

The Harrow COVID-19 Risk Assessment

Completed 29th June 2020 by Rebecca & David Cox on behalf of Cox Management Ltd
T/A The Harrow, 235 Stanstead Road, Chaldon, Caterham CR3 6AJ

The following assessment must be used while COVID-19 measures are set in place by the government. This shows the process of how we serve & deal with customers to ensure the pub being open does not risk the increase of COVID-19 spreading within the community, as much is reasonably practicable.

People Exposed

- Employees
- Members of the Public
- Delivery Drivers
- Contractors

Hazards

- Spreading COVID-19 amongst staff
If no controls are in place then the virus will spread easily amongst all staff members while at work & then spreading the virus into their homes
- Spreading the COVID-19 virus amongst the wider public community
Without any controls in place the virus will potentially spread within the community at a quicker rate
- Potential for a negative customer reaction to maintaining new regulations
As new rules are in place there is the potential for members of the public to react in a negative & aggressive manner towards management & staff

Control Measures

- **Clear signage**

When the public walk towards the pub there will be clear signage in place stating what is expected of them straight away at the entrance, signage will include new table layouts, directional signage & behaviour expectations

- **Entry, exit & customer flow**

Entrance will be through the front door except on Friday – Sunday when the weather is good, then it will be the large garden gates at the front of the building. There will be signage to show which entrance to use. Use of the front garden gate during busy sunny days will limit the number of customers walking through the bar.

The exit from the building will be via the double garden doors, this will also be an entry point for waiting staff & customers using the toilet. Signs will be in place asking customers be vigilant & to give way to people exiting the building.

Exit from the garden will be via the small gate onto the main car park

- **Moving or removing tables, both inside & out, to maintain social distance of 1m+**

All tables inside will be placed one meter or more away from each other

Tables will not be moved from their positions

- **Pre-booking tables will be encouraged, especially for busy periods**

This is already common practice for The Harrow as pre-lockdown customer were advised to book for busy periods.

A change in previous working practice we will now be taking bookings for tables in the garden as well as inside

- **Key staff on shift at all times**

There will be a member of the management team on shift at all times. Customers will be asked to wait at the arrival point, the greeter will then check we have their full name & phone number on record for that day, they will then explain the regulations & seating them at their allocated table.

- **Staggering booking arrival times, limits of numbers in each booking & a time limit on bookings of three hours**

This will lead to less people walking around at any one time & less waiting time for customers

Customer will not be allowed to move from their allocated table unless it is to use the toilets

- **Customer information**

We will be taking the lead name & contact number of each table either on booking or arrival for walk in customers

Each day will have a separate booking sheet to allow us to pass any information on to track & trace if needed

We will keep this information for one month & then dispose of. This will all be done according to data protection laws

There will be signage when entering informing customers of this

- **Table service throughout**

Customers will place their orders for food & drink with a member of staff wearing a face mask, in most situations it will be possible for the member of staff to be 1m distance from the table during this time.

Drinks will be taken to the table on a tray & the customer can remove them.

When serving food, the member of staff will hold it via a disposable napkin so no contact is made by the server

All plates & glasses will be removed from the table by waiting staff & taken straight to their washing area

- **Payment**

We can accept cash but would prefer card payments. The card readers are portable & will be sanitised before & after each used.

If due to a disruption in internet signal to the garden, the customer paying may be asked to closer to the building for payment

- **Minimising contact points**

All cutlery & disposable condiment sachets will be brought to the table by waiting staff with the food

Menus will be either disposable one-use paper or in plastic covers which will be sanitised before & after every use

- **Hand washing**

In between every order served staff will wash their hands before serving another group

- **Use of disposable cloths**

This will limit the risk of the virus being contained & spread

- **Hand hygiene**

Sanitiser stations will be at the front door, garden doors & both toilets doors

Staff will have access to sanitiser on entry to behind the bar, internal entry to the kitchen, at the external kitchen door & in the pot wash area

- **Sanitation of tables**

In between each group the table will be completely cleared & sanitised down with approved chemicals

- **Limited food menu**

We will be running a smaller than normal menu to allow for social distancing within the kitchen. This will be changed regularly to provide a wider choice on frequent visits

- **Toilets**

These will be only be one person at a time (or parent accompanying a child)

There will be occupied signs on the outer doors & a one-person social distancing waiting area outside each toilet outer door

- **Under 18's**

As our previous policy we will not be allowing under 18's on the premises unless accompanied by someone with parental responsibility (unless employed by on the premises)

All children remain the responsibility of this adult at all times. They must remain seated at the table & should be accompanied to the toilet if under 12

- **Use of the wooded area to the side of the garden**

This area does not belong to the pub & is not part of licenced premises

- **Staff Safety**

Most of the above points will also provide protection for staff but additionally we will be providing all staff with COVID secure training, zoning staff working areas, moving more staff to waiting tables & less physically behind the bar, providing all staff with face masks or visors & when need disposable gloves

Face covering will be mandatory for waiting staff

Disposable face masks & gloves will be worn when cleaning & these will be changed for different areas

We are placing staff into working bubbles to limit the chance of spreading the virus

Any member of staff who show any symptoms will told to self-isolate as will the rest of their working bubble, until they provide a clear test

Risk Assessment Result

- With no controls in place
High Risk - Severity 10 X Likelihood 9 = 90
- With above controls in place
Medium Risk – Severity 10 X Likelihood 4 = 40
- Risk rating reduction 56%

If you would like to discuss our working practices or if you have any additional needs which may mean adapting these controls, please contact Becky Cox on 01883 343260 before arrival & we will do our best to accommodate you.

This risk assessment will be reviewed on Monday 13th July 2020 & at any point which there are updated government guidelines