

# ALMOND FAMILY PUBS

<b>Task:</b> COVID-19 Transmission prevention in the workplace on return to work	<b>H&amp;S Rep Name:</b> Hayley Cox- HR Generalist	<b>Sign:</b> H. COX	<b>Date:</b> 01.07.2020
<b>Location: Almond Family Pubs</b>	<b>Manager:</b>	<b>Sign:</b>	<b>Date:</b>
<b>No of Sheets:</b>	<b>Employee:</b>	<b>Sign:</b>	<b>Date:</b>

**Who might be harmed and how?**

Employees, visitors, contractors, or members of the public.

Anyone may be infected if COVID-19 is passed from one person to another. Whilst many survive infection, some may die from the disease.

1. Identify the hazards		3. What are we going to do when we reopen?	Further Action(s) required to reduce risk?	Date Complete
1.	<p><b>Biohazard</b></p> <p>COVID-19 is regarded as a high hazard.</p>	<p>All staff to complete health questionnaire prior to their return to work.</p> <p>Daily shift questionnaires via S4. We will have thermal infrared thermometers to check staff temperatures on arrival at work. The temperature gun should be stationed somewhere central to the pub so it is accessible to any staff arriving should the manager be unavailable to check temperatures. Another member of staff is able to do this if the manager is busy. Temperatures should be underneath 38C.</p> <p>Employee briefings and notices updating on control measures</p> <p>Customer signage to inform customers of processes and to warn customers to not enter premises if they have symptoms</p>		

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		<p>Training for managers to enable them to supervise effectively and implement RA requirements</p> <p>Training for all staff prior to their first shift. Staff will not be able to return to work without this training</p> <p>Monitoring and supervision procedures. Managers must ensure employees, visitor and customers are following procedures.</p> <p>Employees with need for support due to clinical vulnerability will be referred to HR</p> <p>Employees with anxiety or who have suffered personal loss as a result of coronavirus are able to access additional support through the company's Employee Assistance Programme</p>		
2.	<p><b>Transmission of virus</b></p> <p>The virus is spread in minute water droplets expelled from the body through sneezing, coughing, talking, and breathing.</p>	<p>No known immunisation</p> <p>All employees to remain 1m+ away from each other and any visitors or customers must adhere to this as well.</p> <p>We have reorganised the workplace to maintain social distancing and have monitoring procedures in place.</p> <p>Implement capacity restrictions in places where people find it difficult to avoid one another such as entrances, stairs, staff rooms, toilets, corridor etc.</p> <p>Nominated staff only will be allowed to move from the pub into the kitchen where possible – i.e one manager and one food runner on any one shift. Please refer to your team sheet.</p>		

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Kitchen tasks will be split by sections so as to avoid staff having to cross paths with one another. Where this is not possible – you must cross paths back to back rather than face to face.

To avoid any bottlenecks at hosting or waiting stations – bookings will be staggered. If hosting stations become crowded – staff should re-direct customers to the bar to pay and where there are no cordless card machines

PPE available for all – staff see PPE section below

Managers will create their rotas with phased shift start and finish times and different break times where possible. It is not completely practical to do this in all settings and when the manager needs to do a shift briefing before we open the doors. As such if several staff are starting at the same time, please arrive with enough time to ensure you can put your belongings in the staff room. Staff should continue to socially distance in the staff room and/or whilst queuing to gain access to the staff room.

Where possible staff will work in bubbles. Staff bubbles help prevent the risk of the spread of any potential virus. You must still adhere to all the social distancing measures.

However, staff bubbles are not possible in all pubs at all times due to staffing restrictions or the level of trade. In which case, you are allowed to switch ‘bubble’. Anyone switching bubble should ensure they are following social distancing and handwashing guidelines.

Reduce the number of employees required to work in an area such as by restricting staff numbers to a minimum and restricting their movement in work in to certain sections of the building.

