

## Pipe of Port Covid-19 Reopening Risk Assessment

Assessment carried out by:

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Version:

2.0

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Risk	Who May Be Harmed	Current Mitigation (if applicable)	Additional Action Required	Status
Customers visiting restaurant in groups of more than 2 households in contravention of current government transmission risk mitigation guidance.	Staff/Customers		Enforcement of social distancing regulations (2 households): Online: update bookings page & COVID-19 page on website, check box added to Avenista booking system to confirm customer's understanding if booking online. Phone bookings: person taking call to inform customer. Walk ins & obvious flouters: staff given authority to turn away walk ins if more than 2 households suspected, staff to escalate to manager to turn away pre-booked parties who arrive and are obviously more than 2 households.	Completed
Customers visiting restaurant in groups of more than 6 in contravention of current government transmission risk mitigation guidance.	Staff/Customers		Enforcement of social distancing regulations (6 guests): Online: update bookings page & COVID-19 page on website, Avenista booking system limited to max. 6 per booking. Phone bookings: person taking call to enforce. Walk ins : staff given authority to turn away walk ins if more than 6 individuals in group, staff to escalate to manager to turn away pre-booked parties who arrive and are more than 6.	Completed
Customers "bubbles" sitting in close proximity of others.	Staff/Customers		Compliance with social distancing regulations (seating): Reconfiguration of seating to ensure minimum of 2m between customer bubbles.	Completed
Customers congregating in bar area whilst waiting to be seated.	Customers		Booking times staggered to reduce likelihood of customers congregating whilst waiting to be seated. Customers asked to pre-book and arrive at their booked time, signs and floor markers installed to enforce 2 metre distancing in unlikely event of a queue forming.	Completed
Taking orders and payment: proximity/contact between staff and customers, handling of menus and payment machine.	Staff/Customers		QR code to access menus online on each table, with instructions and encouragement to use. Single use menus available on request. Card payment encouraged and card machine disinfected after every use.	Completed
Staff delivering food/drinks to table - proximity between staff and customers.	Staff/Customers		Front of house staff to wear plastic visors (regularly disinfected) or face coverings and wash/sanitise hands regularly. Customers to be encouraged to wash hands and utilise sanitising points placed around the restaurant regularly.	Completed
Interaction between front of house and kitchen staff on breaks.	Staff		Current shifts not long enough to require formal breaks but staff allowed informal breaks if needed, which must be taken outside. To be informed that social distancing must be adhered to during these.	Completed
Congregation of either staff and customers in bar area.	Staff/Customers	Collection point at each end of bar for front of house to collect drinks with no interaction between bar staff and themselves. Dirty glasses dropped off in separate area.	Only barrel table to be available for non-dining customer use, no payments to be made at the till, sign informing customers to pay at their table.	Completed
Front of House staff congregating and interacting.	Staff/Customers	Front of house staff already have their own section and generally serve a table for the duration of the customer's visit.	Only 1 person per section on shift at any given time due to reduction in capacity. Reinforce that staff can only work in their assigned section/tables and instruct them on how to maintain distance (side to side, 1m +) if needing to communicate.	Completed
Front of House/Kitchen staff congregating and interacting.	Staff/Customers		Front of house to only access kitchen to drop off dirties, if communication between areas needed then manager(s) to communicate.	Completed
Staff working in close proximity (i.e. kitchen staff).	Staff	Barriers between section already exist due to layout of kitchen.	Kitchen working coordinated to enable back to back working and 1 person per section. Face masks to be worn (available at entrance to kitchen). Menu/capacity/hours adjusted/reduced so that fewer kitchen staff needed on each shift.	Completed
Only one Entrance/Exit - risk of customers meeting each other on doorways or on stairs.	Customers	Customers are already greeted on entry and shown to their table.	Member of staff allocated to greeting and seating. Upon being seated, customers will be advised by their waiter/ess and by signage that when they're ready to depart to inform them and they will be shown out. The waiter/ess will then clear the way for their exit, ensuring that nobody is coming down the stairs at the same time.	Completed

