

## Covid-19 Risk assessment

**Date:** 26/07/2020  
**Company Name:** QVO Hospitality  
**Company worksite:** Maray Allerton Road, 57 Allerton Road, L18 2DA  
**Risk Assessor:** Elizabeth Williams

**What is being risk assessed:** 'Infection of staff or customers by the infectious agent SARS CoV-2 (Covid-19 ) when in the workplace and when travelling to and from the workplace

**What is the hazard:** The infectious agent SARS CoV-2 which causes the disease known as Covid-19 can cause illness ranging from mild symptoms to fatalities, especially in older persons or persons with lowered immunity or underlying health conditions. Infected persons can be displaying symptoms immediately or any time up to 14 days from infection and some 'healthy carriers' can be totally asymptomatic throughout the infection. The infection is dispersed through tiny water droplets contained within the mucous carried in the nose and mouth, the pathogen can be easily dispersed forcefully through coughing and sneezing and less forcefully through talking, laughing, shouting or singing. The normal range for dispersion is around 1-2 metres from the person with the infection. The infectious agent can potentially remain suspended in the air under certain circumstances and subsequently infect others through contact or exposure to the mucous membranes such as the mouth, nose and eyes. The infectious agent can contaminate objects and surfaces and be easily transmitted to other objects, surfaces or vehicles of contamination - primarily people's hands. The infectious agent is invisible and it is virtually impossible other than by testing to ascertain if the virus is being carried by a person or on surfaces/objects. We must assume that all persons and all surfaces/objects are potentially contaminated.

**When will this assessment be reviewed:** No later than 27th August 2020 or when a significant change is made to the business (such as further government guidelines).

Covid-19 Risk assessment

Who could be harmed? (Example)	How could they be harmed? (Example)	We will use the below control measures to reduce risk. (Example)	We will monitor the control measures in the below way. (Example)	Signed by. Name. Date. (Example)
Staff	<p>1. Staff travelling to or from work by public transport could be harmed by exposure to an infected person or by contact with a contaminated surface/object.</p>	<ul style="list-style-type: none"> <li>● Staff self-check their own state of health each day and do not go to work if they feel ill or have a temperature. The management team will carry out verbal checks each day and log these records.</li> <li>● Temperature checks with a contactless gun probe are used upon arriving at the restaurant for all staff. These results are recorded in our compliance diary and Trail record for each day. Included on our Trail check is the temperature range considered to be 'normal'. Anything over this will be recorded as well as the staff member being sent home and asked to be tested. Included in this check are verbal checks carried out by the manager to confirm whether staff are showing any symptoms of COVID 19.</li> <li>● Staff have been advised to wear face coverings when using public transport. Where possible they should use their own vehicle, have a member of their immediate family bring them in to work in their own vehicle, some staff cycle or walk in to work but have been advised strongly to avoid other people as much as possible, they have received training and written advice to this effect</li> <li>● Staff have been strongly advised to avoid close contact with others and to observe the 2 metre social distancing rule at all times if possible, If staff come into close proximity with others and cannot avoid it</li> </ul>	<ul style="list-style-type: none"> <li>● Company has a procedure for reporting illness this will be checked each day by senior management, this is also discussed at daily management briefings and weekly management meetings. This is done by monitoring the COVID 19 Trail check each day and reiterating the importance to the management team of their teams answering the health questions honestly. This is discussed in our weekly management meetings.</li> <li>● We constantly monitor how our staff are travelling to work and make extra checks on people who have to use public transport to get</li> </ul>	<p>Elizabeth Williams 27/7/20</p>

Covid-19 Risk assessment

		<p>they have been strongly advised to turn back to back or side by side and to avoid being face to face where possible. They have received training and written advice to this effect</p> <ul style="list-style-type: none"> <li>● Staff have been strongly advised that if they do have to cough or sneeze, to make sure they do this into their elbow or into a tissue, then dispose of the tissue appropriately, to sanitise their hands and arms immediately using a 60% minimum alcohol-based hand sanitiser, they have received training and written advice to this effect. It is advised that staff members wash their hands</li> <li>● Staff have been strongly advised that they must wash hands immediately on entering the workplace and leaving the workplace, they have received handwashing training and know they must wash hands for a minimum of 20 seconds using the trained method</li> </ul>	<p>to and from the workplace.</p> <ul style="list-style-type: none"> <li>● Check with managers each day for an update on staff health</li> <li>● Spot check compliance with social distancing, hand washing and cleaning procedures to ensure compliance with policies and procedures.</li> <li>● Enhanced monitoring and supervision by line managers and double checked by senior managers/business owner</li> <li>● Regularly audit policies, procedures and that safe methodology is being enforced</li> <li>● Senior management check that line managers are managing effectively.</li> <li>● At the daily team briefing the management team check that each member of staff have stored personal belongings in their lockers. Only the managers are permitted to keep their phones on</li> </ul>	
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Covid-19 Risk assessment

