our Covid Secure policy.

COVID-19 Secure risk assessment

Risk Assessment

Whilst each of our businesses are different, there are two things in common – the staff and the customer. Both will have ‘journeys’ through the premises.

The main aim is 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; confidence in management can be achieved by demonstrating the implementation of necessary controls. This is a hybrid of HACCP and a risk assessment.

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 first flow diagram may then need to be adjusted if it is found that the route or journey needs to be changed to ensure a safer environment.

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.

The Hazard

Coronavirus is a respiratory disease that can invade a host via the respiratory route or via hand to eye / mouth / nose contact. People who appear healthy may be carrying and shedding the virus, which can be passed on either directly or indirectly to others. This means we need to assume that anyone could be carrying the virus.

The main controls are:

- Social distancing
- Disinfecting hand contact surfaces
- Hand washing and hand sanitiser use

General Information

Coronavirus or COVID-19 is a respiratory illness which has caused many infections and deaths not only in China, where it originated, but also in other countries around the world including the UK. As this is a new disease, we are still learning about it so much is still uncertain, and Government web sites are updated most days, so do check them, even if you have read them before.

Viruses such as flu have been found to survive on surfaces for up to 2 days. For coronavirus, current advice has been that we should assume that after 72 hours or 3 days there is less risk of the virus surviving; it depends on the surface, and although estimates of 24-48 hours have been also made for different surfaces, for simplicity it is probably best to keep to 72 hours for the moment.

People may appear perfectly well but could be carriers of coronavirus in the incubation period, which is up to 14 days, and they could be shedding the virus. This means that we need to ensure that everyone improves their personal hygiene and as much as possible (handwashing and keeping hands from faces) and keeps their distance from each other if at all possible, whether in the workplace or when having a break. Where permitted businesses continue to operate, new procedures will need to be written to take social distancing measures into account.

The usual standard good hygiene practices carried out in food businesses anyway will help contain the spread of the virus, but we nevertheless need to add to this for the current crisis as we are dealing with a respiratory disease.

Flow Diagrams

By plotting out the routes taken by staff and customers in our business, we have a clear idea of where the potential issues may arise, particularly in relation to social distancing.

As a result of this review we have taken steps to adapt our business to ensure that we can manage social distancing rules effectively.

We have considered and amended all aspects of our business to make it work.

Additional considerations have included:

- New routes, for example a separate exit and entrance
- Enhanced signage and customer direction
- Staff training and constant briefing of guidelines
- Reduced menu content and reservation availability to restrict number of people in the premises
- Reduced number of staff
- Staff buddy system creating 'bubbles' to work in shift and avoid crossover of team members.

In the creation of this document we have:

- Carefully considered each section of the document and decided which of the potential controls are suitable for our business.
- Implemented our ideas which will work better based on the specific needs of our business
- In cases whereby we simply cannot use any control in a section this is clearly stated
- Taken advice from our local EHO on how best to implement our measures and improve as required
- Supplemented this document with photographs of our control measures where appropriate

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

Customer Assessment

Customer Journey	Controls in the business
Pre-booking	<p data-bbox="835 419 1989 485">Operating on a reservation only basis using our OpenTable reservations management systems to assist in Test and Trace as required by guidance and law at any time.</p> <p data-bbox="835 563 1995 628">Guests encouraged to use online widgets rather than phone calls to reduce use of shared devices such as handheld phones and office equipment.</p> <p data-bbox="835 671 1921 737">Number of covers permitted every 15 minutes reduced to 10 people to prevent build-up of queues and enable reduction in staff on site.</p> <p data-bbox="835 780 1921 845">Children will be permitted only if seated at a table, no running in garden areas or playing in groups permitted.</p> <p data-bbox="835 888 1966 954">No dogs will not be permitted within the pub, they will be permitted in garden space if kept on leads.</p> <p data-bbox="835 997 1966 1096">A maximum of six persons will be permitted per reservation whether seated inside or outside. There will be no cap on the number of households, but it will include children and babies. Note that this will remain under review in lien with Government guidelines.</p> <p data-bbox="835 1139 1984 1238">Guests will be asked to provide one name and contact details per reservation which will be securely stored in the OpenTable reservations system for use solely in assisting the NHS test and trace systems.</p>

