

## 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: 1<sup>st</sup> Jan 2021**

**Date assessment was carried out: 1<sup>st</sup> Dec 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?
<b>Direct transmission of the virus on hard surfaces</b>	Staff/Customers/ Contractors	<ol style="list-style-type: none"> <li>1. More frequent effective handwashing or hand sanitising for employees with sanitising stations in each customer area</li> <li>2. Hand sanitising on entry to premises for customers requested.</li> <li>3. Increased surface cleaning of customer tables and touchpoints after each use</li> <li>4. Increased surface cleaning of communal areas touch points eg, toilets 3 times a day.</li> </ol>	Staff/Customers Contractors	<ol style="list-style-type: none"> <li>1. upon entry and every 2 hours minimum whilst on shift.</li> <li>2. Upon entry</li> <li>3. After each use (See checklist 1)</li> <li>4. Twice daily at 0700 &amp; 1500 (See checklist 2)</li> <li>5. Permanent removal of equipment/items</li> <li>6. Cleaning contractors completed</li> <li>7. Put up signage before reopening</li> <li>8. Put up signage before reopening</li> <li>9. New card terminals ordered,</li> </ol>

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		<ol style="list-style-type: none"> <li>5. Remove kids toys and play area from the barn room and all other non-essential communal touchpoints such as self service water stations</li> <li>6. Deep clean of entire front and back of house to be professionally carried out before reopening.</li> <li>7. Clear signage to show can fridge &amp; service areas for cutlery and condiments are for staff use only to reduce risk of transmission</li> <li>8. Reducing potential unnecessary touching of surfaces by customers by insisting on full table service and avoiding approaching the bar, etc</li> <li>9. Maintaining social distancing whilst taking orders at the table</li> <li>10. Payments by card only at table and contactless where possible to eliminate cash or terminal handling</li> <li>11. Enabling customer use of outdoor</li> </ol>		<p>commissioned and deployed</p> <p>10. Planning application submitted and complete refurb project if successful</p> <p>11. Planning and licensing to be applied for asap</p>

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		rear yard area		
<p><b>Employees and customers not isolating and attending site who have covid symptoms</b></p>	<p>Staff/Customers/Contractors</p>	<ol style="list-style-type: none"> <li>1. Signage and web comms to customers to stay away if displaying symptoms and clear instructions and training for employees to do the same</li> <li>2. Staff to be paid for any rota'd shifts if they are required to isolate.</li> </ol>	<p>Staff/Customers/Contractors</p>	<ol style="list-style-type: none"> <li>1. Signage on entrance door before reopening and staff training prior to reopening</li> <li>2. communicate to staff to reassure they will not be penalised financially for isolating.</li> </ol>
<p><b>Maintenance of the necessary social distancing requirement amongst staff and customers of 2m or 1m+ in service areas</b></p>	<p>Staff/Customers/Contractors</p>	<ol style="list-style-type: none"> <li>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.</li> <li>2. Provide clear signage that we can only accommodate customer groups from 1 households plus support bubble.</li> <li>3. Not allow any formal group events such as live music, comedy, private party or Christmas party bookings.</li> <li>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</li> </ol>	<p>Staff/Customers/Contractors</p>	<ol style="list-style-type: none"> <li>1. Reconfigure before reopening</li> <li>2. Provide signage and guidance on website before reopening</li> <li>3. Cancel any existing bookings and do not take any more for the foreseeable</li> <li>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</li> </ol>

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		<p>customers avoid public transport. Avoiding any rigid sitting bookings which would herd customers in large numbers in and out at specific times.</p> <ol style="list-style-type: none"> <li>5. Have a full table service set up running with customers paying at tables on new card terminals</li> <li>6. Where possible aiming to minimise the number of staff serving any one table</li> <li>7. Toilet queuing and customer flow and numbers guidance at a time per toilet</li> <li>8. Flow for use of stairs, corridors</li> <li>9. Flow for front door and entrance/exit of premises</li> <li>10. Staff to wear face masks at all times whilst at work except when working in the kitchen/potwash area. Instructing and policing customers to do the same when not seated.</li> </ol>		<p>taken.</p> <ol style="list-style-type: none"> <li>5. Invest in new terminals and have up and running from reopening</li> <li>6. Have staff assigned to service areas and specific rolls</li> <li>7. Signage to be done for reopening</li> <li>8. Signage and floor demarcation to be done for reopening</li> <li>9. Signage and floor demarcation to be done for reopening</li> <li>10. With immediate effect following government u-turn on the efficacy of mask use since the initial covid guidelines in March.</li> </ol>
<p><b>Maintaining the safe social distanced working environment</b></p>	<p>Staff</p>	<ol style="list-style-type: none"> <li>1. Using back to back or side to side working wherever possible</li> <li>2. Doing rotas to try and incorporate</li> </ol>	<p>Staff</p>	<ol style="list-style-type: none"> <li>1. Immediate amongst staff at work</li> <li>2. Rota to avoid mixing staffing</li> </ol>

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amongst staff		<p>consistent teams and partnering wherever possible</p> <ol style="list-style-type: none"> <li>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</li> <li>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</li> <li>5. Unfortunately due to the direct service nature of our business, it is not possible for any staff to work from home.</li> </ol>		<p>around where possible</p> <ol style="list-style-type: none"> <li>3. Pass and wash up drop shelves to be used to provide a natural partition between front and back of house</li> <li>4. Individual conversation prior to returning to work</li> </ol>
		<ol style="list-style-type: none"> <li>1. Assisting with NHS Test &amp; Trace by recording contact details for ALL customer visits. In addition the QR code is available at the bottom of the main staircase if customers wish to use the government system too</li> </ol>		<ol style="list-style-type: none"> <li>1. Online booking system to be setup and used asap to record and log customers. QR code created, printed and displayed at the bottom of the main staircase</li> <li>2. Signage to be put up from reopening post lockdown 2</li> </ol>

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		<ul style="list-style-type: none"> <li>2. Provide clear signage reminding customers that we can only serve alcohol to those who are having a substantial meal each.</li> <li>3. Provide staff training to ensure consistent approach to in house definition of a substantial meal for alcohol sales and as to the cut off for allowing further alcohol sales once dining has ceased</li> </ul>		<ul style="list-style-type: none"> <li>3. Training to be done pre reopening post lock down 2</li> </ul>

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