

The logo for Actress & Bishop is a black square with the text "ACTRESS & BISHOP" in white, serif, all-caps font centered within it.

**ACTRESS
& BISHOP**

COVID 19 RISK ASSESSMENT JULY 2020

Name of Premises: Actress and Bishop Public House.

Location: 36 Ludgate Hill, Birmingham, B3 1EH

Activity: Protection against Covid-19

Potential hazards: Infection & illness

1. **Coronavirus infection is acquired by 2 principle routes** - Whilst Coronavirus symptoms are often mild, it can cause acute illness & in some individuals death. Infection is acquired by 2 principle routes:
 - A. Airborne droplets carrying the virus which have been exhaled by an infected person. The risk is greatest when a person is displaying symptoms, but not all infected persons have symptoms. Coughs & sneezes increase infection risk. The virus can enter another person via mouth, nostrils or eyes.
 - B. Contamination of hands from touching a surface contaminated with virus particles (because an infected person has coughed or sneezed over it, or passed on the germs with their hands) & then touching your own face (mouth, nostrils, eyes) with your contaminated hands.
2. **Protect yourself from infection in 2 principle ways** - Assume everyone is infected:
 - A. SAFE SOCIALISING - Social distancing – as far as possible, keep the minimum distance advocated by government from all other people. This will reduce risk that you inhale airborne virus particles from an infected person.
 - B. WASH HANDS REGULARLY. Ensure all team members wash hands frequently & vigorously using soap and water for 20 seconds in which they have been trained. They should avoid touching their face. This should be monitored throughout & take teams to task when not employed. Regular reminders will help employees adopt this safe behaviour.

EFFECTIVE HANDWASHING WITH SOAP & WATER IS YOUR BEST DEFENCE AGAINST INFECTION

3. **Looking after your team** - Effective precautions must be employed which will significantly reduce transmission of the virus between people
 - A. All team members must complete in house Coronavirus Training before returning to work & on recruitment. This will make them aware of the controls within this RA (Risk Assessment). No team members may work unless they have completed the training.
 - B. Should a team member develop symptoms whilst at work, they should be sent home immediately to self-isolate. ** Insert your business procedures here **
4. **Keep virus out of the building** – The Virus will only enter the building with another human. Either because they are infected or carry the virus on their hands. It is unlikely to be on stock delivered to the pub/restaurant.
 - A. Display a conspicuous sign that persons can read before entering the building, instructing persons with Covid-19 symptoms not to enter the building.
 - B. Brief team members not to come to work if they have symptoms, or have had symptoms in last 7 days OR someone in their household has had symptoms in previous 14 days.

- C. Before each team member starts a shift, take their temperature. If above 37.8C, that individual must immediately return home & self-isolate.
- D. Erect hand hygiene stations at both customer & team member entrances, together with signage requiring all persons on entering the building *sanitise their hands*. Team members must wash hands thoroughly & in accordance with their training, on arrival at work.
- E. Unless travelling alone in a private vehicle, team members must not travel to work in their work clothing. They should change on arrival at work washing hands before & after changing. If changing clothes is impractical, e.g. due to lack of facilities, they should wear outer clothing over their workwear which can be removed on arrival.
- F. Team members must not work at more than one pub. Do not loan staff out to other pubs.

5. Contractors – You should instruct contractors to attend outside of trading hours when possible. If they are required to attend during trading hours, you should request they do the following:

- A. Make an appointment with ** insert nominated person/title.
- B. Call from car park/street on arrival so that access can be arranged, maintaining social distancing & coming into contact with minimum number of people.
- C. Wear a face covering mask whilst in the building.
- D. Beer deliveries will require access to cellar & then cellar vacated whilst stock is being delivered. Or alternatively social distance whilst delivery takes place. If possible, leave stock for 24hours or more before handling.
- E. Always wear disposable gloves or wash hands after handling newly delivered stock.