			them at all times in case of emergencies.	
Staff	<ol style="list-style-type: none"> <li>1. A member of staff notices symptoms at home could be harmed by exposure to an infected person or by touching an infected surface.</li> </ol>	<ul style="list-style-type: none"> <li>• We are ensuring that all government guidelines are being adhered to. Please see our H&amp;S Policy (available on our website for guests) to see the full list of preventative processes we have put in place. We will advise the member of staff in question to self isolate following NHS guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>• We have ensured that all staff are aware of the facility to self test at home via <a href="https://self-referral.test-for-coronavirus.service.gov.uk/">https://self-referral.test-for-coronavirus.service.gov.uk/</a> as well as directing to the NHS guidelines on isolation. Keep up to date with government guidelines and review risks weekly. This will be monitored by the manager on duty each day.</li> <li>• Regular checks with staff to enquire about health and wellbeing carried out by the management team.</li> </ul>	Elizabeth Williams 27/7/2020
Staff & Guests	<ol style="list-style-type: none"> <li>1. The member of staff who has the symptoms could be harmed by exposure to an infected person or by touching an infected surface. (For example, menu's, water bottles, cutlery, plates,etc)</li> <li>2. Any members of staff who they have come into contact with during the past two weeks.</li> </ol>	<ul style="list-style-type: none"> <li>• We have a COVID 19 contingency plan in place, please see the Contingency plan diagram. We will advise the member of staff in question to self isolate following NHS guidelines.</li> <li>• Temperature checks with a contactless gun probe are used upon arriving at the restaurant for all staff. These results are recorded in our compliance diary and Trail for each day. Included on our Trail check is the record temperature range considered to be 'normal'. Anything over this will be recorded as well</li> </ul>	<ul style="list-style-type: none"> <li>• We have ensured that all staff are aware of the facility to self test at home via <a href="https://self-referral.test-for-coronavirus.service.gov.uk/">https://self-referral.test-for-coronavirus.service.gov.uk/</a> as well as directing to the NHS guidelines on isolation. The GM will be keeping</li> </ul>	Elizabeth Williams 27/7/2020

Covid-19 Risk assessment

	<p>3. Any members of staff who they have come into contact with during the past two weeks could be harmed by exposure to an infected person or by touching an infected surface..</p>	<p>as the staff member being sent home and asked to be tested. Included in this check are verbal checks carried out by the manager to confirm whether staff are showing any symptoms of COVID 19.</p> <ul style="list-style-type: none"> <li>● We have also included ‘good handwashing technique’ signage to promote thorough handwashing as this is highlighted as an extremely effective method in keeping the virus at bay.</li> <li>● A maximum of one guest may queue for the toilet facilities downstairs, and one guest may queue upstairs.</li> <li>● Footprints are marked on the floor with stickers to signpost where guests/staff should wait when queuing or giving way to oncoming foot traffic.</li> <li>● Sanitiser stations are placed at entry and exit points for all staff and guests to use.</li> <li>● Table accessories will be minimal to ensure the unnecessary multiple contact of plates and cutlery and all menus will be sanitised after use. All plates, cutlery or glassware will be presented to the guests only once ordering. Once these have been finished with, all plates/glassware will be removed and cleaned. The staff member will then wash their hands following the handwash advice signage.</li> <li>● Our operational checklists are kept on an ipad and reservation system managed via a website. These will both be sanitised after each use and hand sanitiser placed next to the laptop at the host stand as an extra measure.</li> <li>● We have reduced the capacity of our restaurant to ensure that all tables are at least 1metre apart. We have also introduced perspex dividers to further separate any risks of guests/staff/suppliers coming into ‘close contact’ of each other.</li> </ul>	<p>up to date with government guidelines and review risks weekly.</p> <ul style="list-style-type: none"> <li>● All of these measures are reviewed weekly by the General Manager and Operations Manager. Any changes are updated and communicated to all members of staff.</li> <li>● A check is done during the daily team briefing to ensure that all staff uniforms are fresh and clean.</li> </ul>	
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Covid-19 Risk assessment

		<ul style="list-style-type: none"> <li>● It has been insisted that staff uniforms are washed after every service by themselves at home.</li> <li>● Any candles will be sanitised after every use.</li> <li>● Handles and frequently touched surfaces will be sanitised every 30 minutes.</li> <li>● We have reduced the internal capacity of our restaurant from 74 to 48 to ensure there is at least 1 metre between tables and also to reduce any potential congestion within the restaurant.</li> <li>● To comply with government guidelines in regards to test and trace, we are taking any 'walk in' guests information and holding for 21 days.</li> <li>● All guests have been advised that children must remain seated at all times to comply with social distancing measures.</li> <li>● Guests can only reserve a table for a maximum of 6 guests. Any bookings for guests that state they are more than 2 households will be refused.</li> <li>● When spillages occur, we are asking our tables to move to the stairs area whilst one member of staff clears and sanitises the area.</li> <li>● All of our crockery and glassware is washed in an industrial machine at above 82 degrees with a rinse cycle.</li> <li>● We have introduced a table drop system. This is an extra table placed at the end/in between tables to further the distance between guests and also</li> </ul>		
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Covid-19 Risk assessment

