



COVID-19 – Safety for Customers & Staff in the Brasserie/Restaurant

Risk Assessment ID: (Include revision number, e.g. 1.1, .. B, C..... v2?)	H&S COVID-19 RA013 v.0.5
RA conducted by: (List all involved in conducting the risk assessment)	G. Howard & N. Leach
Signature of the person approving the assessment (incl. name and position)	 H&S Compliance Manager
Date RA conducted/updated:	06/09/21
Planned review date:	On-going – As required

Task and/or work activities covered by the assessment

Objective: To reduce risk to the lowest reasonably practicable level by taking preventative measures, in order of priority.
Description: To aid assess management of safe practices for protecting against transmission/spread of COVID-19 virus between customers & staff/students in the Brasserie/Restaurant.

COVID Safety – Compliant Control Measures

- Ensure good hygiene for everyone.
- Maintain appropriate cleaning regimes.
- Keep occupied spaces well ventilated.
- Follow public health advice on testing, self-isolation and managing confirmed cases of COVID-19

Reference:

Gov.UK - COVID-19 Safety in restaurants, pubs, bars and takeaway services (Updated 17-08-21)
<https://www.gov.uk/guidance/working-safely-during-covid-19/restaurants-pubs-bars-nightclubs-and-takeaway-services>
<https://www.gov.uk/government/publications/coronavirus-covid-19-maintaining-further-education-provision>
<https://www.gov.uk/government/publications/higher-education-reopening-buildings-and-campus>
 Gov.uk Guidance - Working safely during coronavirus (COVID-19) – Updated 17-08-21
<https://www.gov.uk/guidance/working-safely-during-covid-19>

Hazards present which create potential Health & Safety risks: (Tick as applicable)

- Machinery and Equipment
- Lifting operations (incl. FLT)
 - Flammable gases/liquids
 - Electricity
 - Machinery and equipment
- Workplaces
- Slips, trips and falls
 - Fall from heights
 - Transport (incl. loading)
 - Workstations and seating
- Occupational Health
- Noise exposure >80dB(A)
 - Hand-arm vibration
 - Hazardous substances
 - Musculoskeletal Injury/diseases
- Other Hazards
- Lone working
 - Display screen equipment
 - Manual handling of loads

Any specific references for COSHH/Products/Manufacturer safety requirements/training etc. should be noted as control measures for further review and noted comments made in section 'observations/comments' as required for further action. Copy of the completed assessment to be retained for review by the assessor/department competent person.

		Likelihood					Consequences		
		Unlikely	Possible	Likely	Very Likely	Certain	People	Assets	Reputation
Severity	5	5	10	15	20	25	Death	Severe Damage	Severe Impact
	4	4	8	12	16	20	Major Injury/Reportable Disease	Major Damage	Major Impact
	3	3	6	9	12	15	Reportable Injury (Over 7 day lost)	Moderate Damage	Moderate Impact
	2	2	4	6	8	10	Lost Time Injury (Under 7 days lost)	Slight Damage	Slight Impact
	1	1	2	3	4	5	Minor Injury (No lost time)	No Damage	No Impact
		1	2	3	4	5			

Risk Score	Priority	Action
1 to 4	Low	Low risk identified - Control measures to be adopted and monitored
5 to 10	Medium	Medium risk identified - Ensure that the risk assessment is reviewed, further controls may be necessary
12 to 25	High	High risk identified - Re-evaluate risk assessment and develop/determine greater controls or re-address the process requirements

The 'Likelihood' & 'Severity' value is to be scored 1 – 5 taking guidance from the above matrix - the total overall 'Risk' value 'R' is: 'L' * 'S' entered into the 'R' column
 Dependant on the overall score; this will dictate if further actions/control measures should be highlighted or the process reviewed

Responsibility for completing risk assessments is the function and responsibility of Line Management, however the task may be delegated to a competent person or persons (The Assessor should be competent in his/her knowledge of the activity or process and be competent in risk assessment techniques)

Other Hazards (Specify):

Viral: Infection/cross transmission of COVID-19 virus:
 Spread through close contact with transmission between persons by ingesting others infected respiratory aerosols and/or touching of contaminated surfaces and transference for ingestion through mouth, nose or eyes.

