


# Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

## FIVE STEPS TO SAFER WORKING TOGETHER

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer

 R. LAMB  
ON BEHALF OF FALMOUTH SHACK LTD

Date 01/07/2020

Who to contact: Your Health and Safety Representative  
(or the Health and Safety Executive at [www.hse.gov.uk](http://www.hse.gov.uk) or 0300 003 1647)

Name of licensed premises: THE SHACK

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Completed by (name): RORY CAMB

Completed by (signed): 

Completed date: 01/07/2020

Employee representative (name): Luke Harty

Employee representative (signed): 

## **Risk reduction measures**

### **1. Government guidance**

The government has published operational guidance for pubs, bars, restaurants and takeaways. We have checked this guidance and followed any instructions that are relevant to our business.

### **2. Physical distancing**

This section applies to:

Employees / Customers / Delivery drivers / Contractors

*We will ensure appropriate social distancing is maintained within the venue by:*

- Maintaining physical distancing wherever possible including in all work areas, entrance, exit, bar, cellars, stores, outdoor areas, customer and staff toilets, seating areas.
- Ensuring people stand or pass back to back or side by side where possible.
- Installing physical barriers front of house where physical distancing cannot be achieved.
- Preventing any movement that is not essential between work areas.
- Reducing kitchen access to as few people as possible.
- Minimising interaction between kitchen staff and other workers, including when on breaks.
- Minimising contact at 'handover' points with other staff, such as when presenting food to serving staff and delivery drivers.

- Assigning working areas to an individual as much as possible, ensuring that if they need to be shared, they are shared by the smallest possible number of people.
- Adjusting processes to prevent customers from congregating at points of service.
- Implementing inside at-table ordering and/or payment.
- Managing the entry of customers, and the number of customers at a venue, so that all indoor customers are seated with appropriate distancing, and those outdoors have appropriately spaced seating or standing room. This is to ensure that the venue, including areas of congestion does not become overcrowded.
- Screening at bar and all kitchen hatches.
- Only one person to be waiting outside toilets at any one time.
- Regular shift patterns to be structured as tightly as possible.
- Limiting the number of customers permitted in the premises at any one time, determined through an assessment of the specific premises, bearing in mind the physical distancing requirements. 30 people inside The Shack.
- Limiting group sizes to 6 people unless arranged with management – for example if you are more than 6 people but from only 2 households.
- Introducing signage to inform individuals of the physical distancing measures in place in the premises and requesting these are adhered to.
- Ensuring customers are aware of the current government guidance regarding socialising.
- Providing clear information to customers on the COVID-19 measures in place within our premises in advance of their visit on our website.
- Ensuring information provided to customers and visitors does not compromise their safety.
- Advising customers if necessary that failure to observe safety measures may result in service not being provided.
- Where necessary, informing customers that police and the local authorities have the powers to enforce requirements in relation to social distancing and may instruct customers to disperse, leave an area, issue a fixed penalty notice or take further enforcement action.
- Advising customers before they enter the premises not to enter if they have symptoms of COVID-19.
- Using outdoor areas for staff breaks where possible.
- Rearranging seating to enable distancing and reduce face to face situations.
- Staggering shift start and end times to reduce congestion of staff arriving at the same time.
- If necessary, reminding customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.
- Ensure distancing can be maintained whilst queuing to enter.
- Requiring one person at a time to restock the bar.
- Planning ahead for adverse weather conditions, such as planning steps to ensure customers do not seek shelter and break social distancing guidelines.

## **1. Facilitating personal hygiene**

This section applies to:

Employees / Customers / Delivery drivers / Contractors

*We will ensure personal hygiene is facilitated within the venue by:*

- Providing hand washing basins with soap accessible to all individuals on the premises and signposting these if appropriate.
- Using signs and posters to build awareness of good hand washing technique.
- Providing paper towel or hand driers for hand drying.
- Providing alcoholic hand sanitiser for use by all at multiple points throughout the venue.
- Providing gloves to staff, along with training on how to use these hygienically.
- Requiring staff to wash their hands at set intervals throughout their shift.
- Reminding staff that travel by public transport to wear face coverings and asking them to avoid peak times if possible.
- Sanitising hands after handling used crockery, cutlery and glassware.

## **2. Cleaning/Disinfecting/Reducing transfer risk**

This section applies to:

Employees / Customers

*We will enhance our cleaning and disinfecting procedures throughout the venue to reduce the risk of spreading COVID-19 by:*

- Ensuring disinfectant is effective against viruses and that contact time instructions are adhered to. Any chemicals used in food establishments to clean and disinfect food contact surfaces and equipment must be approved as food safe.
- Ensuring availability of disinfectant and other cleaning products, maintaining an appropriate supply for the additional cleaning that will be required.
- Cleaning hand contact points after each customer, such as tables, chairs and condiments.
- Ensuring touch points such as handles (doors, fridges, drawers), toilet flushes lids and door locks, key pads, tills, PDQs, kitchen equipment, menus, trays, etc. are disinfected regularly *[hourly]*
- Wedging doors open, where appropriate, to reduce touchpoints.
- Providing single use condiments and menus.
- Cleaning non-disposable condiment containers after each use.
- Bringing cutlery out after customers are seated.
- Requesting contactless card payments where possible for any payments within the limit.