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3.	<b>Employees travel to work and exposes them to public crowds.</b>	<p>Capture this information on return to work questionnaire.</p> <p>Where possible staff are encouraged to arrive at work in their own vehicle/bike or walk to work.</p> <p>Provide PPE for staff who have to use public transport or taxis and ensure social distancing is observed.</p>		
4.	<b>Employees have vulnerable medical conditions that make them more susceptible to the disease.</b>	<p>Capture this information on return to work questionnaire.</p> <p>Employees should consult with their doctor and obtain the necessary paperwork if they are required to be shielding.</p> <p>Should the employees have medical conditions that do not require shielding but are still concerned about returning to work – PPE will be available to those that wish to use it – which will include the provision of face masks, aprons, gloves and shields</p>		
5.	<b>Employees have people in their household who may have increased exposure to COVID-19.</b>	<p>Capture this information on return to work questionnaire.</p> <p>As above – address concerns where necessary and reduce exposure to these staff.</p>		
6.	<b>Is anyone in an employee’s household self-isolating presenting risk to employee and others?</b>	<p>Capture this information on return to work questionnaire</p> <p>If a member of an employee’s household is self-isolating because they have been instructed to do so by the NHS – we will endeavour to keep the employee furloughed where practicable.</p> <p>Where a member of an employee’s household is isolating because of a Coronavirus diagnosis -the employee must remain off work in line with the current NHS guidance.</p>		

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7.	<b>Employees meeting people who may have COVID-19 this increase exposure.</b>	<p>Employees should not breach the coronavirus lockdown advice in any case.</p> <p>If someone you know is diagnosed with COVID-19 – you will be contacted by the Test and Trace service who will advise if you need to self-isolate.</p>		
8.	<b>If an employee develops COVID-19 symptoms</b>	<p>Staff must self-isolate and present the relevant paperwork from their doctors. Special consideration will be made for live- in staff who must remain in their accommodation should they have to self-isolate</p> <p>If someone becomes ill whilst in work – they must immediately report this to their line manager and go home and seek medical advice.</p>		
9.	<b>Any employee not satisfactorily completing their return to work questionnaire must not attend.</b>	<p>Capture this information on return to work questionnaire do not allow attendance.</p> <p>Until you have completed the online or paper return to work questionnaire – you will not be permitted to work.</p> <p>Once you have completed a return to work questionnaire – you must inform your manager immediately if any of the details change</p>		
10.	<b>Staff Uniform</b>	<p>Staff who travel via public transport or taxi must arrive to work in non-uniform clothes and change into work clothes at work. This should include footwear also.</p> <p>Uniform should be cleaned each day and washed on the maximum temperature setting possible.</p> <p>Please arrive at your allocated time to allow everyone to get changed for their shift time. Please use customer toilets if staff room is occupied.</p> <p>Jewellery will be limited to engagement/wedding rings only. No bracelets or watches or any wrist jewellery to be allowed. Earrings and facial piercings allowed but single stud and nothing dangly.</p>		

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		<p>Please leave all other jewellery at home</p> <p>Mobile phones must be left either in a secure locker/ in your car or can be stored in the office/safe. They must not be used whilst on shift.</p> <p>The exception to this is if you are the social media rep or member of management who may be required to use their phone as part of their job role.</p> <p>Hands must be washed after each contact with a mobile phone or the pub phone.</p>		
11.	<b>Transmission of virus</b> Access to and from the workplace.	Staggering arrival and departure to keep people to two metre social distancing rules.		
12.	<b>Transmission of virus</b> The virus can be transferred to the hands and onto other surfaces.	<p>Additional hand washing and sterilisation facilities around the workplace have been provided.</p> <p>Employees must wash their hands with soap and hot water every 30 minutes - listen for the bell.</p> <p>Sanitiser is available for customers and visitors to use.</p> <p>Touch points should be cleaned regularly with a two-stage clean to ensure no contamination</p>		
13.	<b>Transmission of virus</b> Virus can survive on surfaces after transfer (depending on the surface type, its moisture content and temperature).	<p>Cleaning is a vital control and an enhanced cleaning regime has been implemented.</p> <p>More regular cleaning will be done by the rest of the team. Where most people commonly touch equipment such as control panels, handles, tools, handrails and door panels, tills, coffee machines, and fridges and freezers.</p> <p>Staff should wash their hands every 30 minutes and after touching surfaces</p>		

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		<p>touched by other staff and customers. We are looking to install till prompts on the screens to remind staff of this and for the manager to ring the bell every 30 minutes to remind staff to wash their hands.</p> <p>Staff should also wash their hands after clearing any dirty glasses or plates.</p> <p>If working on the floor and where possible elsewhere – please use customer toilets for 30 minute handwashing to reduce the amount of blue roll we go through. If you must use blue roll – use it sparingly.</p>		
14.	<p><b>Cleaners being exposed as they have a different exposure compared to other employees.</b></p>	<p>Cleaners must complete a return to work questionnaire and suitable have PPE available before work commences and information and instruction on social distancing.</p> <p>Limit access to non-work hours for main cleaning. Try to reduce cross-over where possible</p> <p>Cleaners will have available enhanced PPE which is compulsory when cleaning the toilets and anywhere where bodily fluids may have touched – toilet doors. -Face masks and gloves to be worn.</p> <p>New, daily cleaning schedules will be in place and must be adhered to -this includes cleaners cleaning the staff room every day including sanitising all doors and touch points, lockers and staff toilets.</p> <p>Staff will be responsible for the cleaning and sanitising of touch points in their relevant section at the start and end of each day</p> <p>During opening hours, an hourly cleaning schedule will be in place and your manager will inform you of who is responsible for this cleaning on your daily shift briefing <b><u>This person should be an addition to the shift</u></b></p>		

