RA–COVID19 HRC MANCHESTER (UPDATED July 19 2021)

HAZARD	RISK	PERSONS AT RISK	RISK RATING (BEFORE CONTROL MEASURES) Severity x Probability
• Outbreak of COVID 19 Virus	• Outbreak or spread of Covid-19 infections • Employees exposed to either the virus or possible contact with persons with Covid-19 • Guests exposed to either the virus or possible contact with persons with Covid-19	• Employees • Visitors to your premises • Cleaners • Contractors • Drivers • Vulnerable groups: Elderly, Pregnant workers, those with existing underlying health conditions	4 x 5 = 20 HIGH RISK
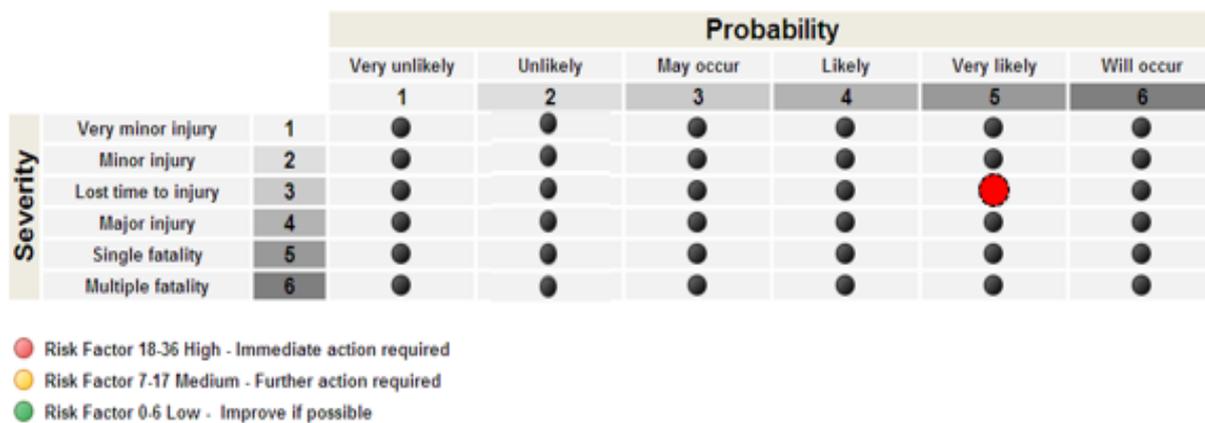
The company has produced a set of Guidelines that outline the expected operational standards in each café. These guidelines have been written to create the safest possible standards in operating as we re-open and operate units amid the COVID-19 outbreak.

In each unit the guidelines will need to complimentary to all local mandates and at all times followed.

Using this Risk Assessment should allow each unit to understand the Hazards and Risks involved operating through the COVID 19 outbreak. Then, by following company guidelines and local recommendations, allow each unit to operate with the necessary Controls needed to try and prevent the outbreak of COVID-19 in the workplace

All employees **MUST** be re-trained in all updated COVID 19 standards.

This training must happen on thier first day back to work.

Additional training provided if / when new measures come to force

Anyone showing signs of COVID-19 must not try be allowed to work.

Employess must follow company policy when reporting

Lateral Flow Testing for all staff memebers

Employees & Managers sign off on a COVID-19 training sheet as confimration of their training

All employees MUST review company guidelines as well as:

Revised SOP's

Steps Of Service

Ecolab Cleaning Manual

Full use of PPE

Guest contact points

reporting sickness

The unit must have all neccessary signage for both Guest and employees and check daily that these instructions are beining followed:

Hand Washing

Hand Sanitizing

Social Distancing

Cleaning & Sanitation

Manifesto

Use of PPE

Correct controls to minimize risk:

