

**The Talbot at Knightwick  
COVID-19 Risk Assessment**

Businesses are required to do a risk assessment to identify those persons at risk (employees, members of the public, contractors etc.) of exposure, and identify suitable, reasonable and proportionate control measures that can be put in place to limit and manage the spread of the virus. The risk assessment should be regularly reviewed and updated as official guidance changes. Information, instruction and/or training in the control measures should be provided to those persons concerned.

Business name: The Talbot at Knightwick						
Department/Area of Business: Pub, restaurant and beer gardens			Name of assessor: Steve Thorley			
Date assessment completed:			Date assessment reviewed and by whom: 4 <sup>th</sup> December 2020			
Hazard	Persons at risk	Existing control measures	Additional control measures	Action by whom	Action by when	Date completed
Exposure to and the spread of the COVID-19 Coronavirus	Employees, customers, contractors, visitors.	All employees showing symptoms of coronavirus or have been in close contact with a person/s with/suspected of having the virus (at home or in the workplace) shall inform management without delay and self-isolate at home following government guidelines.	<p>Risk assessment and staff handbook to be regularly reviewed and updated where/when necessary.</p> <p><b>Reporting &amp; Isolation</b> – Covid-19 Staff Handbook to include employees notifying the company about illness/potential exposure. Handbook to include what action will be taken by the company (entered as a dangerous occurrence in the accident book, possible RIDDOR Report, review suitability of risk assessment control measures.</p> <p>Daily verbal health check with all employees prior to the pub doors opening for business.</p>	<p>Manager</p> <p>HR Manager/ Manager</p> <p>Manager All staff</p>		

		<p>Customers are briefed verbally on physical distancing and risk control measures by the 'host'.</p> <p>Free-standing notice boards and signage used at potential close-contact pinch points in each pub to indicate customer waiting/social distancing.</p> <p>Employees display social distancing message.</p> <p><b>Monitoring</b> – Employees lead by example and reinforce control measures with customers/contractors/goods suppliers.</p>	<p>Employees classed as vulnerable should follow government guidelines on isolation. It is recommended that they work from home/isolate from other employees/members of the public/perform agreed alternative work tasks where possible.</p> <p>Signage at pub entrance indicating customers to wait to be greeted and seated by the host. Signage on display in key places reminding employees/customers of the key physical distancing, hygiene and cleaning control measures</p> <p>Essential contractors (fire safety, electrical, cleaning etc.) and suppliers of goods to be informed of Covid-19 control measures prior to visit/delivery.</p> <p>Risk assessment published on company website and shared with the relevant Environmental Health departments.</p> <p><b>Monitoring.</b> Daily checks and records performed on health of staff, hygiene, cleanliness and physical distancing measures.</p> <p>Daily verbal health check on employees as part of daily checks (see above).</p>	<p>HR Manager</p> <p>Manager</p> <p>Managers</p> <p>Managers</p> <p>Reception</p>		
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Hazard	Persons at risk	Existing control measures	Additional control measures	Action by whom	Action by when	Date completed
Exposure to and the spread of the COVID-19 Coronavirus	Employees, customers, contractors, visitors.	<p><b>Social distancing</b></p> <p><b>Capacity</b> – telephone booking service in place to help manage pub maximum capacity and reduce unnecessary wasted trips by customers due to tables being fully booked.</p> <p><b>Walkways</b> – Separate entrance/egress doors at each pub to encourage one-way directional flow.</p> <p>Free-standing notice boards used at potential close-contact pinch points in each pub to indicate customer waiting/social distancing – toilets, narrow corridors etc.</p> <p><b>Arrival meet &amp; greet</b> - On arrival, customers are required to wait at the pub entrance applying a 2 metre physical distance (each table booking 2 metres apart). No shared hand touch points – entrance door to pub remains open.</p> <p>Customers are greeted by a 'host' on arrival, briefed on social distancing and company risk control measures, and shown to a table.</p>	<p><b>Capacity</b> - Maximum capacity (number of customers) calculated for each area of the pub based on social distancing and the control measures in place.</p> <p>Staff member (Host) to monitor capacity on a daily basis and ensure the maximum levels is not exceeded.</p>	<p>Manager</p> <p>All staff</p>		



Hazard	Persons at risk	Existing control measures	Additional control measures	Action by whom	Action by when	Date completed
Exposure to and the spread of the COVID-19 Coronavirus	Employees, customers, contractors, visitors.	<p><b>Cleaning &amp; disinfection</b></p> <p><b>In-house cleaning</b> – Daily/weekly cleaning schedule and records in place for front of house and kitchen areas. Commercial cleaning chemicals in use, including a sanitiser that meets the requirements of BS EN 1276 and has a kill contact time of 15 seconds.</p> <p>Customer plates, cutlery, glassware, and crockery are cleaned and air dried in a commercial dishwasher operating at 80°C.</p> <p>Kitchen Porters wash-up pots, pans and</p> <p>Contract in place with Challenger Food &amp; Safety for periodic unannounced food safety and hygiene audits of each pub.</p>	<p>Hand touch points, tables, doors, protective screens, toilets etc. will be cleaned continuously throughout the day. Frequent hand touch points will be sanitised hourly. Customer touch points that cannot be eliminated (pdq card payment reader where contactless payment or online payment is not possible) will be sanitised prior to and after each use. Dining tables, chairs and napkin holders will be cleaned with sanitiser and blue roll prior to the first customer use, after each customer use and again prior to seating customers.</p> <p><b>In-house cleaning</b> – kitchen staff will be responsible for continuously sanitising hand touch points in all food rooms and touch points such as taps, fridge handles will be sanitised hourly.</p> <p>Utensils to be collected and washed/changed hourly.</p>	<p>All staff</p> <p>Chefs</p>		