Persons at Risk = A: Employee/Agency B: Student/Young Person/Trainee C: New/Expectant Mother D: Contractor/Maintenance E: Member of the Public F: Others: Visitors/Volunteers

Hazard Ref No.	Identify	Initial Risk Evaluation	Eliminate/Reduce/Mitigate/Action			Re-Evaluate	Review/Action			
	Identified Hazards and Associated Risks	Those at risk	Risk Rating			Control Measures			Rating Revised	Further Actions / Recommendations / Observations
			L	S	R		L	S	R	
COVID H&S RA ref. 013.1	Ingress, Egress, Risk: Spread of virus through close contact with transmission by respiratory aerosols and/or touching of contaminated surfaces	a,b,c,d,e,f	4	5	20	Anyone having COVID-19 symptoms or positive result from a test should be refused entry to the restaurant. This question of having symptom/test results can be asked prior to entry. Control of main doorways to be limited to one person in and one person out at a time, - right of way must be given to the person exiting the area: protocols to be adopted of anyone exiting have priority – social distancing is to be observed. One out–one in. Social distancing to be exercised if waiting - 2meteres apart where possible/practical. Where doorways are identified as unavoidable ‘pinch points’ but normally usable by two persons, the doorway will be divided into half to identify sides for way-in and way-out, - giving way to persons exiting an area should still be a priority when possible to maintain maximum distancing. The Brasserie entrances has a redesign for a one-way safety system of an entry door and a separate exit door from the area when in operation with customers. All guests/customers are to use hand sanitiser before entry – this is provided at entry points to the restaurants/bar. Increased regular cleaning/sanitising is to be conducted by cleaning staff paying particular attention to key touch points: - door handles, stair banister rails, push pad points on doors & automatic doors.	1	5	5	Maintain, monitor and regularly review control measures.
COVID H&S RA ref. 013.2	Restaurant COVID Safety Risk: Spread of virus through touching of surfaces	a,b,c,d,e,f	4	5	20	Staff should exercise minimal handling of equipment in the restaurant areas and back of house, - Only handle what you need to! All staff and students to wear face coverings in restaurant areas and if congestion occurs back of house/servery areas. Always wash/sanitise hands prior to handling any equipment. Hand sanitising points are located at key points in the restaurant and back of house. Sanitising spray/wipes should be used to clean down all tables and chairs prior to setting-up for the next sitting/covers. Social distancing (2m) should be maintained whenever possible by staff and students. Tables should be suitably positioned to achieve 2m distancing, - also allowing safe travelling space for staff & customers between tables.	1	5	5	Maintain, monitor and regularly review control measures.
COVID H&S RA ref. 013.3	Serving/Clearing of Tables Risk: Spread of virus through respiratory aerosols and/or touching of surfaces	a,b,c,d,e,f	4	5	20	All Staff are to clean down any heavily soiled tables first, – then sanitise tables, chairs etc. Clean & sanitise any condiment containers/holders.	1	5	5	Maintain, monitor and regularly review control measures.

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Hazard Ref No.	Identify		Initial Risk Evaluation			Eliminate/Reduce/Mitigate/Action	Re-Evaluate			Review/Action
	Identified Hazards and Associated Risks	Those at risk	L	S	R		L	S	R	
COVID H&S RA ref: 013.4	Customers Risk: Spread of virus through touching of surfaces or spread of contaminated respiratory aerosols	a,b,c,d,e,f	4	5	20	Although not a legal requirement, - NHS 'Test & Trace', - all customers should be encouraged to scan the displayed QR code on entry to the restaurant to register their attendance, or they should be asked if they would provide their name and contact details as temporary record to be retained for 21 days, in a way that is manageable for the business, and to further assist NHS Test and Trace with managing outbreaks of COVID-19.	1	5	5	Maintain, monitor and regularly review control measures.
COVID H&S RA ref: 013.5	Toilets, Cloakrooms Risk: Spread of virus through touching of surfaces or spread of contaminated respiratory aerosols	a,b,c,d,e,f	4	5	20	Increased cleaning for hygiene and sanitising purposes to be agreed with Estates to establish routines outside general cleaning contract hours to incorporate late nights of the restaurant. Cloakrooms should be locked/secured when not in use. All coats placed in the cloakrooms should be segregated where possible from others to reduce risk of cross contamination between clothing where the virus may be harbouring on coats/clothes.	1	5	5	Maintain, monitor and regularly review control measures.
COVID H&S RA ref: 013.6	Ventilation (Estates) Risk: Spread of virus through transmission by respiratory aerosols	a,b,c,d,e,f	4	5	20	Ventilation to all restaurant areas should be optimised to ensure a fresh air supply is provided Ventilation should be increased where possible, supply and extraction fans should be turned on (not when supplied or extracted to other rooms/areas), and by opening doors (excluding fire doors) where possible to increase natural air flow of the area.	1	5	5	Maintain, monitor and regularly review control measures.
COVID H&S RA ref: 013.7	Fire	a,b,c,d,e,f	3	5	15	All actions should be conducted as usual procedure – raise the alarm, try and attack the fire where possible, evacuate the building – do not comply with social distancing guidelines if it would be unsafe to do so. Evacuate the building by the shortest, safest route. Social distancing should be exercised as best possible at the emergency assembly point.	1	5	5	Maintain, monitor and regularly review control measures.