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	<p>They are not required to do anything else but clean or clear/clean empty and dead tables inside and outside (i.e.- tables where the customers have gone)</p> <p>When you have finished cleaning the toilets, please remove your mask, apron and gloves and put back on a new aprons and gloves to carry on with the rest of the cleaning tasks around the pub.</p> <p>The cleaning monitor must not serve or dispense food or drinks</p> <p>As well as this being for hygiene, it is also to reassure other staff and customers that preventing the spread of the virus is extremely important to us all.</p> <p>We envisage the hourly cleaning schedule will take about an hour and once finished you can clean and clear and dead tables.</p> <p>Please speak to your manager if your feel that any of this is unclear.</p> <p>If an employee falls ill with COVID-19, deep cleaning processes will be implemented to any equipment they have been using.</p>		
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15.	<b>Work equipment.</b>	<p>To be allocated to an individual basis, not shared, where possible.</p> <p>Where equipment must be shared – it should be cleaned between each use.</p> <p>E.g - Please keep hold of your own pen, order pad etc and do not use anyone else's pen without sanitising it first.</p>		
16.	<b>Employees crossing paths frequently and for short or long duration.</b>	<p>Work sequencing reorganised to avoid employees being in close contact with others. Employees to pass each other back to back where possible. If required to work in closer proximity than 2m for longer than 15 minutes – facemasks are available to be worn. When the 2m guidelines cannot be adhered to – risk must be mitigated by:</p> <ul style="list-style-type: none"> <li>• Further increasing the frequency of hand washing and surface cleaning.</li> <li>• Keeping the activity time involved as short as possible.</li> <li>• Using screens or barriers to separate workers from each other and workers from customers at points of service.</li> <li>• Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.</li> <li>• 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).</li> </ul> <p>1m+ distancing to be maintained in face to face meetings. IT used wherever possible for meetings.</p>		
17.	<b>Contractors or deliveries on site.</b>	<p>Where possible – deliveries must be dropped outside. Staff to wash hands after putting deliveries away.</p> <p>Where possible – dispose of as much external packaging to avoid contamination.</p> <p>Normal rules apply to contractors conducting repair work and social distancing must be maintained.</p>		

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18.	<p><b>Physical barriers and ventilation.</b></p>	<p>Plastic screens will be installed where possible as a physical barrier between staff and the customer. These screens only need to be cleaned using normal glass/window spray/squeegee – DO NOT USE SCOURERS - The person who cleans the screens should wash their hands immediately after this task.</p> <p>Doors and windows will be open when the weather permits. Open the doors and windows where possible and <u>when weather permits.</u></p> <p>This should not be to the detriment of the customer experience. Remember that turning the kitchen canopy up to MAX will improve air circulation even when the windows and doors remain shut.</p>		
19.	<p><b>Personal protective equipment (PPE)</b></p> <p><b>Will be provided for use in line with current guidance</b></p>	<p>Washing your hands regularly for 20 seconds with hot water and soap and refraining from touching your face, nose, eyes etc is the best method of protection.</p> <p>The last resort in the hierarchy of risk control is PPE, the hazard is that it relies on people using it correctly.</p> <p>Gloves are provided, but the virus may be transferred to the surface. If a user touches their face, they may contract the disease.</p> <p>Gloves will be provided for use when doing cleaning tasks such as hourly toilet cleans. Where staff have skin conditions – please use gloves for any cleaning tasks that may affect your skin condition</p> <p>Face masks</p> <p>Paper face masks may reduce the virus being spread from the wearer to others. PPE effectiveness is not fully understood. The longer it is worn, the greater the potential viral loading on its surface.</p>		

