

WINDSOR CASTLE PUB - HEALTH & SAFETY – RISK ASSESSMENT

Date: 27-06-2020

Review Date: Weekly Review by Dan

Subject: COVID-19 - Re-opening – From July 2020

Version 1

Managers Responsible:	<u>Frequency</u>	<u>Severity</u>	<u>Interpretation</u>
Owner/ Managing Director – Dan Greenaway	1. Improbable occurrence	1. No injury/ies	4 and below = LOW Risk/Priority
Persons completing RA:	2. Possible occurrence	2. Minor Injury/ies	
Dan Greenaway	3. Occasional occurrence	3. Major injuries to one person	5 to 8 = MEDIUM Risk/Priority
Nicola Greenaway-Fuller	4. Frequent occurrence	4. Major injuries to more than one person	
Robin Greenaway	5. Regular occurrence	5. Death of one or more persons	9 and above = HIGH Risk/Priority
Alice Bowling			

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HAZARD:
PREVENTION:

Activity	Hazard/s	Who Affected	Assess the Risk (before controls) F X S = R	Controlling Action	Assess the Risk (After controls) F X S = R	By Whom	By When
Staff Return to Work	1. Some Staff may be more vulnerable to complications associated with COVID-19.	Staff	5 x 4 = 20	<ul style="list-style-type: none"> Staff are required to let their Dan know if any of the medical conditions listed in the NHS link provided below apply to them or their household. Link: https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk-from-coronavirus/whos-at-higher-risk-from-coronavirus/ For those with “clinically extremely vulnerable medical conditions”, they need to stay at home. Where staff have ‘clinically vulnerable individuals’ medical conditions they should disclose this to Dan, and he will assess and determine the safest available on-site role to maintain social distancing requirements. Staff who are attending work should avoid public transport where possible and commute via walking, driving in a private vehicle or cycle, etc. Bicycles can be parked on the premises and there is nearby parking in local streets. 	1 x 5 =5	Staff	Ongoing
Staff Return to Work	2. Stress and anxiety for staff who are asked to return and are worried about the risks to their health and the health of their family (particularly if living with those who are vulnerable and/or currently shielding).	Staff	2 x 3 = 6	<ul style="list-style-type: none"> Dan will discuss with staff individually – to include consideration as to how returning to Pub will affect them and what, if any, additional measures are needed. The Pub and Staff have access to official guidance from DfE and Public Health England. Staff preparation briefing and consultation has taken place and will continue throughout the re-opening process and beyond 	1 x 2 = 2	Dan	On-going

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Entering the Pub	3. People knowingly or unknowingly having COVID-19 creating potential for transmission from person to person inside the pub or outside in the garden, courtyard or wider community.	Staff, Customers, Contractors and Visitors	4 x 4 = 16	<ul style="list-style-type: none"> • Staff, Customers and Contractors or other visitors are made aware by signage displayed at entrances that they must not enter the Pub if they, any member of their household or anyone else they have recently had contact with are displaying any symptoms of COVID-19. • On arrival Customers will be <ul style="list-style-type: none"> ✓ Required to provide their name and address and contact number (which will be held safely for 21 Days and provided to the NHS Track and Trace Service if requested) ✓ Alerted that inside the premises or in its outside space's customers must be seated in the designated areas and can only meet others from the same or one other household or no more than 6 people from any other households. ✓ required to use the hand sanitizer located at the entrance prior to entry 	2 x 4 = 8	Dan/Duty Manager	Ongoing
Entering the Pub	4. Security Risks, Violence & Aggression, Risks from non-compliant behaviours by Customers on entry or when in premises		3 x 2 = 6	<ul style="list-style-type: none"> • Appropriate staff cover during opening hours to include during each shift <ul style="list-style-type: none"> ✓ at least one BII qualified member of staff or ✓ highly experienced member of staff ✓ and at higher risk periods one security guard. • CCTV in use recording images • Staff have access to phone providing them with contact with police and other emergency services. • Information and guidance to be produced for customers setting out expectations and required behaviours. Use of all available channels for dissemination including use of web-site. 	2 x 2 = 4	Dan	On-going

