

Queens Head, Wymondham

Health & Safety Policy & Procedures; COVID-19

Addition to our Health and Safety Policy

With reference to:

HM Government Guidance:

Keeping workers and customers safe during COVID-19 in restaurants, pubs, and takeaways
Working Safely During COVID-19 in offices and contact centres; Guidance for Employers and Employees and the Self Employed,

Available at: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

1. Introduction

This amendment to our Safety Policy sets out our principles and procedures to ensure the Health, Safety and wellbeing of our team, customers, and visitors during the current phase of the COVID-19 pandemic.

We have followed the hierarchy of controls as set out in our Health and Safety Policy on Risk Assessments and the current guidance from HM Government

We will take all reasonable precautions required to create and maintain a safe working environment. We have approached these current principles with compassion and understanding. We will communicate regularly with our employees and address any concerns they may have.

We expect this document to be updated as new advice emerges or the situation develops.

The government's guidance is that we all need to help control the virus, and this means

- We will limit contact with other people within our premises
- We will encourage persons to keep their distance: we are using 1.5 metres between tables, and side to side and back to back. But encouraging 2 metres whilst persons are moving about
- We have control measures in place for distances of 1 metre plus, for example Face Shields are worn by the front of house team
- We will encourage everyone to wash their hands thoroughly and regularly and have also provided sanitiser stations for all to use
- We ask all persons planning to enter our premises to not leave home if they or anyone in their household has symptoms

The HM Government's Covid-19 secure notice is displayed on our website, and at both the entrance and exit to our premises

Our procedures will be reviewed weekly, and logged on the Risk Assessment by the team in consultation with our external Health and Safety Advisor

Queens Head, Wymondham

Health & Safety Policy & Procedures; COVID-19

2. General Covid-19 Secure Principles

- Our premises, bar and restaurant, including our Function Rooms will open on 9th September, there has been a team of staff maintaining and preparing the premises for the safe return of our staff and customers in accordance with government and industry guidelines. Safety compliance checks have continued as appropriate during our closedown.
- We have robust cleaning and hygiene procedures using a surface cleaner that meets BS 14476
- Our employees are aware of the symptoms of Covid-19. Employees with the symptoms, or persons within their household with symptom, must let us know immediately and stay at home
- Where a person in the employee's household has recognised symptoms or the employee has been notified by the NHS Test and Track Service as being in close contact with someone who has tested positive then current NHS isolation guidance will be followed
- Employees whose symptoms come on whilst at work must go home immediately in a safe manner, minimising contact with others and then self-isolate and get tested in accordance with NHS guidance, and report this to the Directors immediately.
- Those employees designated as clinically extremely vulnerable and who are subject to the shielding requirements will follow the current government guidance
- Our team working within the restaurant will maintain the two-metre social distancing, wherever practicable. All reasonably practicable steps should be taken to avoid more than one person in the smaller spaces such as the basement, stairs and pot wash area in these circumstances the 1 metre plus distancing will be used, and we will control this by time, and by not working face to face for more than 15 minutes.
- Our small kitchen and front of house teams will work in a bubble/ partnering and keep separate as much as possible
- These team will be allocated a designated work area to ensure social distancing, and not be in each other respiratory zones. Our teams will maintain 1 m plus social distancing if working together but will avoid face to face working. Our front of house teams will be using their allocated and named face shield. They may also wear a face covering if their wish, but in accordance with hygiene guidelines
- Handwashing guidance (below) must be complied with by our team and we will encourage our customers to do the same. Notices are displayed within the WC areas, and hand sanitiser is provided at the entrance/ exit points, on the bar and within the outside area
- Regular surface cleaning will be undertaken by our team, particularly of high touch points, we will avoid shared equipment as much as possible
- All areas have been decluttered to reduce touch points and to facilitate cleaning
- All staff are given a copy of this amendment & Risk Assessment on their return to work, and it will be held within our safety documentation
- We will also provide information directly to our customers and via our website & social media platforms. Information notices are displayed in strategic locations within the restaurant area to remind our customers of the continuing need to remain socially distanced
- Face coverings are required to be worn by our customers on entering and moving around our premises, these can be removed for eating purposes
- Table service is our preferred option, to ensure that persons do not queue at the bar.
- An app is used to comply with the NHS Track and Trace requirements for customers
- Contractors are required to provide us with their Covid-19 Risk Assessment
- **Our usual Food Safety & Health and Safety procedures remain in place**
- First Aiders; a Face Covering will be provided for use during any necessary First Aid treatments. But in general customers will be asked to help themselves- that is we can offer First Aid materials, and to visit the nearest walk-in centre/ pharmacist. The current guidance from the Resuscitation

Queens Head, Wymondham

Health & Safety Policy & Procedures; COVID-19

Council is here <https://www.resus.org.uk/media/statements/resuscitation-council-uk-statements-on-covid-19-coronavirus-cpr-and-resuscitation/covid-community/>

- Internal doors will be propped open to minimise contact with handles, and to enable people to flow unhindered. These will close at the end of the evening.
- Children & dogs must always be supervised, and well behaved, so that the social distancing requirement are not breached
- **We will explain to customers that failure to observe our safety measures will result in service not being provided**

3. Hand washing & hygiene habits

Employees should avoid touching their face, particularly their eyes, mouth, and nose unless they have just washed their hands.

Hand washing must take place

- Before they leave home
- When they arrive at work
- After using the toilet
- Before eating, drinking, and touching their face, especially the eyes, nose, and mouth
- Before and after distinct tasks and using equipment
- Before leaving the premises

The teams are reminded that we are trying to reduce the risk of viral transmission. We will only use hand sanitiser if water and soap are not available.

