



The Murderers *& The Gardeners Arms*

Business name and address:

The Gardeners Arms / Murderers
2/8, TimberHill
Norwich, NR1 3LB

Person carrying out risk assessment:

Mr Philip Cutter (Owner)

Dated (when completed): Wednesday 4th November, 2020 (Version 3)

National CoronaVirus Lockdown 2.0

First, be clear on your procedure on COVID-19 sickness

What arrangements for sending people home if an employee or customer is displaying symptoms of COVID-19?

Staff / Customers will be advised that if they display any symptoms of the Covid-19 virus, or have been, or likely to have been in contact with someone carrying the virus, will be refused admission.

Staff will be told to isolate at home, and to undertake a test to determine if they carry the virus.
Staff will be expected to self-isolate for a period, as determined by current Government guidelines

Any further cleaning or other actions that you would take to if this happens?

An environmental commercial grade ‘fogger’ is available to disinfect large areas of the business. This will be undertaken whenever this is deemed necessary

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery>

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches>

Business Name – The Gardeners Arms / Murderers						
Main Bar / Café Bar / Kitchen & Additional Outside Area			Name of Assessor – Philip Cutter (Owner)			
Date of assessment – 26th August 2020			Date of Review & Assessor – 4th November 2020 Philip Cutter			
HAZARD	PERSON AT RISK	EXISTING CONTROL MEASURES.	ADDITIONAL CONTROL MEASURES	ACTIONS BY WHOM	ACTION BY WHEN	WHEN COMPLETED
Exposure to and the spread of the COVID-19 Coronavirus	Employees, customers, contractors, visitors.	<p><u>General</u></p> <p><u>Risk assessment</u> - in place detailing necessary control measures.</p> <p><u>Reporting & Isolation</u> – All employees showing symptoms of coronavirus or have been in close contact with a person/s with/suspected of having the virus (at home or in the workplace) shall inform management without delay and self-isolate at home following current government guidelines.</p>	<p><u>Risk Assessment</u> - Findings to be included in Covid-19 Staff briefings. Risk assessment and staff handbook to be regularly reviewed and updated where/when necessary.</p> <p><u>Reporting & Isolation</u> – Covid-19 Staff Handbook to include employees notifying the company about illness/potential exposure. Handbook to include what action will be taken by the company (entered as a dangerous occurrence in the accident book, possible RIDDOR Report, review suitability of risk assessment control measures.</p> <p>Employees to complete a Covid-19 health declaration prior to commencing work activities.</p> <p>Daily verbal health check with all employees</p>	<p>Training Manager</p> <p>HR Manager/Training Manager</p> <p>Training Manager</p> <p>Pub Covid-19</p>	<p>Mid-June</p> <p>Mid-June</p> <p>Ongoing</p> <p>When pub</p>	<p>4th November 2020</p> <p>Ongoing</p> <p>Ongoing</p> <p>When pub</p>

			<p>prior to the pub doors opening for business; included on a daily check sheet to be completed by Covid-19 Champion.</p> <p>Employees classed as vulnerable should follow current government guidelines on isolation. It is recommended that they work from home/isolate from other employees/members of the public/perform agreed alternative work tasks where possible.</p>	<p>Champion (Host) Duty Manager</p> <p>HR Manager</p>	<p>Reopens</p> <p>Ongoing</p>	<p>Reopens</p> <p>Ongoing</p>
		<p>Communication – Covid-19 Staff Handbook in place and displayed at each pub.</p> <p>Customers are briefed verbally on physical distancing and risk control measures by the 'host' on arrival</p> <p>Floor signage used at potential close contact pinch points in each pub to indicate customer waiting/social distancing.</p> <p>Employees explain and reinforce social distancing to customers on arrival</p> <p>Monitoring – Employees lead by example and reinforce control measures with customers/contractors/goods suppliers. Contract already in place with Challenger Food & Safety for periodic unannounced food safety and hygiene audits of each pub.</p>	<p>Communication – Employees instructed and trained in the Covid-19 by briefing and risk assessment control measures – signed training records to demonstrate. Training refreshed when risk assessment updated.</p> <p>Signage at pub entrance indicating customers to wait to be greeted and seated by the host . Queuing with 2 meter markings indicate queue system. Demarcation of the 2 metre social distancing for all queue systems. Signage on display in key places reminding employees/customers to socially distance.</p> <p>Essential contractors (fire safety, electrical, cleaning etc.) and suppliers of goods to be informed of Covid-19 control measures prior to visit/delivery.</p> <p>Risk assessment published on company website and shared with the relevant Environmental Health departments where required</p> <p>Monitoring – Delegated Covid-19 Champion (Host) on site at each pub at all times when open for business. Daily checks and records performed on health of staff, hygiene, cleanliness and physical distancing measures (checklist put together). Daily verbal health check on employees as part of daily checks (see above).</p>	<p>General Manager</p> <p>Maintenance Manager/Operations Manager</p> <p>Maintenance Manager/Operations Manager</p> <p>Training Manager/Challenger Food & Safety</p> <p>Pub Covid-19 Champion (Host)</p>	<p>Mid-June</p> <p>Mid-June</p> <p>Mid-June</p> <p>End-June</p> <p>When pub Reopens</p>	<p>November 2020</p> <p>November 2020</p> <p>November 2020</p> <p>November 2020</p> <p>When pub Reopens</p>
HAZARD	PERSON AT RISK	EXISTING CONTROL MEASURES.	ADDITIONAL CONTROL MEASURES	ACTIONS BY WHOM	ACTION BY WHEN	WHEN COMPLETED
Exposure to and the spread of the COVID-19 Coronavirus	Employees, customers, contractors, visitors.	<p>Social distancing</p> <p>Capacity – Table / space is allocated on a first come first serve basis to manage pub maximum capacity, collect customer contact details (main contact) to help with track and trace, on arrival and reduce unnecessary wasted trips by customers due to reaching capacity.</p>	<p>Capacity - Maximum capacity (number of customers) calculated for each area of the pub based on social distancing and the control measures in place.</p> <p>Covid-19 Champion (Host) to monitor capacity on a daily basis and ensure the</p>	<p>Training Manager</p> <p>Pub Covid-19 Champion (Host)</p>	<p>When pub reopens</p> <p>When pub reopens</p>	<p>When pub reopens</p> <p>When pub reopens</p>

