



4-5 LEADENHALL MARKET LONDON EC3V 1LR

## COVID-19 Risk Assessment - Outdoor Seating (August '20)

### Hazards

- Infection spread by staff with symptoms of COVID-19
- Infection spread by customers with COVID-19
- Infection spread from surfaces and equipment infected with COVID-19

### Who might be harmed?

Customers, Staff, Suppliers & Visitors

### Controls in place

- Physical distancing measures will be in place to permit customers and social groups to physically distance whilst using outdoor seating.
- Notices will be displayed detailing the rules in place to prevent the risks of infection from COVID-19 at outdoor seating areas including numbers of households permitted to sit together.
- Customers exhibiting symptoms of COVID-19 will be politely asked to leave the premises for the safety of others.
- Hand sanitiser stations will be positioned at the entrance to the external seating area with a notice requesting that customers sanitise their hands before sitting.
- All tables will be completely cleared before customers are seated. Cutlery, condiments etc will not be available at the tables. Tables will be clear of any sundry items such as table talkers etc.
- Customers will be encouraged to use contactless payments where possible, without disadvantaging older or vulnerable customers.
- Staff interaction with customers will be limited, with the introduction of a "no handshake/greeting" policy.
- Menu/Wine List to be combined & be a single use, disposable copy only. Menu & Wine List will also be available digitally via website.
- Staff will take drinks and food to tables using trays where necessary. Trays will be left on the table for customers to distribute drinks and food around their table. Staff will exhibit good manual handling techniques whilst carrying trays.
- Trays used to carry drinks and food to tables, will be cleaned and sanitised between uses.
- Trays will be used to remove empty glasses and dirty plates from tables. Such items will be removed from the tables ideally when the table has been vacated. Staff will not reach across occupied tables to remove empty glasses/dirty crockery.



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## COVID-19 Risk Assessment - Table Service (August '20)

### Hazards

- Infection spread by staff with symptoms of COVID-19
- Infection spread by customers with COVID-19
- Infection spread from surfaces and equipment infected with COVID-19

### Who might be harmed?

Customers, Staff & Visitors

### Controls in place

- Staff will ensure that they operate the highest standard of personal hygiene at all times when serving tables.
- Staff interaction with customers will be limited with the introduction of a “no handshake/greeting” policy.
- Staff will be trained to stand back from the table when talking with customers and not lean over the tables to speak with customers.
- When serving food to customers, staff will serve from the side and not lean over the tables or over reach to place plates on the table in front of customers. Where necessary, staff will ask customers to pass food to others on their table.
- Staff will not be expected to pour wine or water at customer tables. Bottles will be opened for tasting and then placed on the table for customers to pour their own drinks.
- Customers will be encouraged to use contactless payments where possible, without disadvantaging older or vulnerable customers.



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## COVID-19 Risk Assessment - Employee safety (August '20)

### Hazards

- Infection spread by staff with symptoms of COVID-19
- Infection spread by customers with COVID-19
- Infection spread from surfaces and equipment infected with COVID-19

### Who might be harmed?

Customers, Staff, Suppliers, & Visitors

### Controls in place

- Advice will be provided to employees on measures to adopt when travelling to and from work including the wearing of masks if using public transport and cleaning hands on arrival at work and back home.
- Training will be provided for all employees on new provisions to combat the spread of COVID-19. Staff will apply the controls in place to prevent the risks of infection to each other and our customers.
- Introduction of “no handshaking/greeting” policy - we encourage other verbal greetings and smiling as non-contact methods of greeting.
- Staff will be trained and regularly reminded of the need to avoid touching eyes, nose and mouth. Where they do, they should wash their hands immediately.
- Hand washing regimes are in place using soap and hot water for at least 20 secs. Use of 60% alcohol hand sanitisers also available.
- Health screening questionnaire will be completed daily on arrival at work. Where employees indicate they are at risk of infection they will be excluded from work and asked to remain away from workplace for 14 days.
- Training and guidance will be provided on how to communicate our controls to customers/guests.
- Touch points such as door handles, tills, card machines, keyboard, touch screens, telephones and handrails will be cleaned and sanitised every 30 minutes.
- Dirty surfaces will be cleaned with soap and water/detergent before disinfection with a sanitiser.
- The use of PPE will be carefully assessed. The use of face masks/guards will only be considered for essential tasks where personal hygiene standards are not considered to be a suitable control. See PPE Risk Assessment.
- As far as reasonably possible, physical distancing to current recommended standards will be maintained between employees at work.
- Staff room to be used on a “one in, one out” basis & cleaned and disinfected after every use.

## Hazards cont...

Staff uniform requirements will be reviewed, especially with the use of hats/hair nets in areas where the risk of food contamination is low to assist with the reduction of hand to face contact.

Staff will be encouraged to bring their uniform to work in a bag and change into their uniform upon arrival. Changing areas will be regularly cleaned and disinfected.

Staff will be encourage not to leave the premises during their shift & take their breaks in the Staff Room.

Staff personal items to be kept safe & secure in the Staff Room throughout their shift, to avoid any possible cross contamination.

Staff toilets to be checked to ensure hand washing and hygiene provisions are in place every 2 hours.

Records of staff rota's will be retained for a minimum of 21 days to assist with the NHS Test and Trace Scheme.