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Exposure to and the spread of the COVID-19 Coronavirus	Employees, customers, contractors, visitors.	<p><b>Hygiene</b></p> <p><b>Hand hygiene</b> – Hand basins behind the bar, in the kitchen, in the toilets are provided with hot and cold running water, liquid soap and disposable paper towels/hand dryers.</p> <p>Employees wash hands on arrival at work, prior to and after eating, after receiving and unpacking a goods delivery, prior to putting on disposable gloves and after removing them, after touching hand touch points and at regular intervals throughout the day. The 20 second hand wash method continually reinforced.</p> <p><b>Hand touch points</b> – Contactless ordering and payment options are in place and available for customers.</p> <p>Laminated re-usable menus pre-sanitised to be used in the medium term when risk level reduces.</p>	<p><b>Hand hygiene</b> – An additional wash hand basin will be provided in the outside beer garden of each pub (near the burger shack) for frequent use by customers and staff. This will reduce demand for hand basins in the toilets.</p> <p>Alcohol hand gel/hand sanitiser dispensers or bottles positioned at the host reception, outside the toilets, at communal wash hand basins and behind the bar. It is already available in the kitchen, in the burger shack and behind the pizzeria section.</p> <p>Front of house staff to wear disposable gloves when polishing cutlery.</p> <p><b>Hand touch points</b> - Internal fire doors positioned along frequently used walkways should be held open with self-closing devices where possible.</p> <p>Internal doors (with the exception of fire doors that do not have self-closing devices and fire final exit doors) positioned along frequently used walkways will be held open to remove hand touch points. External doors (excluding fire and security doors) may also be held open where possible.</p> <p>Table condiments (sauces etc.) to be replaced with single use disposable sachets available from front of house staff on request. See also 'Cleaning and disinfection' section).</p>	<p>Manager</p> <p>Managers</p> <p>Manager</p> <p>Staff/ Managers</p> <p>Staff</p>		

		<p><b>Protective clothing</b> – Mandatory use of face coverings in public is not currently required by the government.</p> <p><b>Ventilation</b> – Pub gardens available for use by customers. Natural ventilation inside the premises from open windows and doors is provided where safe and secure to do so. Front entrance to the pub is kept open during business hours.</p>	<p>Customer tables shall be set with cutlery and place mats</p> <p><b>Protective clothing</b> – Employees working in the kitchen and front of house where a 2 metre social distance is not always possible will be wearing a face shield.</p>	Managers		
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Hazard	Persons at risk	Existing control measures	Additional control measures	Action by whom	Action by when	Date completed
Exposure to and the spread of the COVID-19 Coronavirus	Employees, customers, contractors, visitors.	<p><b>Food handling</b></p> <p><b>Fitness to work</b> - Current health at work policy applies – food handlers shall not work with food if unwell or they have a skin condition that could lead to the contamination of food. Covid symptoms included.</p> <p><b>Hand hygiene</b> – Food handlers wash hands on arrival at work, prior to and after eating, prior to handling food, after handling raw food products, after receiving and unpacking a goods delivery, prior to putting on disposable gloves and after removing them, after visiting the toilet, after touching hand touch points, and at regular intervals throughout the day. The 20 second hand wash method continually reinforced.</p> <p><b>In-house cleaning</b> – Daily/weekly cleaning schedule and records in place for kitchen areas. Commercial cleaning chemicals in use, including a sanitiser that meets the requirements of BS EN1276 and has a kill contact time of 15 seconds.</p>	<p><b>In-house cleaning</b> – Timing of weekly deep clean of all kitchens and other food rooms in line with pub re-openings.</p>	<p>H/R</p> <p>Chef</p> <p>Chef</p>		



		<p>Wash-up pots, pans and other food related equipment using a commercial detergent, hot water above 50°C and rubber gloves.</p>	<p>Each staff member is <b>responsible</b> for continuously sanitising hand touch points in all food rooms (including pizza and burger shacks).</p>	Chef		
			<p>Frequent hand touch points such as taps, fridge handles will be sanitised hourly. Utensils to be collected and washed/changed hourly.</p>	Chef		
		<p><b>Protective clothing</b> - Clean protective clothing worn by food handlers on each working day.</p>	<p><b>Protective clothing</b> – Reiterate to food handlers that chef whites and aprons need to be machine washed on a hot wash at 60°C or above.</p>	Chef		
			<p>Employees working in the kitchen where a 2 metre social distance is not always possible will be wearing a plastic protective face shield.</p>	Chef		
		<p><b>Staff contact &amp; working arrangements</b> – Employees to continue following government guidelines on social distancing whilst at work, during break times and outside of work.</p>	<p><b>Staff contact &amp; working arrangements</b> – Food handlers to work in set teams when possible (during the week) to reduce interaction between employees.</p>	Chef		
		<p>Food handlers are given set workstations and responsibilities whilst working in the kitchen (KP, chef, pastry chef etc.).</p>	<p>Face to face working to be avoided where possible; side to side or back to back working to be set-up and encouraged.</p>	Chef		
			<p><b>Monitoring</b> – Regular in-house checks on hygiene standards to be performed throughout the day/week.</p>			