		<p>Walkways – Separate entrance/egress doors at each pub to encourage one-way directional flow.</p> <p>Floor signage used at potential close contact pinch points in each pub to indicate customer waiting/social distancing – toilets, narrow corridors etc.</p> <p>Masks – Staff will be expected to wear face masks / coverings as per new guidance, during all times whilst serving customers.</p> <p>Arrival meet & greet - On arrival, customers are required to wait at the pub entrance applying a 2 metre physical distance (each table booking 2 metres apart). No shared hand touch points – entrance door to pub remains open.</p> <p>Customers are greeted by a 'host' on arrival, briefed on social distancing and company risk control measures, and shown to a table.</p> <p>Seating arrangements - Pub gardens and restaurants available for customer dining. Table service indoors and outdoors. Customers can order food and drinks from the business in the beer gardens. No ordering of food or drinks at the bar indoors.</p> <p>Maximum of six people per table booking (indoors and outdoors)- from one household</p> <p>Ordering & payment – Food and drinks ordered and paid for at the table as per usual (where online system cannot be used due to wifi issues). Card payments encouraged; cash payment will be accepted as a last resort on to a tray and only handled by the cashier who shall wash hands straight away afterwards.</p>	<p>maximum levels is not exceeded.</p> <p>Walk-in customer contact details (main contact name, email, phone number) or track & trace NHS app to be collected on arrival</p> <p>Face Masks – 'No sitting' signs added to areas in-between tables where a 2 metre physical distance is not possible, and at all guests should be reminded not to sit / encroach into other patrons personal space</p> <p>Customers to be reminded that they MUST wear face masks inside the business UNLESS seated at a table, or in receipt of a visible dispensation.</p> <p>Seating arrangements – Demarcated queue system for the entrance with a maximum of 3 people recommended in the queue at any one time. Ordering & payment – Table service ONLY ordering and payment system in progress of being set up for table service orders.</p> <p>Take away food to be collected from a designated place indoors (away from other customers).</p>	<p>Front of House</p> <p>Covid-19 Host</p> <p>Maintenance Manager</p> <p>Operations Manage</p>	<p>When pub reopens</p> <p>On reopening</p> <p>End June</p> <p>End June</p>	<p>When pub reopens</p> <p>Ongoing</p> <p>End October 2020</p> <p>When pub reopens</p>
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		<p>Deliveries – Drinks deliveries via the cellar hatch as per usual (where in place); delivery signed for by employee and then paperwork passed through the hatch to the delivery driver (see hand wash below). When delivery drivers need to access the cellar, all team members shall vacate the cellar. Own pen used for signing or immediate hand washing thereafter. Food and other goods deliveries are stored outside whilst being checked; delivery drivers do not enter the premises unless absolutely necessary (see hygiene below).</p> <p>Staff working arrangements – Staff breaks to be staggered to avoid gatherings of more than 6 people at a time (social distancing of 2 metres). This includes smoking breaks.</p> <p>Contractors - Contractors work alone whilst on site and are given physical distance whilst working. Contractor feedback/verbal report provided outside in natural ventilation applying a 2 metre distance.</p>		Maintenance Manager	Mid-June	November 2020
HAZARD	PERSON AT RISK	EXISTING CONTROL MEASURES.	ADDITIONAL CONTROL MEASURES	ACTIONS BY WHOM	ACTION BY WHEN	WHEN COMPLETED
Exposure to and the spread of the COVID-19 Coronavirus	Employees, customers, contractors, visitors.	<p>Cleaning & disinfection</p> <p>Contract cleaners - Daily cleaning of toilets and communal areas at low peak times of the day before the pub opens and front of house staff arrive for work.</p> <p>In-house cleaning – Daily/weekly cleaning schedule and records in place for front of house and kitchen areas. Commercial cleaning chemicals in use, including a sanitiser that meets the requirements of BS EN 1276 and BS EN 14476.</p> <p>Customer plates, cutlery, glassware, and crockery are cleaned and air dried in a commercial dishwasher operating at 60°C.</p>	<p>In-house cleaning – The pub will have a dedicated front of house cleaner on duty at all times when the pub is open for business. Hand touch points, tables, doors, protective screens, toilets etc. will be sanitised continuously throughout the day. Frequent hand touch points will be sanitised hourly. Customer touch points that cannot be eliminated (pdq card payment reader where contactless payment or online payment is not possible) will be sanitised prior to and after each use. Dining tables, chairs and napkin holders will be cleaned with sanitiser</p>	Operations Manager/Training Manager	When Pub reopens	When pub reopens