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## COVID-19 Risk Assessment - Customer safety (August '20)

### Hazards

- Infection spread by staff with symptoms of COVID-19
- Infection spread by customers with COVID-19
- Infection spread from surfaces and equipment infected with COVID-19

### Who might be harmed?

Customers, Staff, Suppliers, & Visitors

### Controls in place

- Physical distancing measures will be in place to permit customers and social groups to physically distance whilst queueing, dine and whilst on the premises. See Physical distancing Risk Assessment.
- Posters and notices will be displayed detailing the rules in place to prevent the risk of infection from COVID-19 at point of entry and throughout the premises. Such posters will include detail of physical distancing and hand-sanitising arrangements.
- Customers exhibiting symptoms of COVID-19 will be politely asked to leave the premises for the safety of others.
- 60% alcohol hand sanitising gel stations will be positioned throughout the premises for customers to use. Staff will be encouraged to remind guests of the need to use these gels.
- All tables will be completely cleared before customers are seated. No tables will be set prior to the customers sitting at their tables eg no cloths, cutlery, crockery, glasses etc. Tables will be cleared and sanitised before seating guests.
- Customers will be encouraged to use contactless payments where possible, without disadvantaging older or vulnerable customers.
- Customers will be encouraged to remain seated throughout duration of their visit to the premises.
- Staff interaction with customers will be limited, for example table check backs will be suspended.
- Tables will be kept clear of any sundry items eg table talkers, condiments, menu's, flowers etc.
- Menu's & Wine list will be combined, as a single use, disposable copy only. Both will be available digitally via website
- Background music will be kept to a low volume to avoid guests shouting to make themselves heard.
- Records of customer names and contact details shall be held for a period of 21 days to assist with the operation of the NHS Test and Trace scheme.



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## COVID-19 Risk Assessment - PPE (August '20)

### Hazards

- Infection spread by staff with symptoms of COVID-19
- Infection spread by customers with COVID-19
- Infection spread from surfaces and equipment infected with COVID-19

### Who might be harmed?

Customers, Staff, Suppliers & Visitors

### Controls in place

- The use of PPE to be considered as a last option for control and should only be used where absolutely necessary.
- Tasks shall be assessed to determine the use of PPE as a method of avoiding COVID-19 infection.
- Where gloves are deemed necessary as PPE, they must be worn for relevant tasks only. Hand washing rules must be applied as per normal where gloves are not worn.
- When gloves are being removed from hands, they must be removed in a manner to reduce direct hand contact with the outer surfaces of the gloves. Gloves should be disposed of and hands washed using hot water and soap.
- The use of face masks/guards are considered necessary by staff, in addition to all other physical distancing methods being implemented, as working in confined spaces eg, 2m gap & back to back working.



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## COVID-19 Risk Assessment - Cleaning (general) (August '20)

### Hazards

- Infection spread by staff with symptoms of COVID-19
- Infection spread by customers with COVID-19
- Infection spread from surfaces and equipment infected with COVID-19

### Who might be harmed?

Customers, Staff, Suppliers & Visitors

### Controls in place

- Disposable cloths or paper roll and disposable mop heads will be used to clean all hard surfaces, floors, chairs, door handles and sanitary fittings.
- Manufacturer's instructions will be followed for dilution, application and contact times for all detergents, disinfectants and sanitisers used within the business. Staff must be trained in the effective and safe use of all chemicals.
- Only company approved cleaning chemicals shall be available for use. These shall include detergents and sanitisers which are effective against enveloped viruses such as COVID-19.
- "Touch surfaces" will be routinely cleaned using a sanitiser solution and disposable roll on a routine basis of no less than every 30 mins.
- Customer dining areas will be cleaned and disinfected/sanitised between each sitting. This will include the sanitising of all hard surfaces eg, tables and chairs.
- Staff toilets will be checked to ensure hand washing and hygiene provisions are in place every 2-hours.
- Refuse from bins, customer tables, kitchen etc will be double bagged and disposed of appropriately.
- All work surfaces and touch points to be sanitised at the start of the day prior to any activities taking place. All surfaces and touch points will also be cleaned and sanitised as a last task at the end of the working day.



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## COVID-19 Risk Assessment - Physical Distancing (August '20)

### Hazards

- Infection spread by staff with symptoms of COVID-19
- Infection spread by customers with COVID-19
- Infection spread from surfaces and equipment infected with COVID-19

### Who might be harmed?

Customers, Staff, Suppliers & Visitors

### Controls in place

- The occupancy level of the business to be reviewed to allow for adequate physical distancing to be achieved and determined and a record of this number kept.
- Staff to regulate the number of people within the building with a one in, one out, rule to be operated when full occupancy capacity is reached.
- Where customers are required to queue to access the premises, the queuing area is to be identified and distance markers placed on floor at 2 metre intervals (or no less than 1 metre if mitigating controls are set in place).
- Where there is more than one point of access, the doors will be designated for ENTRY and EXIT. Consideration will be given to the safe access and egress routes.
- Signage to be placed at the entrance door to advise customers of physical distancing rules within the premises.
- Floor markings will be positioned inside the premises to facilitate compliance with current physical distancing advice, particularly in most crowded areas such as counters and tills.
- The layout of the floor will be adjusted and the number of tables and chairs within the premises reduced to allow for appropriate physical distancing to be achieved.
- Tables and chairs will be set out to provide the current recommended gap between seated customers/groups outside the premises.
- Where physical distancing cannot easily be achieved then mitigating controls will be set in place to reduce the risk of face to face seating of different social groups, eg. table layouts/screens etc.
- Signage shall be placed throughout the premises to remind customers of the need to maintain a physical gap to current recommended distances between social groups.