Contact between Kitchen, Front of House and Delivery/Collection people during delivery/takeaway food handover.	Staff/Customers	Plates for collection from kitchen are placed on a shelf (the pass) and collected by front of house - no contact required.	Designated collection point on bar where delivery drivers or takeaway customers will collect bagged food for delivery - no contact required.	Completed
Supplier delivery drop off - contact.	Staff	Drinks deliveries dropped off at top of cellar stairs - no contact required.	Food deliveries (through main door) to be dropped off at designated table in C section, no contact required.	Completed
Staff rota - staff working with different colleagues.	Staff/Customers		Staff bubbles trialed but not workable due to size of teams and needing to cover all skillsets and illness/absence. Focusing on minimising interaction/risk (1m+, staying in sections etc.) whilst at work.	Completed
Staff congregating inside or outside upon arrival or departure. Staff access to change in/out of uniform.	Staff/Customers		Staff rota - staggering start/end times (15 min) to allow them time to use changing room and lockers.	Completed
Toilet use (including staff toilets/changing room).	Staff/Customers	Staff toilet/changing room already 1 in / 1 out.	Customer toilets: 1 in / 1 out policy - add lock to inside of main toilet doors, add vacant/engaged slider to entrance and clear signage to use. Add "please wait here for toilet" floor marker outside of each toilet and sign asking that only one person to queue at a time.	Completed
Use of face coverings by customers.	Staff/Customers		Signage placed at entrance and within restaurant infromign customers to wear a face covering throughtout the restaurant unless seated at their table.	Completed
Basement (no windows) - ventilation and filtering of air.	Staff/Customers	Air replacement system sucks in external air and expels internal air. Air conditioning system filters and cools air. Both recently serviced and working well.	No further action required at this time.	Completed
Cleanliness of hands - staff.	Staff/Customers	Staff regularly wash hands with soap.	Automatic (no touch) sanitiser dispensers in kitchen, standard pump dispensers on each station. Staff to sanitise their hands regularly with a full 20 second wash as often as practical (instruction signs placed above every sink and reminders throughout).	Completed
Cleanliness of hands - customers.	Staff/Customers		Automatic (no touch) sanitiser dispensers on entrance/exit and dotted throughout restaurant. Handwashing instruction signs placed above toilet sinks and reminders on door.	Completed
Toilet cleanliness (including staff toilets/changing room).	Staff/Customers	Already cleaned each morning and spot checked throughout day.	Manager to assign staff to perform hourly checks/clean in all toilets (schedule/sign off form mounted on wall in each toilet), including emptying rubbish and cleaning surfaces. Wall mounted hand sanitiser on exit walls.	Completed
Door handle cleanliness.	Staff/Customers		Sanitised at same time as bathroom checks/clean. Entrance door to be kept open at all times.	Completed
Food preparation.	Customers	HACCP up to date to the 24th March 2020.	Identification of any issues surrounding food preparation for dine in and takeaway/delivery. Food Safety Management System review recorded in HACCP plan as per FSA Reopening checklist for food businesses during C-19: <a href="https://www.food.gov.uk/sites/default/files/media/document/reopening-checklist-for-food-businesses-during-C-19-form.pdf">https://www.food.gov.uk/sites/default/files/media/document/reopening-checklist-for-food-businesses-during-C-19-form.pdf</a>	Completed
Contamination of staff uniform either at or outside of the restaurant.	Customers/Staff		Staff to have staggeterd arrival/leaving times so they can utilise the staff changing room to change into and out of uniform. Lockers to be provided for staff belongings.	Completed
Cleanliness of tables/cutlery/salt and pepper, condiments etc.	Customers/Staff	Mainly implemented before lockdown, condiment receptacles already washed between seatings.	Cutlery/crockery/disposable napkins not to be placed until customers are seated. Table, chairs and salt and pepper sanitised between seatings, condiments only available on request and supplied in ramekins which are washed between uses.	Completed
Cleanliness of objects and surfaces that are touched regularly.	Staff/Customers	Customer tables, cutlery, toilets etc. dealt with above.	Stations, bar, kitchen surfaces to be wiped down regularly with antimicrobial spray.	Completed

Sharing the results of this risk assessment.	Customers/Staff		Customers: post on website, display notifications in premises. Staff: COVID-19 handbook created and distributed. Staff training to take place prior to re-opening.	Completed
Guidance - customers.	Staff/Customers		Clear guidance on expected customer behaviours, social distancing and hygiene to be available on website ("COVID-19 Customer Conditions"), Avenista online ordering system and within all re-opening comms. Signs/posters around restaurant and in toilets.	Completed
Guidance - staff.	Staff/Customers		COVID-19 handbook written and distributed covering new processes/policies, expected behaviour etc., signs/posters in kitchen, at stations and staff toilet/changing room. Staff training to take place prior to re-opening.	Completed
Updating this risk assessment and any associated documentation.	Staff/Customers		Bi weekly review of this risk assessment and as and when new gvt. guidelines/policies are published. Update staff handbook, signage etc. in response.	Ongoing
General staff welfare.	Staff		Employee Wellbeing & Assistance Programme put in place. Staff encouraged to approach their manager with any concerns or support needs.	Completed
Side effects of regular handwashing and sanitising.	Staff		Moisturiser provided to all staff.	Completed
High risk staff welfare.	Staff		Staff encouraged to inform us if they fall into one of the higher risk categories, and discuss option with them based on current government guidelines. Creation of a "starting back at work" form which will include this question.	Completed
Staff use of public transport.	Staff	Cellar can be used for bike storage (3-4 bikes)	Signed up to Bike to Work scheme and encouraging cycling to work. Investigating discounted rates for Tylers Avenue carpark with council.	Ongoing
Staff member experiencing suspected COVID-19 symptoms.	Staff/Customers	All staff currently aware of isolation guidelines and steps to be taken when symptoms are identified (whether at work or home).	Update based on current guidelines ( <a href="https://www.acas.org.uk/working-safely-coronavirus/if-someone-has-coronavirus-at-work">https://www.acas.org.uk/working-safely-coronavirus/if-someone-has-coronavirus-at-work</a> ) including Test/Track/Trace process, recommunicate within COVID-19 staff handbook and posters. Follow COVID-19 return to work process. If staff member attends work or starts showing symptoms during shift - deep clean process implemented as per gvt guidance ( <a href="https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings">https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings</a> ).	Ongoing
Colleagues who have had contact with a staff member with a suspected or confirmed case of COVID-19.	Staff		Colleagues who have come into close contact (15 or more minutes within 2 meters of distance) identified and informed (sent home if on shift, asked not to come in for their next shift otherwise). Track/trace service will then contact and advise on what further action is needed (e.g. self-isolate).	Completed
Case of COVID-19 amongst staff/customers/visitors and ability to Test & Trace those who may have been exposed (come into close contact).	Staff/Customers/Visitors	Online and telephone bookings already take contact details.	All walk-ins to have the contact details (phone number and name) of the lead member of their party taken or encouraged to use Test & Trace QR code placed at entrance. All visitors details to be recorded. To be stored for 28 days.	Completed