

JACK'S CAFÉ: COVID-19 (C-19) RISK ASESMENT- For Eat In Dining from 4th July 2020

Risk Assessment Number : CE.005

This document is a Risk assessment for the **JACK'S CAFÉ** due to open for 'Internal Dining' as of the 4th July 2020.

This Risk Assessment is to address any changes in operations which will be incurred by the opening of internal dining spaces and garden, within the **JACK'S** premises.

All Controls and Procedures that are published within this document are additional measures, to be used in conjunction with the existing C-19 Risk Assessment, and not as a replacement of all existing controls and systems that are in place for the *Jack's Cafe*.

Notes on Assessment of procedures for re-opeing of Restaurants and Café's for the purpose of Eating in:

In this document the new operations will be referred to as 'Eat In Dining', 'Eat In', or 'Sit In' and any Internal space may be referred to as: 'Interior Space', 'Restaurant space', or 'Cafe space'.

Notes on Updates to Social Distancing:

Social Distancing is the most important 'Procedure', recommended, in the control of C-19 transmission. The existing Government guidelines for Social Distancing are for: "2m (metres) or 1m (metre) with 'Risk Mitigation'. So what does this mean?

Mitigation- The guidelines suggest: "Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and if so, take all the mitigating actions possible to reduce the risk of transmission between their staff".

Mitigating Actions include :

Further increasing the frequency of hand washing and surface cleaning.

Keeping the activity time involved as short as possible.

Using screens or barriers to separate workers from each other and workers from customers at points of service.

Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.

Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).

Section 1. - Assessment for Permitting Customers & Public onto Premises for 'Eat In' / 'Sit in' activities

Controlling Customer Groups-

Risk: Recognising Safe groups and group numbers

Permitted Groups are:

Household groups & Support Bubbles;

Mixed groups- with a maximum of 1 other Family group

Outside Seating- Upto a maximum of 5 'other' People

Controls :

Staff awareness of all safe Permitted groups

A Doorman at Reception to assess safety of groups on arrival.

Doorman can refuse entry to Groups if considered un-safe.

Maximum Capacity for safety of Customers and Staff

Risk: Capacity exceeds safe levels for managing Social Distancing

Jack's Maximum Capacity will be set and maintained at :

This Capacity will be split into a total of () inside and () people outside.

Controls :

Safe Capacity has been determined by Total number of Tables & Seating allocated

Staffing of Entrance to manage maximum capacity to premises.

Staff Awareness- Staff trained on importance of maximum capacity & managing access points.

Manager- Reserves the right to change capacity if safety of staff and customers at risk

Assessment: Total allowance must take into account ability of staff and provision of space to cope with maximum capacity.

Assessing Layout of Interior Space

Risk: Maintaining Social Distancing due to Layout of interior spaces

Controls:

Re-design of layout of interior Public space to maintain Social Distancing

Tables set at a Maximum size of 6 People.

Physical separation between tables of 2 Metres- measured as gap between back of chairs.

Layout of tables to promote safe movement of people within the interior space.

Large tables or 'Combining' of tables for large 'Groups', Not to be permitted.

Groups larger than 6 people will be seated at separate tables.

Assessment: Interior and Garden layout must be maintained for safety of customers and staff

Managing Arrival & Reception of Customers safely

Risk: Avoiding bottlenecks at access points and customer dis-orientation on entering the premises.

Controls:

Clear guidance of procedures for customers on Arrival by use of Signs, Visual Aids and Staff assistance

One Way flow in operation through designated entrance points.

Provision of Hand Sanitiser Gel for Customers entering the premises.

Encourage Customers to use Hand Sanitiser on entering the premises.

On arrival at reception: Table availability to be agreed with Customer by Doorman

Once permitted -Customers will be led safely to their table by an appointed staff member.

Use of a 2-way radio for Doorman to communicate on capacity of premises.

Assessment: Ensure Signs and Visual Aids in place to direct customers.

Maintain communication with staff inside the premises.

Procedures to deal with Queueing outside

Risk: Queueing and Bottlenecks can increase the risk of transmission.

Controls:

Provision of Space for Queueing Must take into account:

Social distancing of customers while Queueing- Using signs, crowd control tape and staff management

Movement of 'Other People' around the Queue area- Enough Space and Guidance available.

Consideration of other neighbouring business premises adjacent to queueing and parking areas.

There will be 2 Separate queue's outside Jack's:

1..Designated Queueing zone for Customers waiting to enter the premises.

2..Designated Queueing zone for Take-away customers.

Queue zones will be identified by floor markings and signs to maintain Social Distancing.

Assessment: It is important that Queueing zones are easily identifiable by customers and maintained by Pub reception staff.

Managing Customers within the Café premises: Interior seating & Beer garden.

Risk: Controlling Social Distancing and the risk of transmission by Customer/Staff interaction.

Controls:

Use of a 'One way' flow for the Access points to the building and garden access.

Customers are escorted to a table by a designated staff member

Staff will advise customers on the importance of staying at their table once seated, and maintaining 2 metre Social Distancing.

Social Distancing by Staff- 'At All Times', (by 2 Metres or 1 metre with risk mitigation).

Only Table Service will be in operation for all food & drink orders

Customers with Children must prevent them wandering from their designated table.

Use of Customer Toilets must be strictly controlled. (See separate section)

Staff to 'Encourage' Customers not to 'Gather' in/around access points, staff areas, and at tables after dining.

Assessment: Staff must advise customers of procedures and encourage them to consider safety of others while on the premises

Ordering of Food & Drink within the Restaurant Café

Risk: Controlling Social Distancing and the risk of transmission by Customer/Staff interaction.