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		<p>Frequent hand washing or sterilisation is a better option.</p> <p>PPE will be available - but will not be enforced until we hear more government guidance.</p>		
20.	<b>Physical Layout of the building</b>	<p>Arrows and floor markings will indicate direction of travel. Where practicable, guests will be encouraged to use a one-way systems.</p> <p>Each pub will have a suggested entrance door and an exit door. Should the venue reach maximum capacity, the manager will intervene to manage any queue outside and advise guests we are full.</p> <p>Where possible distance lines will be visible to indicate direction of travel and to remind staff and customers to maintain their distance</p> <p>Capacity will be restricted to the number of seats available subject to social distancing rules.</p> <p>When moving around the building please 'give way' to customers and other staff in the following manner;</p> <ul style="list-style-type: none"> <li>- Give priority to customers moving around over staff</li> <li>- Give priority to colleagues taking food or drinks to a customer</li> <li>- Give priority to someone leaving a zone if you are trying to enter the zone (like on a tram/tube)</li> <li>- Give priority to someone carrying something if you are not</li> </ul> <p>If you need to give priority and 1m+ can't be maintained – move back until it can.</p> <p>If you need to enter another colleague's zone/section – STOP and think – can I ask them to pass it to me. This way you avoid crossing paths.</p>		

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21.	<b>Cash Handling</b>	<p>Customers will be encouraged to use contactless card payments where possible and transaction is under £45.</p> <p>Chip and Pin available.</p> <p>No cash accepte.</p>		
22.	<b>Customer Experience</b>	<p>Signage will inform customers of what they have to do and the host will re-iterate the rules upon entering the business.</p> <p>We will encourage customers to book online to ensure they get a table.</p> <p>Menu only served Monday to Saturday</p> <p>Carvery only served on a Sunday</p> <p>Exception to this is Fletchers and Spread where carvery is being served everyday as well.</p> <p>Single use menus will be available. However we will offer A3 menus in the laminated pouches which will be sanitised in between use. The menu will also be available online.</p> <p>Customers will be able to order drinks via peazi app or through table service. Please ensure you maintain social distancing when approaching customcustomer wants you to show them how it works on their phone or do it for them, you must wash your hands after.</p> <p>All food orders will be placed through table service or at the bar/hosting station. Where possible, take food orders for outside tables from a hosting/waiting on</p>		

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		<p>station to avoid a build-up of people at the bar.</p> <p>Sauces will be individual pots, sachets or ramekins</p> <p>Cutlery will be delivered to the table upon ordering</p>		
23.	<b>In the event of an emergency</b>	<p>In an emergency (for example, an accident, fire, or break in), people do not have to stay 2m apart if it would be unsafe. People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards, including washing hands. Should an employee need to provide emergency assistance to another employee, customer or visitor – face masks and gloves should be worn and wash their hands thoroughly after the situation has been dealt with.</p>		
24.	<b>Toilets</b>	<p>Customers will be informed upon arrival of the system</p> <p>Signage will inform customers of only 2 people in each set of toilets at any one time</p> <p>Signage will be placed on doors</p> <p>Accessible toilet will be opened up for use by anyone to prevent a queue from forming</p> <p>Manager will intervene if a queue does form to manage</p>		
25.	<b>Children’s Facilities</b>	<p>Children’s play areas will remain closed until public playgrounds are reopened.</p> <p>Highchairs should be stored safely, cleaned after each use and visibly cleaned in front of the family of a child about to sit in them.</p> <p>Kids menus and crayons will be single use</p>		

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26.	<b>Carvery</b>	<p>Chefs and FOH team will serve vegetables and gravy to customers</p> <p>Screens to prevent customers from sneezing on food</p> <p>Customers invited up to the deck where possible table by table and encouraged to maintain their distance from any other customers</p> <p>1m+ distancing lines</p> <p>Utensils changed every 30 minutes in line with staff handwashing schedule</p>		
27.	<b>Bar</b>	<p>Ensure staff only touch the bottom half of a customers' glass (this was the rule before anyway)</p> <p>Now that we have pushed drinkers away from the bar – it's important for them to have somewhere to sit. Please refrain from seating diners in a drinking snug/lounge if at all possible.</p> <p>Screw top bottles to be given to customer to open themselves – i.e. wine, water, kids drinks etc</p> <p>Tongs to be used for all fruit garnish</p> <p>Beer mats are available or single use only as well as disposable napkins</p> <p>Bar top and PDQ machines to be sanitised every 30 minutes with blue roll and spray or antibacterial wipes</p> <p>Bar staff must refrain from leaving bar where possible – designated staff will be nominated to run food so you should not need to enter the kitchen.</p>		