- All Employees & Managers to be fully trained with all now SOP's & guidelines
- All signage to inform employees and guests how to act in terms of safety and sanitation
- Policy & Procedure in place for any employees reporting symptoms & illness
- Policy & Procedure in place for reporting confirmed cases of COVID-19 (RIDDOR)
- Hard Rock is taking part in Lateral Flow Testing for all staff members.
- Designated and monitored areas for employee changing and breaks
- Strict controls in receiving of goods
- Strict control on external workers entering the building
- Supplier Questionnaire completed
- Cleaning Questionnaire completed
- Visual Validation ahead of opening with regional support team.
- Trained staff in place managing guest safely and in accordance with the regulations and guidance and to make sure guests understand our company rules
- Social Media and Reservation System in use to communicate our rules and to manage customer expectations.
- QR code poster to take customers to the NHS Test and Trace app displayed at the front door. All guests are encouraged to sign in using Track and Trace QR Code or provide contact details for record keeping. All records outside the NHS QR system must be kept for 21 days, kept in line with Data Protection legislation and must be shared with NHS as requested
- Guest flow as they queue to enter, to leave or use the toilet controlled by trained staff. Floor markings, one-way systems and good signage in place.
- Guest encouraged to use QR code to view our menus.

Specific training around:

Lateral Flow testing

- Ahead of returning to work each team member has been asked to take a flow test for Covid (either at home or done at a CTC)
- Hard Rock UK Ltd has registered for lateral flow test and we are awaiting test kits – these will be used when received and following government guidelines we will suggest 2 test per team member, per week.

Hand Washing

- Hand washing facilities with soap and water in place
- Stringent hand washing taking place every 30 minutes (or as needed in between jobs)
- Ecolab hand washing guidance displayed with 30 second washing time followed
- Drying of hands with disposable paper towels
- Gel sanitizers in any area where washing facilities not readily available

Cleaning

- Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods.
- 'Clean Team' in every unit focusing on Toilets and all FOH high contact areas
- ALL employees re-trained in the correct use and contact time of all Chemicals.
- Cafes can only use Nominated ECOLAB products (this with known efficacy to dealing with envelope virus – EN REGS 14476 or equivalent)
- Additional nightly cleaning with local cleaning teams

Social Distancing (followed by team members where possible)

- All local social Distancing measures to be followed -Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by the Public Health Agency or 1-metre with extra precautions in place.
- Review all schedules including start & finish times/shift patterns, working from home etc. to reduce number of workers on site at any one time.
- Review all areas and strictly control how many employees/guest are allowed in to follow safe social distancing. Offices, Break rooms, changing areas, HOH and FOH guest areas.
- Review all working areas to follow (as best as possible) processes to ensure social distancing in place. Office, Prep, Line, Bar, Retail & Employee ONLY areas.
- Ensuring sufficient rest breaks for staff.

Use of Masks

- All employees MUST wear masks whilst working
- Employees MUST be trained how to remove masks carefully to reduce contamination and how to dispose of them safely.
- Guest are encouraged although not obligated to wear face coverings, except when seated at a table to eat or drink.
- All employees training and SOP in Mask wearing and for Employees and Guest mask use standards

Temperature taking (optional)

- Unity scanner device available maned by fully trained employees

COVID 19 Reporting

- If an Employee or a member of the public has developed Covid-19 and were recently on our premises (including where a member of staff has visited other work place premises such as domestic premises), the management team will contact regional support and the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken.
- When contacting the (PHA) the General Manager will become the (SPOC) for the cafe.
- Follow correct reporting for:
  - Riddor – Anyone who has caught COVID as a direct and confirmed workplace contact
  - Possible workplace outbreak – Report all cases to local authority.
  - Employers should call the Self-Isolation Service Hub on 020 3743 6715 to report any team members who have tested positive and been in the workplace. Employers will need to provide the 8-digit NHS Test and Trace Account ID (sometimes referred to as a CTAS number) of the person who tested positive, alongside the names of co-workers identified as close contacts. This will ensure that all workplace contacts are registered with NHS Test and Trace and can receive the necessary public health advice, including the support available to help people to self-isolate

Step 4 changes

On **Monday 19 July 2021**, England will enter Step 4, which removes the current Step 3 restrictions (including premises closures such as nightclubs).