### **3. Personal Protective Equipment**

This section applies to:

Employees / Customers

*We will introduce the following procedures around PPE equipment in our premises:*

- Providing face coverings and gloves for employees to wear (we will not solely rely on these for risk management as the benefit is suggested to be low).
- Training staff on the hygienic use of face coverings and gloves.
- Informing customers if necessary that they should be prepared to remove face coverings safely if asked to do so by police officers and staff for the purposes of identification.

### **4. Ventilation**

*We will introduce the following procedures to ventilate the business to minimise the risk of the spread of COVID-19:*

- Opening windows and doors to encourage ventilation of the premises.

### **5. Deliveries**

This section applies to:

Employees / Delivery drivers

*We will introduce the following changes to our delivery procedures to minimise the potential spread of COVID-19:*

- Liaising with our delivery drivers to instruct a clear route and delivery area for specific deliveries to be made to.
- Providing hand sanitising facilities for delivery persons to use.
- Ensuring staff wash hands after handling deliveries.

### **6. Meetings**

This section applies to:

Employees

*We will introduce the following procedures to ensure that risks to employees and as a result of business meetings are minimised:*

- Physical distancing should be implemented.
- Avoiding equipment sharing during meetings, e.g. pens.
- Holding meetings outside or in well ventilated areas if possible.

## **7. Manual handling**

This section applies to:

Employees

*We will review manual handling procedures to take into account COVID-19 controls by:*

- Where two individuals are required, lift side by side rather than face to face.

## **8. First aid, emergencies and security**

This section applies to:

Employees

*We will review first aid, emergency and security procedures to take into account COVID-19 controls by:*

- Reviewing the First Aid risk assessment to take physical distancing and other COVID-19 requirements into consideration.
- Consulting employees on the revised First Aid procedures and ensuring they are fully trained in these.
- Reviewing incident and emergency procedures to ensure they reflect the social distancing principles as far as possible.
- Ensuring we have enough appropriately trained staff to keep people safe. For example, having dedicated staff to encourage social distancing or to manage security if necessary.
- Considering the security implications of any changes we make to our operations and practices in response to COVID-19, as any revisions may present new or altered security risks which may need mitigations.

## **9. Managing staff**

This section applies to:

Employees

*To support our staff through COVID-19, ensure their continued safety and wellbeing and minimise the risk of spreading the virus amongst our employees, we will:*

- Plan for the minimum number of people needed at the venue to operate safely and effectively.
- As far as possible, where staff are split into teams or shift groups, we will fix these teams or shift groups so that where contact is unavoidable, this happens between the same people.

- Assisting the Test and Trace service by keeping a temporary record of staff shift patterns for 21 days and assist NHS Test and Trace with requests for that data if needed, to help contain clusters or outbreaks.
- Require that if an individual becomes unwell and displays symptoms on the premises, all employees that have been exposed to the individual self-isolate for 14 days or take a COVID-19 test to establish if they have been infected. All employees that test positive for the virus must self-isolate and follow the venue's sickness procedure.
- Ensure that employees are not incentivised to work when feeling unwell or have had contact with someone displaying symptoms of COVID-19.
- Review and update our fire safety risk assessment to reflect any changes in venue layout as a result of the implemented measures.
- Ensure all staff have read and understood the risk reduction measures in this risk assessment and have received appropriate training.
- Implement regular update training on COVID-19 risk reduction measures.
- Ensure open communication between management and staff so that concerns can be raised and effectively dealt with.
- Engage with workers on an ongoing basis, to monitor and understand any unforeseen impacts of changes to working environments.
- Use visual communications, to explain changes to rotas or stock shortages and such like, without the need for face-to-face communications.
- Retrain staff members on specific measures if they are not followed.
- Ensure staff are aware of the symptoms of COVID-19 and the required actions if they come into contact with someone displaying symptoms.

## **10. Equality in the workplace**

This section applies to:

Employees / Customers

*To ensure equality in the workplace in relation to COVID-19, we will:*

- Understand and take into account the particular circumstances of those with different protected characteristics.
- Involve and communicate appropriately with workers whose protected characteristics might either expose them to a different degree of risk, or might make any risk reduction measures inappropriate or challenging for them.
- Consider whether any measures or adjustments need to be put in place to take account of our duties under the equalities legislation.
- Make reasonable adjustments to avoid disabled workers being put at a disadvantage and assess the health and safety risks for new or expectant mothers.
- Ensure that the steps we take do not have an unjustifiable negative impact on some groups compared to others, for example, those with caring responsibilities or those with religious commitments.
- Use simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language and those with protected characteristics such as visual impairments.