		Yes	No	If a control has not been employed, what alternative control / actions taken to resolve
1.0	CUSTOMER			

1.1	Customer encouraged to pre-book tables, contact details of all guests to be recorded to assist the government with the 'Track and Trace' program. Two household rule explained during booking process.	<u>X</u>	<u>This can be done via our app, e-mail or telephone. Advertising through all our media avenues taking place. Upon reservation, all guest contact details taken in advance and stored safely for 21 days. Any 'walk in' guests will have their details taken by the hostess station at the entrance.</u>
1.2	Walk-ins permitted if tables are available.	<u>X</u>	<u>Controlled by either our front of house hostess, manager or SIA security member. Guest details taken by hostess.</u>
1.3	Vertical drinking will not be permitted, although customers may use high tops in bar area.	<u>X</u>	<u>All chairs removed from bar to create clear walkthrough and protect bar staff.</u>
1.4	Ensure tables & chairs do not encroach within the safe social distance of anyone working behind the bar.	<u>X</u>	<u>Furniture not to be moved by patrons as detailed by hostess upon entry. Chairs removed from bar.</u>
1.5	Need to manage door during peak periods to ensure customers are not bunching inside the pub. Queuing at entrance might be necessary & social distancing may need to be encouraged via the door host.. Capacity reduction needs to be considered to comply with social distancing.	<u>X</u>	<u>Hostess will be operating during operating hours to manage reservations and 'walk ins', a queue system outside controlled by floor markings and barriers. Queuing system implemented outside the building not inside. At peak times the hostess will be supported by a SIA security member(s) at entrance and the duty managers. Staggered arrival and departure for tables to discourage gatherings and to consider the neighboring businesses. Maximum capacity operation over whole venue will be 80 persons a reduction from 400 persons.</u>
1.6	Trade area must be set up to maintain social distancing, some tables & chairs removed.	<u>X</u>	<u>One meter + rule applied, 'welcome back guide' explained to customers by hostess upon entry, laminated 'rules' on every table. Chairs removed from bar, tables removed and remaining furniture to not to be moved between tables.</u>
1.7	Entrance and Exit has been identified at door with separation barrier and signage to ensure one-way flow of customers. Signage makes this clear.	<u>X</u>	<u>Separation barrier, floor stickers, walk through, one way including stairs.</u>

1.8	Alternative access point may be necessary for persons with impaired mobility. Ensure a plan is in place & team are aware of this.	X		<u>No alternative access point but arrangements can be made with management and staff to clear entrance/exit completely and assist where needed.</u>
1.9	Customer toilets are managed for single entry and sufficient urinals, hand wash sinks & toilet cubicles are taken out of use to maintain social distancing. If possible, open windows etc. to increase flow of external air into building.	X		<u>Extra toilet facilities to be open including disabled and upstairs toilets. 'One in one out' system advised, with signage, middle cubicle out of use in Ladies toilets, hand sanitizer station at toilet entrances. Cleaning of all handles, sinks, toilet seats every 30 minutes. Front, porch, top of stairs doors all hooked back and open. Toilet cleaning</u>
1.10	Pinch points where social distancing cannot be maintained have been identified & suitable precautions employed.	X		<u>Gaming machines removed near toilets, chairs removed from bar area leaving a wide walkway for toilet access and to reduce 'pinch points'</u>
1.11	Advise patrons about avoiding particular areas of public transport and over crowded areas in transit to and from the venue.	X		<u>Stagger arrival and leaving times to discourage crowds, inform guests via media channels about our bike racks at front of building. Leave an hour at end of night to allow tables to leave separate from one another.</u>

		Yes	No	If a control has not been employed, what alternative control / actions taken to resolve
2.0	TEAM & BAR SET UP.			
2.1	Team members can stagger breaks & take them away from customers or at least maintain social distancing.	X		<u>Staggered breaks implemented and taken either BOH or outside at the top of Ludgate Hill.</u>
2.2	Team members have been allocated to specific shift teams. Switching between teams should not take place unless absolutely necessary and only with approval.	X		<u>Longer shifts over less days in place so same team members work full day and nights a fewer days of the week. Less staff interaction. Creating 'Team bubbles'.</u>