Hand washing needs to be thorough- a rigorous rub for at least 20 seconds with soap under running water. It is the soap that kills the virus. The fingertips are likely to be the most contaminated and must be cleaned effectively

Staff are required to monitor the dryness of their hands, sanitiser will remove some of the natural oils from their skin, as will increased handwashing.

Hand washing notices are displayed in each of the WC's

Hand sanitiser is placed in strategic locations for our customers to use. Hand sanitiser provided complies with BS EN 1500

Hygiene Habits: staff are encouraged not to touch their faces whilst at work, and if they need to do so, are asked to wash their hands before and afterwards

4. Specific Covid-19 Secure Procedures (“Our Safe Systems of Work”)

Team travel to work

- Ideally travel in your own vehicle, cycle, or walk
- If the team need to use public transport, they will wear a personal washable or disposable face covering

Queens Head, Wymondham

Health & Safety Policy & Procedures; COVID-19

Restaurant Areas

- Our restaurant has two routes in for customers, we will manage this area depending on the time of day, external tables may also be used. But customers are asked to wear a face covering and to sanitise their hands on entering using the sanitiser provided
- The external doors & all openable windows will be kept open to ensure the restaurant is well ventilated.
- Hand sanitiser units are available for customers to use on the Bar on entry and exit to the restaurant.
- The WC's and stairway to the first-floor function rooms have notices displayed asking users to respect the social distancing rules.
- Hand washing notices are displayed within these units and these are kept well stocked with soap and hand towels. The hand dryers can still be used
- A table reservation system is in place, but we will also accept walk in customers. Customers will not be permitted to stand at the bar, and our blackboards display this advise
- Menus are single use and printed daily
- Condiments (salt and pepper etc) will be cleansed with our sanitiser if utilised and we will also use single use sachets
- Cutlery and crockery, including glasses, will not be left on the tables. Cutlery will be disinfected by using the dishwasher and presented to the customer once seated
- Pinch points to be self-managed by social distancing by our teams and customers. Internal queuing by customers is discouraged at the WC entrances
- We will only allow a maximum of 6 people per table, and two households can sit together. (NB our team will not question people as to whether they are a Household)
- Staff to maintain social distancing on taking orders and the subsequent delivery of food and drinks. A member of the team will be allocated to a table, so far as is reasonably practicable, to ensure minimal social contact. We will also utilise a 'drop zone' where we place items down in one area to be shared by the group, rather than our team reaching over/ around guests
- Customers are encouraged to make payment by card only. Contactless card payment can be made quickly at the Bar
- Should a cash payment be made, the staff member must cleanse their hands before their next task
- Signage is displayed reminding customers to maintain social distancing and to use the sanitiser on arrival and departure
- Signage displayed showing proper handwashing techniques will be displayed within the WC's and a sanitiser station will be placed on the outside of the WC area

First Floor Function rooms

- These areas will be used by those customers wanting a greater level of social distancing and those within a family group. We will use these as 2 private bubbles or for private functions, for example for parties and at Christmas

Outside areas

- A sanitiser station will be placed outside to help our customers keep their hands clean while using this area

Queens Head, Wymondham

Health & Safety Policy & Procedures; COVID-19

Kitchen, Basement and Bar areas

- Staff will adhere to the social distancing and hand washing requirements, and have an allocated 'workstation'
- Deliveries to be made to the back door only not through the restaurant
- Hands to be washed after receiving a delivery in and after disposing of external packaging
- Robust and regular disinfection of the touch points to be maintained with a disinfection and sanitising process compliant to BS 14476
- Reduced menu to be in operation, and the menu will be single use
- Our Food Safety Management system to be maintained.
- Dishwasher & glass washer to be maintained at or above 60 °C

Cleaning

- Our robust cleaning and hygiene procedures are being maintained
- The twice daily documented cleaning schedule timings for the toilets will be displayed, and initialled (these notices state that this is the minimal cleaning frequency)
- Team members will wear disposable gloves and a disposable apron when cleaning
- Face shields are being worn by our front of house teams, these are allocated to the team, named, and cleansed by them
- Social distancing and hand washing requirements must be maintained by the team
- Hard surface cleaner complies with the BS 14476
- Disposable cleaning cloths and disposable mop heads will be used and bagged up for disposal after use. Bags to be tied. Washable cloths and mop heads to be laundered at above 60° C
- Frequently touched surfaces, such as doors will be cleaned as a priority
- The rear door to be opened to ensure the area is well ventilated whilst cleaning takes place, as we can control entry whilst we are closed to customers

5. Wellbeing and Mental Health

Employees are reminded that they need to be mindful of anxiety, stress, and mental health in both themselves and others around them. Whilst we are all going through this together, we all have different circumstances, and this is not a competition.

If employees wish to speak about any concerns, they should first address them to the general manager

6. Communication

We will update this amendment to the health and safety policy as we receive new guidance, and re-issue it. It is our joint responsibility to follow the procedures above, if you have any concerns please speak with the general manager as soon as practicable.

7. Summary

- **We have carried out a COVID-19 risk assessment and shared the results with the people who work here and with our customers**
- **We have cleaning, handwashing, and hygiene procedures in line with guidance**
- **We have taken all reasonable steps to maintain a social distancing throughout the premises**
- **Where people cannot be 2m apart, we have done everything practical to manage transmission risk**