# Covid-19 risk assessment

In response to the government guidelines contained in “Keeping workers and customers safe during Covid-19 in restaurants, pubs, bars and takeaway services”

## Company name: Murmuration Ltd Assessment carried out by: Simon Midgley

## Date of next review: 4th August 2020 Date assessment was carried out: Sat 4th July 2020

| What are the hazards? | Who might be harmed and how? | What further action do you need to take to control the risks? | Who needs to carry out the action? | When is the action needed by? |
| --- | --- | --- | --- | --- |
| **Direct transmission of the virus on hard surfaces** | Staff/Customers/  Contractors | 1. More frequent effective handwashing or hand sanitising for employees with sanitising stations in each customer area 2. Hand sanitising on entry to premises for customers. 3. Increased surface cleaning of customer tables and touchpoints after each use 4. Increased surface cleaning of communal areas touch points eg, toilets 3 times a day. 5. Remove kids toys and play area from the barn room and all other non-essential communal touchpoints such as self service water stations 6. Deep clean of entire front and back of house to be professionally carried out before reopening. 7. Clear signage to show can fridge & service areas for cutlery and condiments are for staff use only to reduce risk of transmission 8. Reducing potential unnecessary touching of surfaces by customers by insisting on full table service and avoiding approaching the bar, etc 9. Maintaining social distancing whilst taking orders at the table and limiting it to contact from one member of staff per table 10. Payments by card only at table and contactless where possible to eliminate cash handling 11. Enabling customer use of outdoor rear yard area 12. Not accepting customers’ reusable coffee cups for take outs | Staff/Customers  Contractors | 1.upon entry and every 2 hours minimum whilst on shift. Hand sanitising required upon each separate customer contact.  2. Upon entry  3. After each use  (See checklist 1)  4. 3 times daily at 0700, 1130 & 1700 (See checklist 2)  5. Permanent removal of equipment/items  6.Cleaning contractors completed  7.Put up signage before reopening  8.Put up signage before reopening  9. New card terminals ordered, commissioned and deployed  10. Planning application submitted and complete refurb project if succesful |
| **Employees and customers not isolating and attending site who have covid symptoms** | Staff/Customers/  Contractors | Signage and web comms to customers to stay away if displaying symptoms and clear instructions and training for employees to do the same | Staff/Customers/  Contractors | Signage on entrance door before reopening and staff training prior to reopening |
| **Maintenance of the necessary social distancing requirement amongst staff and customers of 2m or 1m+ in service areas** | Staff/Customers/  Contractors | 1. Rework table plans to allow 2m or 1m+ spacing between customers groups at tables. Mitigation of customers on different tables sitting back to back.  2. Provide clear guidance that we can only accommodate customer groups of a maximum of 2 households (up to a max of 30) or a group of max 6 of any number of households  3. Not allow any formal events such as live music, comedy, tastings or quiz.  4. Work with neighbouring and local authority to keep overall travel numbers and footfall at an acceptable level with bike rack provision in rear yard to help customers avoid public transport. Avoiding any rigid sitting bookings which would herd customers in large numbers in and out at specific times.  5. system and spaced waiting area for those queueing for take outs  6. Have a full table service set up running with customers paying at tables  7. Where possible aiming to minimise the number of staff serving any one table  8. Toilet queuing and customer flow and numbers guidance at a time per toilet  9.Flow for use of stairs, corridors  10.Flow for front door and entrance/exit of premises  11.Using floor distance markings and arrows in directing and managing customer flow through the building | Staff/Customers/  Contractors | 1. Reconfigure before reopening 2. Provide signage and guidance on website before reopening 3. Cancel any existing bookings and quiz for the foreseeable 4. Not allow queuing at the front of the premises where the footpath is tight. Make bike rack available in rear yard at all times. Get opentable online booking system up and running asap to aid efficient and flexible bookings to be taken. 5. Designated from right window area of the bar for take out station 6. From reopening 7. From reopening. At busy times food runners to drop and pick up to points at the door of each room 8. Signage and floor demarcation to be done for reopening 9. Signage and floor demarcation to be done for reopening 10. Signage and floor demarcation to be done for reopening 11. Signage and floor demarcation to be done for reopening |
| **Maintaining the safe social distanced working environment amongst staff** | Staff | 1. Using back to back or side to side working wherever possible 2. Doing rotas to try and incorporate consistent teams and partnering wherever possible 3. Keep front and back of house staff socially distanced each side of the pass, and similar for Deliveroo pick ups eg, pizza cutters on kitchen side of the pass 4. Ensuring individual members of staff or anyone in their bubble have any specific conditions or issues that would put them at higher risk returning to work 5. Unfortunately due to the direct service nature of our business, it is not possible for any staff to work from home. | Staff | 1. Immediate amongst staff at work 2. Rota to avoid mixing staffing around where possible 3. Pass and wash up drop shelves to be used to provide a natural partition between front and back of house 4. Individual conversation prior to returning to work |
|  |  | 1. Assisting with NHS Test & Trace by recording contact details for ALL customer visits. Details of government system in due course tbc. |  | 1. Online booking system to be setup and used asap to record and log customers |

More information on managing risk: [www.hse.gov.uk/simple-health-safety/risk/](about:blank)

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