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Hazard Ref No.	Identify		Initial Risk Evaluation			Eliminate/Reduce/Mitigate/Action	Re-Evaluate			Review/Action
	Identified Hazards and Associated Risks	Those at risk	Risk Rating			Control Measures	Rating Revised			Further Actions / Recommendations / Observations
			L	S	R		L	S	R	
COVID H&S RA ref. 013.8	<p>Transmission of COVID-19 Virus</p> <p>Risk: Spread of virus through close contact and transmission by respiratory aerosols / or touching of contaminated surfaces</p>	a,b,c,d,e,f	4	5	20	<p>At the start of each class/shift; - All Students/Staff to receive 'refresher training' – 'reminders', to reiterate the importance of social distancing as best possible and for regular hand washing/sanitising and respecting the safety of their work colleagues and customers</p> <p>Also, the importance of regular cleaning and sanitising of work areas, work surfaces, countertops and tables etc.</p> <p>Working areas/tables should be assigned to an individual as much as possible. If they need to be shared, they should be shared by the smallest possible number of people.</p> <p>Reduce congestion and contact between persons, controlled queue management at servery hot counters with one-way flow system, where possible. Flow directions to be signed.</p> <p>Increase regular handwashing – wash hands for a minimum of 20 seconds. Use hand sanitiser where washing is not viable, - only use sanitiser on clean hands. Hand sanitisers to be located in restaurant and back of house.</p> <p>Hands should be washed each time on completion of clearing of tables and prior to setting up fresh tables. Hands should be washed prior to preparing the set-up of clean tables for safe handling of cutlery, glasses etc.</p> <p>Hands to be sanitised prior to service of food orders to tables.</p> <p>Clean & sanitise any condiment containers/holders. Where possible, condiments should only be provided as requested.</p> <p>A system to reduce the use of cash for food or to facilitate the exclusive use of debit cards and contactless payment should be considered.</p> <p>Working – mitigating safety measures:</p> <ul style="list-style-type: none"> Keeping the activity time with others involved as short as possible Minimise contact between kitchen workers and front of house staff – maximise use of servery hot counters to form a barrier. Minimise handling of plates/trays between kitchen and FOH staff. FOH staff only to collect the tray with plates and deliver to side boards. Using back-to-back or side-to-side working (rather than face-to-face) whenever possible. Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others) – by assigning a single staff member per table. Have Staff take a couple of seconds to think about and plan their next actions/ procedure to minimise unnecessary movement around restaurant and back areas. 	1	5	5	Maintain, monitor and regularly review control measures.

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Hazard Ref No.	Identify		Initial Risk Evaluation			Eliminate/Reduce/Mitigate/Action	Re-Evaluate			Review/Action
	Identified Hazards and Associated Risks	Those at risk	L	S	R		L	S	R	
COVID H&S RA ref. 013.9	<p>Illness - Controlling the virus spread</p> <p>Risk: Spread of virus through close contact and transmission by respiratory aerosols and touching of contaminated surfaces</p>	a,b,c,d,e,f	4	5	20	<p>All Staff/Students are to inform their Line Manager/Supervisor/Instructor if they are feeling unwell (possibly having a low immune system), suffering any symptoms for COVID 19 – (new continuous cough or high temperature or a loss of, or change in, normal sense of taste or smell (anosmia)), or any concerns of being classed as high risk of infection/contracting COVID-19 – if there are concerns of a person developing symptoms of COVID-19 they should be sent home or escorted (keeping 2m distancing) to the designated building isolation area and await arrangements to get them home safely for self-isolation. They should organise for a COVID test immediately for themselves under NHS 'Test & Trace' regulations by calling 119 or booking on-line. Security should be informed if someone requires isolation on-site who will have instruction for procedures to adopt. (See government advice details below)</p> <p>Customers should be asked to confirm if they, their household or any of their party are suffering symptoms of COVID-19, have they, or any of their party been told to self-isolate or any other person in their household been told to self-isolate, - or if anyone has received a positive COVID-19 test.</p>	1	5	5	Maintain, monitor and regularly review control measures.
COVID H&S RA ref. 013.10	<p>Mise en Place/ distribution of plates, cutlery and glassware</p>	a,b,c,d,e,f	4	5	20	<p>All staff/students need to wash hands prior to starting any jobs for mise en place. Once hands are washed, masks are to be put on. Then all mise en place activities can be done.</p> <p>Each job and positioning of equipment needs to be carried out by the specified students.</p>	1	5	5	Maintain, monitor and regularly review control measures.