2.3	Team meetings may only be conducted remotely. Any necessary one to one meeting must observe social distancing.	X	<u>Online 'Zoom' meetings taken place regularly between management and staff. Telephone staff assessments taken place, back to work interviews.</u>
2.4	All team members with a specific workstation. e.g. behind bar must be set up so that each station is self-sufficient to avoid unnecessary moving around which may compromise social distancing. Staff may occasionally pass each other behind the bar, but this should be avoided as much as possible. This may mean that only one person is working the bar.	X	<u>One person on bar area at most times. At peak times, bar area split into sections with own tills, PDQ machines, beer pumps, ice buckets, fruit tongs and scoops. Bar taped off into two zones, surfaces, handles sanitized every 30 minutes.</u>
2.5	Keep uniforms clean. This gives customers confidence.	X	<u>Uniforms to be changed into at work, different clothes used to travel into work. Washing facilities for uniforms available at venue.</u>
2.6	Employee safety and training.	X	<u>Back to work interview and full Covid 19 training conducted prior to their return, these are signed and filed by each staff member. Staff members will have their temperature taken and the beginning of every shift. Face visors worn by all staff members on shift, additional masks are available if desired. Disposable gloves provided for cleaning and glass collecting.</u>
2.7	Where possible, all drinks will be served to customers seated at tables. Bar tenders should have their own workspace, including dedicated ice bucket, scoop, fruit & tongs. These together with any spirit bottles should be cleaned & sanitised at the end of each shift or on change over. If bar is large enough for 2 people, each space should be marked out with floor tape.	X	<u>Bar to be cleaned every 30 minutes and recorded and signed by staff member. Bar staff to remain in own section, double shifts over day and night implemented with less staff crossing over on shift patterns. Different staff for the following day with deep clean between shifts.</u>

2.8	No live music, DJs, sporting events and background music considerations. The reduction of shouting, chanting or dancing.	X		<u>We will not be permitting any of our usual program of live music, DJs or the showing of sports events. The risk of crowds congregating and dancing would result in little to none social distancing. We will also be leaving our background music lower than usual so tables can converse without the need to shout at one another or lean closer together. Stage area to be used as seating areas.</u>
2.9	Where possible encourage employee's to work from home.	X		<u>Office duties and some managerial roles to be performed from home where possible. Training to given online and video calling in small groups.</u>

		Yes	No	If a control has not been employed, what alternative control / actions taken to resolve
3.0	Training for all staff members explained in details and recorded. Elected Health and Safety monitor on site at all times. Extensive cleaning routines explained and monitored, extra hand washing, designated PPE pedal bin in operation.	X		<u>All staff to undertake training and informed of new guidelines as outlined in this risk assessment. Risk assessment to be signed by each member of staff and any extra training or clarity given by health and safety officer. Duty manager on shift to take 'Health and Safety' officer role on their shift meaning a representative on site at all operating times. Any concerns by staff or customers can be raised to duty manager.</u>
4.0	HAND SANITISER DISPENSES			
4.1	Should be installed FOH (front of house) and BOH (back of house).	X		<u>Hand sanitiser at all tills, hand wash area, various locations and tables throughout the venue.</u>
4.2	At customer & team member entrance.	X		<u>Front door, hostess station, entrance to upstairs venue, toilet entrances</u>
4.3	Adjacent to working till, one for team members.	X		<u>Hand Sanitiser on both tills.</u>
4.4	BOH in location for frequent use.	X		<u>Staff cloakroom, staff toilets, office and cellar.</u>

5.0	REDUCE CONTACT			
5.1	Encourage customers to use contactless payment if possible.	X		<u>Encouraged through media channels, hostess, signage at entrance and on tables. Tab's set up for table numbers, own PDQ machine for every member of staff.</u>
5.2	Glass collecting and Table clearance.	X		<u>Less glass collecting to reduce staff contact, PPE worn including gloves when glasses collected. These gloves disposed off in covered pedal bin after every glass collection circuit. Gloves worn to sanitise tables between customer visits and disposed off after in dedicated PPE pedal bin.</u>
5.3	Staggered arrival and leaving times for customers, consider your operating hours.	X		<u>We plan to stagger booking arrival and leaving times. We will be operating from 11am to 12am with an one hour staggered leaving time. No patron to be in the building past 1am. Public transport limited so to anticipate taxi waiting times, let patrons wait indoors and leave with their tables rather than every customer leaving at the same time.</u>
5.4	Any cash transactions should be placed on the table and left for staff member to collect, social distancing throughout the transaction.	X		<u>Face visor worn by staff member, hand washing/sanitizing after cash transaction.</u>