Controls:

Ordering and Payment of Food & Drink will ONLY be from the customers table.

Instructions for ordering will be posted on signs throughout the premises

Customers are advised not to stand or order at the usual order point.

Assessment: Keeping customers at their tables for ordering and service will help reduce risk of transmission.

Waiter Service of Food and Drink to Tables

Risk: Transmission by customer/staff interaction and surface contact of table items & condiments

Controls- To minimise interaction between (FOH) Front of House staff and Customers:

The only method of Service to Customers will be directly to their Table.

Customers are asked to respect Social Distancing- (by 2 Metres), when receiving items to the table.

Designated 'Working Area' zones for Waiting staff to reduce the risk to Staff and Customers.

Condiments, Cutlery & Napkins: Any items needed to accompany Food & Drink orders, will only be delivered at point of service.

Table Condiments - Use of disposable Sachets instead of food dispensers, Re-Fill containers and Cruets

Self Service areas, such as Bar areas, Condiment stations, will not be available.

Waiters must maintain 'strict' Personal Hygiene rules when Serving and Clearing from tables.

Assessment: Reducing interaction of waiters and customers and preventing transmission by surface contact items.

Cleaning Tables and Dining Areas.

Risk: Transmission to customers & staff by infected surfaces and table items

Tables to be fully Cleared of all debris, Cleaned and Sanitised once vacated by Customers.

Staff to be trained on correct cleaning procedures and awareness of potential transmission from surfaces.

Staff designated to table Clearing and Cleaning duties.

Table areas to be checked by Supervisor before next Group seated.

Assessment: Staff must ensure their own safety by washing hands after cleaning a table area. Table areas must be checked before next customer is seated.

Use of Public Toilets-

Risk: Hot spot area for risk of transmission and interaction between customers.

Government Advice: "Public toilets, portable toilets and toilets inside premises should be kept open and carefully managed to reduce the risk of transmission of COVID-19".

Controls:

Use of Signs, Visual Aids and Floor Markings to control the use of Toilet areas and safe flow system of people.

Designated queueing zones with Social Distancing markings for each toilet facility and 'limited entry' approach of 'one in one out'

All Loo Seats have been checked for a Lid cover attachment

Regular/ Increased toilet checks every 30 minutes. to maintain provision of facilities and cleaning.

Designated Staff member to clean toilets on each shift- will be trained in personal safety and cleaning schedule.

Entertainment, Live Music, Sports Channels, Loud Music and drunken disorderly behaviour

Risk: Transmission and Close interaction by encouraging Loud shouting and 'group celebration'.

Jack's Café will not be showing any Sports events or providing live entertainment or live music.

Ambient music played on the premises will only be at a Low volume.

Managing Exits and Departure of Customers:

Exit by same door as Entrance. Staff member on the door will control the flow of people.

Staff to Direct and Remind customers of safe movement to Exits on settlement of restaurant bill.

Staff to 'Encourage' Customers Not to 'Gather' in/ around access points and at tables after dining.

Section 2. - Assessment for Safety of Staff under new Covid-19 operations.

Social Distancing: rules and procedures for staff

Risk: safety of staff and customers by transmission of Covid-19

Controls:

Staff Training and Awareness on existing Social Distancing Rules.

An understanding of the 2 Metre rule and 1 metre Mitigation, for staff.

Training on Correct information to communicate to Customers.

Reporting & Observtion of any un-safe practices.

Staff Declaration-Risk Assessment and Understanding of all existing and new rules in place.

Risk: Understanding the importance of safety for work colleagues and customers.

Training of all staff on new operations prior to opening of Pub on 4th July.

Staff are required to read all rules and procedures and sign Risk Assessment sheet to as a declaration they have understood the risks and importance of safety.

Training will be documented for records.

Assessment: It's important that all staff members sign a company declaration before opening.

Updates on PPE and Face Masks :

The current Government Guidance on Face Masks is as follows:

It is important to know that the evidence of the benefit of using a face covering to protect others is weak and the effect is likely to be small, therefore face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing. These other measures remain the best ways of managing risk in the workplace and government would therefore not expect to see employers relying on face coverings as risk management for the purpose of their health and safety assessments.

As an Assessment of the use of Face masks for the Somewhere Else pub the following suggestions are in place:

General Management:

Staff transmission to customers: Face Masks are useful in prevention of transmission by coughing, and a Manager must assess: that if a face mask is necessary for a staff member for this reason, whether this staff member should be in the workplace at unnecessary risk.

Customer transmission to Staff: However, if it deemed safer for staff to wear masks for their own safety from Customers, then face masks are available to wear.

Cleaning Staff: Any staff required to clean unsafe areas, such as toilets, will be required to wear face masks and gloves.

(FOH) and Waiting staff :

Staff may be allowed to use face masks in particular situations, if they feel at risk, but this must not be used as a replacement of all other safety precautions, such as Social Distancing, Handwashing, avoiding Touching your face, and Surface cleaning.

Chefs & Kitchen Staff:

It is not compulsory for chefs to wear face masks in the kitchen area if they are following existing procedures for: Social distancing; Team 'Partnering'; Personal hygiene rules; existing Food Safety controls and all Cleaning procedures in place.

There is a case for Chefs wearing face masks, where they are within sight, for the benefit of customer re-assurance. If chefs are following all other procedures as mentioned above the only risk of transmission may be by coughing over food and service equipment.

Managers must assess whether this precaution is necessary, and must consider other solutions by use of signs and visual aids to re-assure customers, while also assessing customer feedback.

All other PPE:

All other PPE should be used as normal under existing company procedures.