This document is an interpretation of the information currently available as it pertains to hospitality, as we currently understand it.

Updated working safely guidance was published on 14 July. Businesses are required to manage the risks at their premises, by updating the risk assessment to include Covid-19 measures and ensuring that all relevant mitigations are in place. The guidance also includes recommendations which businesses may wish to consider as part of their operational plan from 19 July. The full guidance is available here

The relevant categories for your business can be found below:
• Restaurants, pubs, bars, nightclubs and takeaway services
• Hotels and guest accommodation
• The visitor economy STEP 4 – 19 July

Hospitality
All closure restrictions for businesses will be lifted, including those closed under Step 3 such as nightclubs.

Business events/large events
All capacity caps and previous restrictions on larger events and gathering will be lifted in Step 4.

Your legal requirements

The working safely guidance has been updated to provide examples of mitigations that employers can take to reduce risk of COVID transmission in their workplaces. In particular it highlights six prioritised elements to consider:

1. Complete a health and safety risk assessment that includes the risk from COVID-19
2. Provide adequate ventilation
3. Clean more often
4. Turn away people with COVID-19 symptoms
5. Enable people to check in at your venue
6. Communicate and train

Employers should take account of this guidance in preparing the risk assessments they are already required to make under pre-pandemic health and safety rules.

Employers will still have a legal duty to manage risks to those affected by their business. The way to do this is to carry out a health and safety risk assessment, including the risk of Covid-19, and to take reasonable steps to mitigate the risks you identify. Working safely guidance sets out a range of mitigations employers should consider including:

-encouraging staff and customers to clean their hands regularly and providing facilities for them to do so
-cleaning surfaces that people touch regularly o identifying poorly-ventilated areas in the venue and taking steps to improve fresh air flow
-ensuring that staff and customers who are unwell do not attend the workplace or venue o communicating to staff and customers the measures you have put in place
-reducing contact between people, particularly between customers and workers

Government recommendations to operators

• You must update your risk assessment as per the legal requirement in the working safely guidance listed above.

• Operators are encouraged to use outside space where practical, and to consider the supply of fresh air to indoor spaces. The scope for achieving adequate ventilation varies from setting to setting. This can be natural ventilation through windows, doors and vents, mechanical ventilation using fans and ducts, or a combination of both. Read advice on air conditioning and ventilation from the Health and Safety Executive (HSE).

• Businesses in higher risk settings, are encouraged to use the NHS COVID Pass as a condition of entry, particularly in large crowded settings where people are likely to be in close proximity to others outside their household. This can be achieved by a full vaccine course, a recent negative test, or proof of natural immunity, all through the NHS COVID Pass on the NHS app.

• Businesses are encouraged to display QR codes for customers to check in using the NHS COVID19 app if they so wish although it will no longer be a legal requirement to either display a QR code or to collect customer contact details. If you do choose to display a QR code, you must also provide an alternative method for collecting details for those that are not using the NHs COVID19 app.

• The legal requirements to wear a face covering will be lifted in all settings from 19 July. Government advice states that wearing a face covering is advisable in settings where you come into contact with people you do not normally meet in crowded places.

• If possible, a gradual return to the work place is recommended. More information on hybrid working is available

Manager signature/Date	Are further control measures/actions required? Yes/No- (Reason)	Corrective action/date	Risk Rating(after further control measures implemented)	Next review date
Example : 1/1/15	Yes – Not all kitchen staff have been trained in COVID SOP's	14/1/12: Training session held immediately	4 x 5 = 20 HIGH RISK	1/1/16
Aneta Jarzmik 17.07.2021	No	N/A	**4x5=20**	As necessary

STAFF RISK ASSESSMENT TRAINING SIGN OFF

Manager signature/Date	Staff Signature/|Date	Visual Validation	Next review date

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