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Service or food and drink during opening hours	<p>5. The potential for transmission of virus droplets from surfaces to the hands and then to the face –</p> <p>a) Staff or Customer with Covid 19 symptoms</p> <p>b) Hand Hygiene:</p> <p>b) Respiratory Hygiene</p>	Staff, Customers Visitors & Contractors.	4 x 4 = 16	<ul style="list-style-type: none"> If a member of staff or customer becomes unwell with a new continuous cough or a high temperature, loss of taste or smell they are asked to leave the pub immediately and advised to go straight home and follow the Government's guidance. On arrival at Pub all staff, customers, visitors and contractors are required to use the hand sanitiser dispensers located at the entrance, Hand sanitiser dispensers are also located at various points around the premises Handwashing facilities are available in all Toilet areas. Handwashing instructions are provided in all toilets. Staff are reminded to wash hands regularly during the day and to avoid touching their eyes, nose or mouth. Kitchen and bar staff to wash hands before handling plates and cutlery Promotion of Catch It, Bin It, Kill It protocols through information, advice and guidance to staff, customers and visitors. Closure of Toilet Lids prior to flushing instructions in all toilet areas. 	2 x 4 = 8	Dan/Duty Manager	On-going.

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	c) Clothes					
	d) Essential Visitors			<ul style="list-style-type: none"> Staff attending the Pub should wear clean clothes each day and ensure that clothes are washed between each attendance. 		
	e) Contractors			<ul style="list-style-type: none"> Visitors to the Pub has been reduced to those people who need to carry out essential works. Information will be given to visitors on Pubs approach to risk and controls in place during Covid-19 		
	f) Use of Equipment			<ul style="list-style-type: none"> All contractors will submit Risk Assessments and Method Statements setting out their own arrangements for the management of Risks posed by COVID-19. 		
	g) Handing of cash			<ul style="list-style-type: none"> Staff, Customers and Contractors will use their own pens and stationery, not sharing items with others. Till and payment card readers to be cleaned down after each use. Computer and other equipment to be used by a single user only and cleaned down between each use. Clear plastic/perspex menu holder and/or one off use paper menu disposed of after use by each Customer. 		
	g) Cleaning			<ul style="list-style-type: none"> Encourage contactless payments through card reader and/or ordering app wherever possible. Where cash is taken staff must use single use gloves which must be disposed of in designated waste bins. Coins and notes to be sprayed with anti-bacterial solution Frequent cleaning of objects and surfaces that are touched regularly including counters, tills, card readers, juke box gaming machines with disposal of cleaning products in designated bins 		

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				<ul style="list-style-type: none"> Cleaning surfaces and including tables, chairs, trays and laminated menus or table signs in view of customers before customer use. Frequent cleaning of work areas and equipment between uses, using usual cleaning products Normal stringent kitchen cleaning routine to be maintained but complete disinfectant cleaning routine to be signed off at the end of each session Where a person suspected of being infected with Covid 19 virus the area(s) they were in must be cleaned in accordance with the following guidance https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings Other than exit door and in extreme weather conditions all non-fire doors will be wedged open to reduce touch points and to increase ventilation Hourly cleaning of toilets Signs in toilets to build awareness of good handwashing technique Restricted access to one person (see Social Distancing Below) 			
	h) Doors						
	i) Toilets						

