

COVID-19 : Bar & Catering Risk Assessment

<u>Risk</u>	Likelihood of harm (scale 1-5)	<u>Response</u>	
Condiment bottles (ketchup, brown, mayo, salt pepper, vinegar) cannot now be shared	4	Introduce individually wrapped sachets and will be handed out as requested rather than left on tables available for customers to help themselves	<i>4 = fairly high because if customers share the same bottle, and then consume the food with their hands into their mouth, the risk of the virus spreading from person to person is higher</i>
Staff having to go out into the restaurant - contact with customers and having to collect contaminated used crockery, cutlery and glasses	3	Supply staff with the option of PPE (gloves and face masks) when entering the restaurant	<i>3 = although risk would be very high if the staff were not wearing PPE to protect them as they collected contaminated crockery, the risk is reduced as we are able to control this by providing PPE and training to the staff to prevent this</i>
Customers coming into contact (less than the government 2 meters) with staff or other customers	5	One way system introduced, clear 2m signage in queue, tables and chairs spaced out 2m with signage telling customers not to move furniture, screens at the till	<i>5 = government guidance dictates to limit the spread people must stay 2 meters away and therefore the risk of them spreading the disease by not doing so is very high</i>

Customer contact with menus	4	Have taken away menus and replaced with a large copy to sit by the till, this is for customers to look at only and not handle	<i>4 = fairly high because if customers share the same menu, and then consume the food with their hands into their mouth, the risk of the virus spreading from person to person is higher</i>
Customers or staff could bring the virus into our restaurant / premises	5	Signage asks anyone showing symptoms to not come in. All staff and customers are asked to use the hand sanitising station on arrival	<i>5 = if you do not have signage or a hygiene station the risk of carriers or infected people bringing the virus into building is very high</i>
Risk of customers contaminating the table and chairs where they have been sat	4	Our COSHH trained staff will clean the tables and chairs after each use, using our D10 sanitising spray in accordance with effective directions	<i>4 = when arriving at the table, customer is likely to touch the chair to sit down, and once seated, if talking/eating etc could put droplets from their mouth onto the table. Would be a 5 if we didn't have a sanitising station</i>
Staff could contaminate food whilst preparing or delivering to customers	3	Staff are aware of taking precautions whilst preparing and delivering food. PPE (facemasks and gloves) will be available.	<i>3 = droplets from staff speaking landing on the food whilst preparing and delivering is possible, although government guidance has said the risk of virus transmission through food is low</i>

Staff could come into close contact with one another in a close working environment	5	Limit the amount of staff on at anyone one time, without increasing the risk of other tasks not being completed	<i>5 = government guidance dictates to limit the spread people must stay 2 meters away, although it is allowed if not possible in the workplace, and therefore the risk of them spreading the disease is very high</i>
Customers ignore social distancing rules and general COVID-19 government guidance	5	Regular checks will be made by staff with strict enforcement and zero tolerance on rule breakers	<i>5 = government guidance dictates to limit the spread people must stay 2 meters away and therefore the risk of them spreading the disease by not doing so is very high</i>
Small mens urinal toilets could easily lead to customers unable to keep 2m apart	5	These toilets will be closed with customers asked to use the much larger toilets in the changing rooms	<i>5 = government guidance dictates to limit the spread people must stay 2 meters away and therefore the risk of them spreading the disease by not doing so is very high</i>
Use of club facilities, door handles to toilets, toilets themselves, wash basins, all present risk of spread of COVID-19	5	Doors where possible are held open, signage reminding customers how to wash hands, where the sanitiser is, and sanitising soap all readily available and visible, toilets sanitised twice daily	<i>5 = when using facilities, customer is likely to touch the toilet doors, lids, handles, flush, taps, and could put droplets from their mouth or germs on hands onto these surfaces</i>

Temporarily removing face masks if a customer is hard of hearing or any other reason	2	Ask staff where possible not to touch facemasks but can be replaced if needed	<i>2 = medium risk, staff have been trained, and will be washing hands regularly, risk of contaminating face mask is low</i>
Cash payment would create contact between customers and staff, and the transfer of money between people could increase spread of COVID	5	Contactless payment only through bank card or members bar card	<i>5 = touching money which many other people has touched which then goes into a till to touch lots of other money</i>
Large number of people queuing at any one time in the clubhouse	2	We have maintained the 2m distancing and not reduced it to the 1mPLUS.	<i>2 = we do not have a lot of customers arrive at once, given the nature of golf, and with tee times in place, the arrival of customers is staggered every 5-10 minutes anyway.</i>
Table service	3	We have decided to maintain a queuing system and ordering at the bar. Our business does not have large numbers of people queuing at any one time, and they do not wait at the bar after ordering	<i>3 = we do not have a lot of customers arrive at once, given the nature of golf so queueing and ordering at the bar carries less risk than having more staff on duty to then go and speak face to face with customers at the table</i>
Using and wearing PPE	3	We have decided to limit the use of PPE to essential only as the government have said it is not beneficial, and only to where it if we used to wear it before	<i>3 = if used incorrectly, PPE could increase the risk of spreading the virus rather than decrease. E.g. staff touching the face mask regularly or wearing gloves longer than they should have</i>