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		<p>You are able to move section during the course of the shift if required to do so. For example if you are on the floor – you can go onto the bar if the bar is busy. Please keep your distance and if distances cannot be maintained you should wash your hands more frequently, cross paths back to back and masks are available if you are coming into close contact (less than 1m) for more than 15 minutes.</p> <p>Where many customers approach the bar at once, take their order and table number, process the payment and dispense the drinks to the table.</p> <p>Sanitise all pumps/tills/printers/coffee machines/work surfaces/fridge doors etc at the change of each shift to handover clean to the next colleague</p>		
28.	<b>Floor</b>	<p>Surfaces to be sanitised with blue roll and spray after each customer has left the table.</p> <p>Please ensure you allow the pink sanitiser at least 30 seconds on the surface before you wipe it off. Once a table is sanitised – you can use wood soap to remove any streaks – use wood soap and blue roll.</p> <p>Floor staff will refrain from going behind the bar where possible.</p> <p>Designated staff will be nominated to run food so you should not need to enter the kitchen (unless you are the runner)</p> <p>The runner where possible will return dirty plates to the kitchen. On a busy shift there may be more than one runner/busser. Please leave plates in kitchen and KP can scrape and stack to avoid amount of time in the kitchen. If you arrive to return dirty plates and someone else from the front of house enters the kitchen – one person should scrape all the plates freeing up the other person to return to the floor.</p> <p>Staff running food should not be clearing plates and scraping plates unless they</p>		

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		<p>can guarantee they wash their hands in between tasks. When entering the kitchen please give way to other staff carrying food out You are able to move section during the course of the shift if required to do so.</p> <p>Sanitise all equipment -tills/printers/coffee machines/work surfaces/fridge doors etc at the change of each shift to handover clean to your colleague</p>		
29.	<b>Kitchen</b>	<p>All items to be washed must go through the dishwasher at 85 degrees – please check your dishwasher temperature regularly</p> <p>All kitchen staff to wash their hands every 30 minutes and in between tasks.</p> <p>KPs to change kitchen sink water more frequently</p> <p>All surfaces and contact points must have a daily 2 stage clean – hot and soapy and then sanitise and blue roll leaving enough kill time for the sanitise to work.</p> <p>Chefs to prep sections thoroughly to avoid having to touch packaging from deliveries in mid-service. Each separate task you do will require you to wash your hands.</p> <p>Refrain from leaving the kitchen/carvery area where possible</p> <p>Maximum 2 staff behind the line at any one time</p> <p>Monday to Saturday - Food will be sent from the hatches at all pubs to prevent FOH staff from entering the kitchen. Except fletchers where you will go in one door and leave via carvery. Please ensure air input &gt; output on extraction systems to prevent a draft on your hatch</p>		

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		<p>Fletchers and Spread exception to this as carvery open all week. Food will be sent from the pass where it is not practicable to send from hatch.</p> <p>Where possible – staff will set down dirty plates and cutlery – 1m+ away from the KP. KP will be responsible for scraping and stacking plates to ensure front of house team can leave area quickly. Additional plastic screens have now been installed in KP areas at certain pubs. If you feel this is necessary in your venue please let your manager know.</p> <p>Sanitise all equipment -tills/printers/coffee machines/work surfaces/fridge doors etc at the change of each shift to handover clean to your colleague</p>		
30.	<b>Management</b>	<p>A senior manager will be free at all times to deal with safety management in each pub. This manager will be in charge of organising;</p> <p>30 minutes staff handwashing schedule</p> <p>Hourly clean of all contact points and toilets</p> <p>The carvery queue.</p> <p>Monitoring toilets and queues</p> <p>Monitoring social distancing of customers and staff</p> <p>Monitoring dwell times and alcohol consumption of customers in line with normal licensing regulations.</p> <p>Organising staff breaks and staff food provision – where carvery is not available- pizzas or a canteen style staff dinner will be available – spag bol/sheps pie etc...</p>		

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31.	<b>Staff not feeling safe whilst in work</b>	<p>If you have any concerns, please speak to your line manager and/or general manager whilst in work.</p> <p>Should you feel that your concern has not been resolved – we will be launching a survey where you can report any concerns anonymously.</p> <p>Our managers will be trained to ensure your safety is the main priority when we reopen.</p>		
32.	<b>Volume of music</b>	<p>The music should be at a comfortable level and be quiet enough that no staff or customers have to raise their voice to be heard.</p> <p>We estimate this to be at 90% of pre-covid volume levels.</p>		
Review on change or 12 months whichever is earlier	Reviewer	Reason	Manager Name, Sign and Date	