



Supplementary Risk Assessment

This Risk Assessment has been reviewed prior to the reopening of our venues on the 12th April 2021 following enforced closure due to COVID-19. This document is solely focused on those risks presented by Covid-19 and the reopening of the workplace. Current SWP's and RA's remain

This is a working document and will be constantly updated and reviewed. As such we recommend this document isn't printed and is accessed through the True North Sharepoint.

The focus of this document is to identify SWP's to ensure the safety of our staff and customers and to stop the spread of COVID-19 as venues reopen.

This RA has been produced following the guidance provided [HM Government](#)

Within each venue a H&S representative has been appointed and consulted with during the as the RA has been worked through.

Venue:

The Hazard

SARS-CoV-2 is a respiratory virus that can invade a host via the respiratory route or via hand to eye / mouth / nose contact, causing the disease COVID-19. 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 routes of transmission (how the hazard can cause harm – the risks)

- Direct contact to face – eyes, nose from droplets or aerosols 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 and 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.

The main controls are:

- Social distancing in accordance with government guidelines
- Disinfecting hand contact surfaces
- Hand washing and hand sanitiser use at key moments
- Not touching eyes, mouth or nose with contaminated fingers (if used)

The controls set out in this document will be specific for this operation, taking into account how the business operates, and how customers and staff use the premises and interact.

Hazard/ Area	Who is at Risk	Control Measures	Additional Control Measures	Action by Who?	Action by when?	Done
	Customers / Staff & Visitors	<ul style="list-style-type: none"> • COVID-19 Secure Policy issued to all staff. 	Staff to be briefed on day 1	GM	Prior to reopening	
	Returning Staff	<ul style="list-style-type: none"> • Staff survey carried out to identify those at increased risk. • Action taken to provide additional protection for those at risk or keep away from the workplace. • Advise on safe travelling to work in line with government guidelines. • Staff not to attend work if they or a member of their household have COVID symptoms. • Staff reminded of isolation requirements. • Ensure staff have carried out Flow training prior to retuning. • Providing support for workers around wellbeing and mental health • Premises deep cleaned before full staff return 		GM	Prior to reopening	
	Staff at work	<p>General staff protection:</p> <ul style="list-style-type: none"> ○ Site plans produced showing customer and staff flow. ○ Training provided so staff understand risks ○ Staggered arrival and departure times 				

		<ul style="list-style-type: none"> ○ Separate changing areas where possible ○ Ensured all staff wash hands on arrival and re-entering with staff reminders ● Handwashing regime '20 secs every 20 minutes' ● Personal sanitiser sprays issued to staff ● Allowed staff to work further apart. Where not possible, arranged people to work side-by-side/ facing away or used screens ● Keeping minimum distance from customers in line with Government guidance. Where not possible, other measures are taken ● Introduced more frequent cleaning regimes ● Where possible using staff 'bubbles' to keep teams apart ● Staggered staff breaks to maintain distancing ● Avoided need to share equipment where possible and disinfected before use ● Staff change into work clothes when arriving at work where practical to do so ● Staff advised to wash clothes after every shift ● Only staff to return glasses to bar ● Face coverings to be worn 				
Kitchen	Risk to staff	<ul style="list-style-type: none"> ● Following guidance on food preparation and food service area ● Reduced menus to enable smaller teams 	Floor markings to be installed	HC	Prior to opening	

		<ul style="list-style-type: none"> • Staff 'bubbles' where possible • Staff to work in sections • Increased cleaning schedules • Only essential access to kitchen for FOH staff • Minimised access to pantries, fridges and freezers • Glassware washed separately from plates and cutlery • One way system where possible • Access to pantries, walk-ins one person at a time • Changing cloths and sponges daily • Face coverings to be worn 				
Bar	Risk to staff	<ul style="list-style-type: none"> • Reduced members of staff behind bar and max. amount set per venue • Reconfiguration of bar areas where possible to create work stations. • Staff assigned to station and only work in that area • Regular sanitisation of the area • Floor markings to reinforce distancing • Screens installed at customer contact points • Staff to pass 'back to back' if need to get past each other • Increased sanitisation between shifts 				
Transmission	Staff / Customers	<ul style="list-style-type: none"> • Follow government guidance on use of PPE • Face coverings now mandatory for FOH staff. • Face coverings mandatory for customers inside when not seated 				