		Kitchen Porters wash-up pots, pans and other food related equipment using a commercial detergent, hot water above 50°C and rubber gloves.	and blue roll/reusable cloth prior to the first customer use, after each customer use and again prior to seating customers. In-house cleaning – The kitchen will have a Kitchen staff on duty who is also responsible for continuously sanitising hand touch points in all food rooms Frequent hand touch points such as taps, fridge handles will be sanitised hourly. Utensils to be collected and washed/changed hourly.			
HAZARD	PERSON AT RISK	EXISTING CONTROL MEASURES.	ADDITIONAL CONTROL MEASURES	ACTIONS BY WHOM	ACTION BY WHEN	WHEN COMPLETED
Exposure to and the spread of the COVID-19 Coronavirus	Employees, customers, contractors, visitors.	<p>Hygiene</p> <p>Hand hygiene – Hand basins behind the bar, in the kitchen, and in the toilets are provided with hot and cold running water, liquid soap and disposable paper towels/hand dryers.</p> <p>Employees wash hands on arrival at work, prior to and after eating, after receiving and unpacking a goods delivery, prior to putting on disposable gloves and after removing them, after touching hand touch points and at regular intervals throughout the day. The 20 second hand wash method continually reinforced.</p> <p>Hand touch points – Contactless ordering and payment options are in place and available for customers.</p> <p>Single use paper food menus and personalised drinks menus will be provided to tables once customers are seated.</p>	<p>Hand hygiene – An additional hand Sanitiser stations will be provided in the outside beer garden for frequent use by customers and staff. This will reduce demand for hand basins in the toilets.</p> <p>Alcohol hand gel/hand sanitiser dispensers or bottles positioned at the host reception, outside the toilets where toilet door is wedged open, at communal wash hand basins, at the pass and behind the bar. It is already available in the kitchen, .</p> <p>Front of house staff to wear disposable gloves when polishing cutlery. Bar staff to wash hands regularly and prior to handling straws, stirrers, hot drink cups and spoons.</p> <p>Hand touch points - Internal fire doors positioned along frequently used walkways should be held open with self-closing devices where possible.</p> <p>Internal doors (with the exception of fire doors that do not have self-closing devices and fire final exit doors) positioned along frequently used walkways will be held open to remove hand touch points. External doors (excluding fire and security doors) may also be held open where possible.</p> <p>Table condiments (sauces etc.) to be replaced with single use disposable sachets available from front of house staff on request. See also 'Cleaning and disinfection'</p>	<p>Manager</p> <p>Training Manger/Maintenance Manager</p> <p>Pub Covid-19 Champion (Host)</p> <p>Maintenance Manager</p> <p>Maintenance Manager</p> <p>Pub Covid-19 Champion (Host)</p>	<p>Mid-June</p> <p>Mid-June</p> <p>When pub reopens</p> <p>Mid-June</p> <p>Mid-June</p> <p>Mid-June</p>	<p>November 2020</p> <p>November 2020</p> <p>When pub reopens</p> <p>Ongoing</p> <p>Ongoing</p> <p>When pub Reopens</p>