Summary of any high risk (Red, 12 – 25) findings from the assessment after introduction of control measures and re-evaluation (if any?)

Proposed action plan to eliminate, or reduce identified risks where current controls require further improvement?

Further education coronavirus (COVID19) operational guidance: 17th August 2021

<https://www.gov.uk/government/publications/coronavirus-covid-19-maintaining-further-education-provision/further-education-coronavirus-covid-19-operational-guidance>

What happens if someone becomes unwell at an educational or childcare setting?

When an individual develops coronavirus (COVID-19) symptoms or has a positive test

Students, staff and other adults must not come into the setting if:

When to self-isolate

Self-isolate straight away and get a [PCR test \(a test that is sent to the lab\) on GOV.UK](#) as soon as possible if you have any of these 3 symptoms of COVID-19, even if they are mild:

- a high temperature
- a new, continuous cough
- a loss or change to your sense of smell or taste

You should also self-isolate straight away if:

- you've tested positive for COVID-19 – this means you have the virus
- someone you live with has symptoms or tested positive (unless you are not required to self-isolate – check below if this applies to you)
- you've been told to self-isolate following contact with someone who tested positive – [find out what to do if you're told to self-isolate by NHS Test and Trace or the NHS COVID-19 app](#)

They must immediately cease to attend and not attend for at least 10 full days from the day after:

- the start of their symptoms
- the test date if they didn't have any symptoms but have had a positive test (whether this was a [Lateral Flow Device \(LFD\) or Polymerase Chain Reaction \(PCR\) test](#))

When you do not need to self-isolate

If someone you live with has symptoms of COVID-19, or has tested positive for COVID-19, you will not need to self-isolate if any of the following apply:

- you're fully vaccinated – this means 14 days have passed since your final dose of a COVID-19 vaccine given by the NHS
- you're under 18 years, 6 months old
- you're taking part or have taken part in a COVID-19 vaccine trial
- you're not able to get vaccinated for medical reasons

Even if you do not have symptoms, you should still:

- get a [PCR test on GOV.UK](#) to check if you have COVID-19
- follow advice on [how to avoid catching and spreading COVID-19](#)
- consider limiting contact with [people who are at higher risk from COVID-19](#)

You must follow this process and ensure everyone on-site or visiting is aware of it.

Anyone told to isolate by NHS Test and Trace or by their public health protection team, has a legal obligation to self-isolate, but you may leave home to avoid injury or illness or to escape the risk of harm. More information can be found on [NHS Test and Trace: how it works](#).

If anyone in your class develops a new and continuous cough or a high temperature, or has a loss of, or change in, their normal sense of taste or smell (anosmia), you must:

- send them home to begin isolation - the isolation period includes the day the symptoms started and the next 10 full days
- advise them to follow the [guidance for households with possible or confirmed coronavirus \(COVID-19\) infection](#)
- advise them to arrange to have a test as soon as possible to see if they have coronavirus (COVID-19)

Review Record	This risk assessment must be reviewed at periods not exceeding <u>2</u> years or when circumstances surrounding the risk have changed		
Review Date / Reference	Review Assessed By	Findings / Changes	Signed
12-08-2020 COVID RA013 v.01	N/A	Initial assessment date	<i>G. Howard</i>
23-09-2020 COVID RA013 v.02	Gary Howard	Rule of six All Staff & Customers to wear masks, - customers exempt if seated at tables	<i>G. Howard</i>
14-10-2020 COVID RA013 v0.3	Gary Howard	From 14 th October 2020 – Birmingham placed in Tier 2 COVID Safety Level. – When booking, all customers are to confirm that each person attending the venue for a single table booking are from the same household.	<i>G. Howard</i>
17-05-2021 COVID RA013 v0.4	Gary Howard	Roadmap planned Step 3 easements – <ul style="list-style-type: none"> • serving customers indoors • updated social contact rules (gatherings of up to 30 people are permitted outdoors; gatherings of up to 6 people or 2 households of any size are permitted indoors) 	<i>G. Howard</i>
06-09-21 COVID RA013 v0.5	Gary Howard	Roadmap planned Step 4 easements – Update for customers only advised to wear face coverings and social distance, not mandatory However, UCB Staff & Students to still wear face coverings when working and serving customers	<i>G. Howard</i>

Copy of the completed assessment must be retained for review by the assessor or the department competent person.