Customer Journey	Controls in the business
	<p>Storage of this data will not preclude any permissions for use of data for marketing purposes and permissions must be sought in line with GDPR should the company wish to use it for these purposes as is standard practice.</p> <p>This practice will be revised and reviewed in line with any obligations to provide further information as required by law.</p> <p>All guests over the age of 12 will be asked to 'check in' on the NHS Test and Trace app. Assistance will be given in the use of the app with particular attention offered to the elderly demographic who may not be familiar with smart phone technology.</p> <p>Any guest without a smartphone will have their details taken and added to the reservation notes on OpenTable</p> <p>Table spacing reviewed and tables removed in line with distancing guidelines.</p> <p>Reservations spread evenly across sections to reduce through traffic and ensure distancing guidelines are met.</p>
Arrival outside venue	Guests will be greeted on arrival by a designated host. If required, held in queue at the main entrance through signage
Queuing outside	Appropriate floor markings showing distancing guidance installed as required. Queuing to be avoided by spacing bookings evenly across the opening hours.

Customer Journey	Controls in the business
Entering the business	<p>Guests brought into the premises by a designated 'host' and shown to their table.</p> <p>Cloakroom facilities will be suspended, and guest encouraged to hang personal belonging on back of chairs or place under tables.</p> <p>Disposable menus and wine list to be offered once sat</p> <p>Covid 'house rules' to be placed on the table and guests asked to read, review and advise of questions or concerns before ordering any items</p> <p>In line with legislation implement on 24th September 2020, all guests will be required to wear a face covering when entering, exiting and moving around the venue. They will be allowed to remove the covering whilst seating to eat and drink.</p>
Walking to table Either inside or outside	<p>Walkway spacing allowed for in revised table plan layout ensuring sufficient spacing around seated guests while new guests are transferred to tables.</p> <p>Upon seating guests will be reminded to seat opposite only members of their own household.</p>
Ordering food and drinks	<p>Each section to have a designated waiter and ordering operating on an 'at table' basis only.</p>
Bar Service	<p>No bar service will be permitted directly to guests.</p>

Customer Journey	Controls in the business
Food and drinks service	<p>Designated runners will deliver food and drink to tables ensuring effective hand washing is in place between each table delivery.</p> <p>The use of disposable gloves will be available but should not detract from regular hand washing, effective distancing and constant changing of gloves.</p>
Clearing the customer table	<p>To be cleared by food runners only where practical and taken directly to designated 'dump station' areas.</p> <p>Section waiters are only to clear tables if no runner is available and must ensure that stringent hand sanitising or handwashing is employed as per service guidelines.</p> <p>Any food or drink send backs should be dealt with by section waiter by way of conversation as to the issue initially and then removal of item followed by hand sanitising before moving on to the next task.</p>
Going to the toilet	<p>Toilets will operate on a maximum capacity of two persons, one in, one out basis excluding disabled facilities which will remain one in, one out.</p> <p>Hand sanitising points installed at the entry to all washroom facilities with appropriate signage instructing guests to sanitise hands before and after using the facilities.</p> <p>Where social distancing between urinals is not possible these will be taken out of service and marked accordingly.</p> <p>Toilets to be cleaned and sanitised every 15 minutes and logged as done on the site specific cleaning register.</p>

Customer Journey	Controls in the business
Paying	<p>Payment through contactless card or PDQ accepted, No cash payments accepted.</p> <p>Hand sanitiser pump bottle to be taken to the table with each PQD terminal and guests asked to sanitise before using the terminal.</p> <p>Mobile terminal to be wiped down with alcohol sanitiser wipe after each use.</p>
Leaving the business	<p>Exit through nearest doorway having been guided out by section waiter. Distancing measures to be always maintained</p>
In-between customers	<p>Tables to be fully stripped, sanitised and re-laid according to strategy.</p> <p>Ensure salt and pepper mills are sanitised effectively as well as chair backs, seats and table edges.</p> <p>Full training to be given upon return to work.</p>
Continuous actions (cleaning etc.)	<p>Following the site-specific cleaning routine. All areas must be attended to in line with timings show and signed off by a manager as effectively completed. Records of cleaning to be retained in 'the log' for inspection as required</p>