		<p>Protective clothing – Mandatory use of face coverings in public is now currently required by the government.</p> <p>Mobile phones – Kitchen staff are not permitted to use mobile phones whilst working in a food room.</p> <p>Ventilation – Pub gardens available for use by customers. Natural ventilation inside the premises from open windows and doors is provided where safe and secure to do so. Front entrance to the pub is kept open during business hours.</p>	<p>section). Customer tables shall be set with cutlery, napkins, menus, plates and glasses to order rather than in advance. Clean and polished cutlery shall be delivered to the table inside an envelope.</p> <p>Protective clothing – Employees working in the kitchen and front of house staff delivering food to tables (indoors only) where a 2 metre social distance is not possible for extended periods of time will be wearing a plastic protective face shield as mitigation.</p> <p>Mobile phones – All kitchen and front of house staff (with the exception of managers and the senior chef on duty) to store phone away on arrival at work.</p>	<p>Kitchen Staff</p> <p>Duty Manager/ Pub Covid-19 Champion (Host)</p>	<p>When pub reopens</p> <p>When pub reopens</p>	<p>When pub reopens</p> <p>When pub reopens</p>
HAZARD	PERSON AT RISK	EXISTING CONTROL MEASURES.	ADDITIONAL CONTROL MEASURES	ACTIONS BY WHOM	ACTION BY WHEN	WHEN COMPLETED
Exposure to and the spread of the COVID-19 Coronavirus	Employees, customers, contractors, visitors.	<p>Food handling</p> <p>Fitness to work - Current health at work policy applies – food handlers shall not work with food if unwell or they have a skin condition that could lead to the contamination of food. Covid symptoms included.</p> <p>Hand hygiene – Food handlers wash hands on arrival at work, prior to and after eating, prior to handling food, after handling raw food products, after receiving and unpacking a goods delivery, prior to putting on disposable gloves and after removing them, after visiting the toilet, after touching hand touch points, and at regular intervals throughout the day. The 20 second hand wash method continually reinforced.</p> <p>In-house cleaning – Daily/weekly cleaning schedule and records in place</p>	<p>In-house cleaning – Timing of weekly deep</p>	<p>Kitchen Staff</p>	<p>When pub reopens</p>	<p>When pub reopens</p>

		<p>for kitchen areas. Commercial cleaning chemicals in use, including a sanitiser that meets the requirements of BS EN 1276 and BS EN 14476.</p> <p>Kitchen staff wash-up pots, pans and other food related equipment using a commercial detergent, hot water above 50°C and rubber gloves.</p> <p>Protective clothing - Clean protective clothing worn by food handlers on each working day.</p> <p>Staff contact & working arrangements – Employees to continue following government guidelines on social distancing whilst at work, during break times and outside of work.</p> <p>Food handlers are given set workstations and responsibilities whilst working in the kitchen (e.g KP, grill chef, pastry chef etc.).</p> <p>Monitoring - Contract in place with Challenger Food & Safety for periodic unannounced food safety and hygiene audits of each pub.</p>	<p>clean of all kitchens/stock areas and other food rooms in line with pub re-openings.</p> <p>In-house cleaning – The kitchen will have use Kitchen staff on duty who is also responsible for continuously sanitising hand touch points in all food rooms. Frequent hand touch points such as taps, fridge handles will be sanitised hourly. Utensils to be collected and washed/changed hourly.</p> <p>Protective clothing – Reiterate to food handlers that chef whites and aprons need to be machine washed on a hot wash at 60°C or above.</p> <p>Employees working in the kitchen where a 2 metre social distance is not always possible will be wearing a plastic protective face shield as mitigation.</p> <p>Staff contact & working arrangements – Food handlers to work in set teams when possible (during the week) to reduce interaction between employees.</p> <p>Face to face working to be avoided where possible; side to side or back to back working to be set-up and encouraged.</p> <p>Staff breaks to be staggered to avoid gatherings of more than 6 people at a time (social distancing of 2 metres). This includes, smoking breaks.</p> <p>Monitoring – Regular in-house checks on hygiene standards to be performed throughout day/week</p>	<p>Kitchen Staff</p> <p>Kitchen Staff</p> <p>Kitchen Staff</p> <p>Kitchen Staff</p> <p>Kitchen Staff</p> <p>Kitchen Manager</p>	<p>When pub Reopens</p> <p>With Immediate Effect</p> <p>When pub reopens</p> <p>When pub reopens</p> <p>When pub Reopens</p> <p>When pub reopens</p>	<p>When pub Reopens</p> <p>Ongoing When pub reopens</p> <p>When pub reopens</p> <p>When pub reopens</p> <p>When pub Reopens</p> <p>When pub reopens</p>
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