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Service or food and drink during opening hours	<p>6. The premises or approaches to the premises becomes overcrowded and/or people are too close to each other and transmit the virus</p> <p>a) General principles</p> <p>b) Capacity of premises and seating</p>	Staff Customers, Contractors, Visitors	4 x 4 = 16	<ul style="list-style-type: none"> Making customers aware of, and encouraging compliance with that indoor gatherings are limited to members of any two households (or support bubbles), while outdoor gatherings are limited to members of any two households (or support bubbles), or a group of at most six people from any number of households. Premises split into the following areas with reconfigured indoor and outdoor seating and tables to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable). <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>Area</th> <th>Max Seated</th> <th>Tables</th> <th>Collection Area</th> </tr> </thead> <tbody> <tr> <td>Restaurant (Inside)</td> <td>32</td> <td>6</td> <td>Restaurant End</td> </tr> <tr> <td>Main Bar/Stage (Inside)</td> <td>31</td> <td>6</td> <td>Courtyard End</td> </tr> <tr> <td>Courtyard (Outside)</td> <td>24</td> <td>5</td> <td rowspan="2">Courtyard End</td> </tr> <tr> <td>Garden (Outside)</td> <td>70</td> <td>15</td> </tr> <tr> <td>Total</td> <td>157</td> <td>32</td> <td></td> </tr> </tbody> </table> <table border="1" style="margin-left: 20px;"> <tbody> <tr> <td>Inside</td> <td>63</td> <td>12</td> </tr> <tr> <td>Outside</td> <td>94</td> <td>20</td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Area	Max Seated	Tables	Collection Area	Restaurant (Inside)	32	6	Restaurant End	Main Bar/Stage (Inside)	31	6	Courtyard End	Courtyard (Outside)	24	5	Courtyard End	Garden (Outside)	70	15	Total	157	32		Inside	63	12	Outside	94	20				2 x 4 = 8	Dan	By 4 th July
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	<p>c) Entrances, Common areas, Staircases (Movement around premises).</p> <p>d) Ordering food and drink</p>			<ul style="list-style-type: none"> • Designated and signed single entrance and exit • Entrance is monitored by staff to ensure social distancing at entry is maintained using car park area as overflow as required • Exit is monitored by staff to ensure customers do not enter and that people do not gather or stand in exit area • On entrance to premises Customers are designated and directed to areas identified above and asked to remain within these. Access to and movement within these areas planned, signed and space marked to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable). • Customers will be encouraged to utilise a food and drink ordering app on their phone. • Where there are lower levels of occupancy and social distance guidelines can be maintained Customers can be invited to collect their drinks from the Areas identified above or order and collect their ordered drinks from these areas. • The Collection points and Bar are all shielded by Perspex screens and just allow drinks to be passed below the screens. • Where 2 members of staff work behind bar, they have designated areas. (Restaurant End and Courtyard end). When using till staff must ensure other member of staff is 2M away or 1M with back turned to Till. Where necessary to cross-over or leave bar area staff must move from bar area momentarily as required. Maximum staff behind bar is 3 in Restaurant, Stage and Courtyard bar areas. 			
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	h) Food service i) Office area			<ul style="list-style-type: none"> Food will be delivered to tables and cutlery and condiments will be only be provided when food is served. Condiments will be delivered in sachets to the table Restricted to staff and designated Visitors or Contractors and only one person in the area at any one time 			
Entertainment	7. Provision of Entertainment encourages shouting, singing or other behaviour which could result droplets from surfaces to the hands and then to the face or breach of social distancing guidelines cause transmission of virus to others	Staff, Customers	4 x 4 = 16	<ul style="list-style-type: none"> No live band entertainment Quiz night is permitted but subject to a specific risk assessment and controlling actions approved by Dan TV not used for sporting events, but Customers allowed to use mobile devices at their tables to view sporting events etc but monitored to ensure this does not result in behaviour which could lead to a transmission risk. Juke box in operation but volume controlled so that only background music. When music playing situation will be monitored to ensure does not result in behaviour which could result in transmission risk. If deemed as a risk will be turned off. Gaming machines suspended unless permitted by Dan and then monitored to ensure does not result in behaviour which could result in transmission risk. See also Cleaning Above 	1 x 4 = 4	Dan Staff Staff Dan	On-going On-going On-going On-going
Cleaning	Insufficient routine cleaning increases risk of contamination.	Staff, Customers, Visitors and Contractors.	4 x 4 = 16	<ul style="list-style-type: none"> Staff on duty during service hours will wipe down key touch areas, and equipment and furniture as identified in this document as well as hourly toilet cleaning. Routine Cleaning will take place prior to opening each day (i.e. not cleaning in the event of significant contamination by someone suspected of having COVID 19) the following arrangements are in place: Cleaning contractors must wear disposable gloves Staff wear their usual washable uniform/clothing. 	2 x 4 = 8	Contractor and Staff	On-going

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Communications	Insufficient awareness of risks and control measures leads clear guidance on social distancing and hygiene	Staff, Customers, Visitors and Contractors	4 x 4 = 16	<ul style="list-style-type: none"> All staff are given copy of Risk Assessment and briefed Clear written guidance and signage on social distancing and hygiene is prominently displayed on premises Directional signs, space markings are clearly identifiable and checked on site Web-site and social media is used to communicate to Customers the control arrangements Contractors and visitors are sent copy of Risk Assessment House rules on all tables, web-site and social media 	1 x 1 = 1	Staff	On-going
Declaration	COVID Controls Declaration	Staff, Customers, Visitors and Contractors	4 x 4 = 16	<ul style="list-style-type: none"> The government has produced a declaration poster for employers to display which can be used by Pubs: COVID Secure Poster Link https://assets.publishing.service.gov.uk/media/5eb97d30d3bf7f5d364bfbb6/staying-covid-19-secure.pdf: 	1 x 1 = 1	Staff	On-going
Monitoring	Monitoring and Review	Staff, Customers, Visitors and Contractors	4 x 4 = 16	<ul style="list-style-type: none"> Overall responsibility for the monitoring and review of this Risk assessment is the responsibility of the Dan Responsibility daily is with the staff on duty Any incidents, issues or matters requiring escalation will be reported to Dan. 	2 x 4 = 8	Staff	Ongoing

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