		<ul style="list-style-type: none"> • Kitchen staff to wear face coverings • Staff encouraged to step outside or find a safe space where they can remove their face covering at regular intervals • Masks and gloves available for staff or may bring their own • Effective use covered in staff training • Kept under review and updated if guidance changes • Customers to wear masks when inside unless seated at a table 				
Public Areas	Risk to customers	<ul style="list-style-type: none"> • Each venue to be reviewed and ensure it adheres to govt. guidance or measures taken to mitigate risk if not possible • Cleaning: <ul style="list-style-type: none"> ○ Hand sanitiser dispensers available throughout for customer use ○ Table & chairs cleaned after every use ○ Cleaning high throughput areas and touchpoints every 30mins ○ • Distancing <ul style="list-style-type: none"> ○ Tables spaced to ensure 1m distance between ○ All customers to be seated inside and outside 		GM/AM		

		<ul style="list-style-type: none"> ○ Taken into account reasonable adjustments for those who need them, such as disabled customers ○ Table service only ○ No ordering at the bar ○ Wayfinding signage installed to limit customer interactions and pinch points ● Communication: <ul style="list-style-type: none"> ○ Promoting the measures being taken in the venue through signs and informing people on arrival and on website ○ Explaining to customers that failure to observe measures will result in service not being provided ○ Informing customers that they should be prepared to remove face coverings for identification ● Offer cashless payment and discourage the use of cash ● Maintaining a temporary record of customers for 21 days to assist NHS Test and Trace ● Restricting music volumes to discourage shouting ● Customers to leave premises if no seats available. ● Any queues to be outside of the venue, distanced and not block public highway 				
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		<ul style="list-style-type: none"> • Informing customers of access restrictions, social distances and limits on gatherings through sign, on arrival and on website • Identified and resolved/ mitigated potential pinch points • Menus on line or single use • Cutlery and condiments delivered to table as required. • Condiments to be single use or where not possible sanitised after every use • Staff clearing plates/glasses should wash their hands after every interaction or wear/change gloves 				
Customer Toilets	Risk to staff and customers	<ul style="list-style-type: none"> • Where appropriate access doors to be pinned open • Floor markings to direct people to avoid contact • Signs to remind customers about distancing and handwashing • Where possible urinals taken out of service or tape installed to encourage distancing • Customers asked not to wait in toilet if full and directed to waiting area with distancing • Staff monitoring and cleaning of toilets increased • Cleaning schedule signed off and records kept • Needs of disabled customers and baby changing facilities taken into consideration 				

Takeaway services	Risk to staff, customers and delivery drivers	<ul style="list-style-type: none"> • See separate RA 				
Outdoor areas	Risk to staff and customers	<ul style="list-style-type: none"> • All customers to be seated • Groups sizes as per government guidelines • Reconfigured outdoor seating to maintain social distance • Considered danger of groups forming – tables not to be moved • Regular staff patrol of area • Customers informed that they may not be able to move inside if weather changes • Use of plastic glasses where appropriate 				
Cellar	Risk to staff and deliverers	<ul style="list-style-type: none"> • Access restricted to one person at a time. When not possible mitigating procedures used and time spent in space limited • Minimise number of people accessing during shifts • Distancing upheld with delivery personnel • Increased cleaning schedule 				
Deliveries received	Risk to staff and deliverers	<ul style="list-style-type: none"> • Company's delivering to keep records of staff movement • Reduce number/frequency of deliveries where appropriate 				

		<ul style="list-style-type: none"> • Delivery personnel should avoid entering site where possible 				
Legionella	Risk to staff & customers	<ul style="list-style-type: none"> • Water systems flushed weekly during closure • Air conditioning units do not circulate water so no risk 				
Terrorism		<ul style="list-style-type: none"> • Reviewed changes to operation to check they don't have a negative impact on measures already in place to combat risk of terrorism. 				
Contractors	Risk to staff & customers	<ul style="list-style-type: none"> • Contractors to be issues with TNBC RA for COVID-19 • Contractors to report to manager on arrival at site and sign in • Contractors to complete health questionnaire(s) • Contractors to clean any area they have been working in • Contractors to attend out of opening hours where possible • Contractors reminded to keep distance • Contractors & visitors to wear face coverings in line with government guidelines 				
Regulated Entertainment		<ul style="list-style-type: none"> • Regulated entertainment in line with government guidance • Background music will be kept to conversational levels. 				
Provision of 1 st Aid	Risk to staff & customers	<ul style="list-style-type: none"> • 1st aid should still be delivered if required. 	Update 1 st aiders on measures which can be	GM	Priot to opening	

		<ul style="list-style-type: none">• PPE to be available and 1st aiders to consider additional steps which can be taken when administering.	taken to reduce risk of transmission			
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