		Yes	No	If a control has not been employed, what alternative control / actions taken to resolve
	REDUCE CONTACT CONTINUED			
5.5	Customers will be expected to remain seated; drinks will be taken to their table .The server moves back once placing drinks on the table.	X		<u>Customers will have this explained to them at numerous points. The beginning of the ordering process you will have an e-mail explaining the procedures as well as at the hostess station and a laminated list of do's and dont's on each table. These will be sanitised between every visit.</u>

5.6	Team members will need to be FOH to serve drinks to tables & to collect glassware. In such circumstances social distancing cannot be maintained. Keep contact time with customers to a minimum. Ensure adequate face masks/coverings are available should team members wish to wear them.	X		<u>Face visors and disposable gloves worn by staff member when collecting glasses/cleaning tables. FOH staff to remain at the other side of the bar away from the serving staff who are dedicated solely behind the bar.</u>
6.0	TABLE SET UP & TURNING			
6.1	Tables to be minimum of one metre apart.	X		Chairs to be positioned facing either 'side to side' or 'back to back'.
6.2				
6.3				
6.4	Clear, clean & sanitise tables & chair backs (where customers may have touched them) between each party of customers.	X		<u>Allow a minimum of 10 minutes between each party to sanitise tables and chairs. Staggered arrivals and leaving times will allow for this.</u>
6.5	Furniture to remain in place.	X		<u>Do not allow chairs to be shared between tables, always reposition if moved between table reservations.</u>
6.6	Use glass trays to collect empty glasses. Do not put fingers where customers mouths have been.	X		<u>When collecting glasses, collect glasses from the bottom stem or area of glass, never from the inside or top area of glass where mouth touches.</u>
6.7	Always wash hands after clearing tables & glassware.	X		<u>Gloves to also be worn and disposed of after glass collection followed by hand washing.</u>
6.8	A pedal bin with close fitting lid, must be provided for staff to dispose of face masks & disposable gloves.	X		<u>A dedicated PPE bin allocated in the glasswash area for staff to dispose of their PPE.</u>
7.0	CLEANING MONITOR			

7.1	Touching of some surfaces is unavoidable. Frequent cleaning with suitable sanitizer will kill the virus if it is on the surface	X		<u>Anti-bacterial/virus wipes used on all hand rails, door knobs/handles, toilet cubicle locks, toilet flush, toilet seats, sinks, hand driers every 30 minutes. Sanitiser stations refilled whenever necessary. Wipes to be disposed of in dedicated PPE pedal bin.</u>
7.2	Use your nominated cleaning sanitiser.	X		<u>Anti- virus wipes, anti bacterial spray's, 75% alcohol hand sanitser, disposable wipes and bloo roll.</u>
7.3	Increase frequency of cleaning of all surfaces that are frequently touched. These include door push plates & handles, till buttons, card machines & office keypads, toilet handles & all taps, hand dryers, tables, chairs & AWP machines. During busy periods a dedicated person allocated to this task will increase customer confidence.			<u>Cleaning routine for the whole venue by dedicated staff member, checked and signed by duty manager. FOH and BOH cleaned every 30 minutes, tables and chairs sanitised between each table reservation.</u>

		Yes	No	If a control has not been employed, what alternative control / actions taken to resolve
	CLEANING MONITOR CONTINUED			
7.4	AWPs can continue to be played. Consider fitting a hand sanitiser dispenser to the wall adjacent to machine & applying tape to floor with a reminder that anyone not playing the machine needs to maintain social distance.		X	<u>We have choosen to remove AWP machines due to uncertainty of social distancing being achieved and the creation of 'pinch points'.</u>

I declare this business is compliant with Covid-19 Secure guidelines & can safely trade and I have reviewed the Risk Assessment with each member of my team as outlined below.

SIGNED:		PRINT NAME:	
DATE:		JOB TITLE:	

Team:

By signing I agree and understand the controls that I must follow as outlined in the Risk Assessment above

TEAM MEMBER NAME	SIGNATURE	DATE