Staff Assessment

Staff Journey	Controls in our Business
Before returning to work	<p>Staff to have completed Covid19 training via online Flow training platform</p> <p>Pre commencement interview to be undertaken via phone to assess individual risks and review to be kept securely on file on Iris Portal.</p>
Pre-arrival	<p>Staff to be divided into two team bubbles and rota written according to team cover.</p> <p>No cross over of teams permitted</p> <p>Any sickness cover must come from team bubble only (non Covid related illness)</p> <p>Staff to attend site only for rota dictated shifts.</p>
Arrival	<p>Staff to enter through main door and sanitise hands on entry</p> <p>Temperature to be taken by designated manager and recorded as safe before allowing staff to commence duties.</p> <p>Proceed to changing facilities on first floor, not to interact with other team members prior to changing</p>
Uniform change (if applicable)	<p>Staff to change into uniform. No external clothing or footwear to be worn whilst on shift.</p> <p>All personal possessions including phones to be stored in staff welfare rooms.</p> <p>In line with legislation implement on 24th September 2020, all staff members will be required to wear a company issued 3 ply face mask at all times while at work unless on a designated break period.</p>

<p style="text-align: center;">Kitchen Menu</p>	<p>Menu to be reduced and spec cards created to limit workload and reduce staffing in kitchen spaces.</p> <p>Set lunch menu to be suspended, price point offer to be included in a la carte menu</p>
<p style="text-align: center;">Kitchens, Food Storage Areas, Work benches and tables, Utensils and Equipment</p>	<p>Our kitchen classes as a medium space. To ensure social distancing can be maintained, only two chefs to work per shift with one kitchen porter/assistant.</p> <p>Floor markings to be installed as a visual aid for safe working distances.</p> <p>Face screen visors to be worn as an additional level of protection for kitchen staff. This must not be taken as a safety measure in place of distancing measures.</p> <p>Upon entering the kitchen staff must wash hands thoroughly and ensure regular washing is maintained throughout shift over and above what would be required under normal Safer Food Better business practices.</p> <p>Disposable gloves will be made available for use but must be changed regularly and must not be taken in place of regular hand washing practices.</p> <p>Only kitchen assistants are permitted in the Pot Wash area and they must be afforded space for a safe working environment.</p> <p>Face masks and heavy-duty gloves to be always used and particular care taken when handling dirty plates and cutlery returned from tables.</p> <p>All items must be washed through mechanical means and at a temperature exceeding 60 degrees Celsius.</p> <p>Daily checks of chemical levels for wash ware machines to be implemented to ensure effective sanitising.</p> <p>Only one chef is permitted to enter the food storage area and cold storage area at one time.</p>

	<p>Surfaces and contact points to be sanitised regularly and no less than once every hour and always between tasks.</p> <p>All work benches, tables, touch points and equipment to be thoroughly cleaned after lunch service by way of a full end of shift clean down. This process is to be repeated at close of business. A detailed list of tasks will be made available via the site-specific Cleaning Schedule.</p>
Cellar	<p>Cellar areas are restricted access to one manager per shift and one bar tender per shift, the space must not be occupied by more than one person at a time.</p> <p>All keg and cask change procedures are to be done while wearing disposable gloves and touch points to be sanitised regularly and a deep clean undertaken at the end of each business day</p>
Outdoor areas	<p>Refuse areas to be cleaned daily Particular care taken to wash hands thoroughly after handling refuse.</p>
Deliveries	<p>All deliveries to be made via contactless drop off point. Invoicing to be done electronically and no delivery notes accepted in paper.</p> <p>Deliveries to be decanted into sanitised containers and waste packing disposed of as refuse.</p>
Front of House	<p>In line with legislation implement on 24th September 2020, all staff members will be required to wear a company issued 3 ply face mask at all times while at work unless on a designated break period.</p> <p>Front of house staff are to be assigned a work section which they must not work outside of.</p> <p>Due to the nature of customer service, there will be no requirement for PPE to be worn but safe distancing and hygienic working practices must always be employed</p>

	<p>Safe distancing from guests to be used where sensible and practical.</p> <p>When taking orders staff should stay back away from the table and a 1-meter distance. Mitigations in place to allow this safely include keeping time spent at table through duration of the guests visit to a maximum of 15 minutes and standing side on to the table and talking adjacent to the table not across the table.</p> <p>Delivery of food to tables is to be done by a designated food runner who must limit time spent at table, talk to guests from a 1-meter distance and from the side of the table</p> <p>Having attended to a table all staff must then sanitise their hands before moving on to the next task.</p> <p>Only food runners are permitted to enter kitchen areas as part of regular duties.</p> <p>Managers will enter the kitchen to deal with any issues which may arise and need a senior team member to address but only having made sure their presence is known to all staff and space is allowed to ensure distancing measure are maintained.</p> <p>Whilst clearing dirty tableware staff must wear disposable gloves and this must be changed between each task and specifically before moving onto a new table or ensure thorough washing and sanitising of hands using the facilities provided.</p> <p>Trays are always to be used when clearing glassware.</p> <p>Bar staff are to use disposable gloves when washing and polishing glassware which must be changed between tasks and removed before serving product.</p> <p>The wearing of gloves will not be required for dispensing product however regular handwashing is mandatory in line with guidance and is to be monitored and logged by shift management.</p>
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<p>Toilet Use</p>	<p>Staff are to use the upstairs staff toilet facilities only which is a single occupancy space.</p> <p>They must sanitise hands before entering the toilet and ensure proper handwashing after using the facilities,</p>
<p>Interaction with customers</p>	<p>By the nature of hospitality, it is imperative that we can maintain a level of interaction with our guests and deliver an experience they are happy to pay for.</p> <p>We can however follow guidance on 2-meter distancing where sensible to do so and 1-meter distancing where mitigations are in place and followed</p> <p>Staff are not to shake hands or have any physical contact with guests.</p>
<p>Interaction with work colleagues</p>	<p>Staff must not have any physical contact or close interaction with each other whilst on or off 'the floor'</p> <p>Awareness of colleague's personal space and movements is required whilst working in the building and ensuring distance is always maintained.</p> <p>Any requirement for proximity working such as the lifting of heavy furniture or stock must be reviewed by management and the appropriate PPE worn</p>
<p>Using the Staff office</p>	<p>Only one manager at a time may enter the office. They must sanitise hands upon entering.</p> <p>Workstations to be assigned daily and not shared.</p> <p>The use of share equipment to be limited and phone handsets, keyboards, and touch screens to be sanitised after each use using alcohol wipes with a minimum content of 60% alcohol.</p>

<p>Leave work</p>	<p>Staff must leave work promptly when finishing their shift having changed out of their uniform and packed it securely to take away and wash off site.</p> <p>Staff must exit via main entrance and avoid any personal contact with colleagues.</p>
<p>Staff rest rooms</p>	<p>Additional space will be provided for staff to take a food/rest break to ensure social distancing can be maintained.</p> <p>Staff meals will be offered as a plated meal not a buffet to reduce share use of utensils and queues forming in dispense areas.</p> <p>Staff breaks will be staggered to avoid overcrowding areas and kitchen staff will be segregated through time and use of different spaces to the front of house teams.</p>
<p>When staff feel unwell</p>	<p>Staff must report any sickness to a manager immediately.</p> <p>Any staff showing symptoms of Covid-19 will be sent home to self-isolate in line with Government Guidelines.</p> <p>An assessment of contact with staff and guests will be made and notifications issued via the NHS Test and Trace system.</p> <p>If deemed a sufficient risk the premises will be further sanitised and all staff in the team bubble sent home and the alternative bubble will be called in to reopen the premises.</p>

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