		<p>enabling staff to maintain a 1 metre distance from the guests at all times.</p> <ul style="list-style-type: none"><li>• Any doors or windows are kept open at all times to maximise the ventilation of the restaurant.</li><li>• We have introduced a plate drop off area which reduced the traffic of staff going into kitchen areas. A glass drop is also in effect to ensure that the bar is occupied by only one person at any point in time.</li><li>• At the end of every service all tables and chairs are two stage sanitised and thoroughly dried.</li><li>• Our sanitiser spray is virucidal which is proven to kill COVID 19 from surfaces.</li><li>• Our water bottles are cleaned in a commercial glasswasher including a rinse cycle after every use.</li><li>• We have reduced the size of our menu which has enabled us to reduce the amount of staff working in the kitchens during busy periods. Our lunch menu has been reworked to reduce the amount of visits staff members make to tables and centered around one plate of food as opposed to 3-6 visits when delivering small plates.</li><li>• All menus are all printed on wipeable surfaces and sanitised after every use.</li><li>• All guests are advised of our housekeeping rules upon being seated at tables.</li><li>• Any water, wine or champagne will not be poured for guests to avoid unnecessary contact of surfaces.</li></ul>		
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## Covid-19 Risk assessment

<p>Staff/ Contractors/ Suppliers</p>	<ol style="list-style-type: none"> <li>1. Staff coming into contact with suppliers delivering goods could be harmed by exposure to an infected person or by touching an infected surface.</li> <li>2. Staff coming into contact with contractors visiting the site could be harmed by exposure to an infected person or by touching an infected surface.</li> </ol>	<ul style="list-style-type: none"> <li>• We have a designated delivery point which is signposted. This will avoid delivery drivers having to enter any unnecessary parts of the restaurant/kitchen. Only one delivery is allowed at any given time and all members of staff will only use their own stationary if a signature is required. All staff understand that they are required to sanitise/wash their hands after every transaction of any kind. All delivery drivers are encouraged to social distance at all times by the way of signage throughout the building.</li> <li>• We have reduced the capacity of our restaurant to ensure that all tables are at least 1metre apart. We have also introduced perspex dividers to further separate any risks of guests/staff/suppliers coming into 'close contact' of each other.</li> <li>• We have reduced the internal capacity of our restaurant from 74 to 48 to ensure there is at least 1 metre between tables and also to reduce any potential congestion within the restaurant.</li> </ul>	<ul style="list-style-type: none"> <li>• We will promote that the delivery of goods is between the hours of 10am and 12am to reduce the possibility of coming into contact with a higher number of staff. This will be reviewed each week and reiterated to our suppliers by the head of departments.</li> <li>• Our menu has been simplified to help reduce the amount of deliveries needed.</li> </ul>	<p>Elizabeth Williams 27/7/2020</p>
<p>Expectant mothers</p>	<ol style="list-style-type: none"> <li>1. Coming into close contact with staff or other guests outside of their 'support bubble' who are infected.</li> </ol>	<ul style="list-style-type: none"> <li>• Our table layout has been redesigned to ensure all seated guests will be 1 metre away from each other. All of the measures that we expect our guests to abide by are outlined during the booking process for both their own and our safety.</li> <li>• We have reduced the capacity of our restaurant to ensure that all tables are at least 1metre apart. We have also introduced perspex dividers to further separate any risks of guests/staff/suppliers coming into 'close contact' of each other.</li> <li>• We have reduced the internal capacity of our restaurant from 74 to 48 to ensure there is at least 1</li> </ul>	<ul style="list-style-type: none"> <li>• We will ensure that all guests understand the measures in place and deny service to anyone who is not following these. This will be constantly monitored by all members of staff.</li> </ul>	<p>Elizabeth Williams 27/7/2020</p>



Covid-19 Risk assessment

		<p>metre between tables and also to reduce any potential congestion within the restaurant.</p> <ul style="list-style-type: none"> <li>• Sanitiser stations are placed at entry and exit points.</li> <li>• Any candles will be sanitised after every use.</li> </ul>		
<p>People with lower immunity and underlying health conditions</p>	<p>1. Coming into close contact with staff or other guests outside of their 'support bubble' who are infected.</p>	<ul style="list-style-type: none"> <li>• Our table layout has been redesigned to ensure all seated guests will be 1 metre away from each other. All of the measures that we expect our guests to abide by are outlined during the booking process for both their own and our safety.</li> <li>• We have reduced the capacity of our restaurant to ensure that all tables are at least 1metre apart. We have also introduced perspex dividers to further separate any risks of guests/staff/suppliers coming into 'close contact' of each other.</li> <li>• We have reduced the internal capacity of our restaurant from 74 to 48 to ensure there is at least 1 metre between tables and also to reduce any potential congestion within the restaurant.</li> </ul>	<ul style="list-style-type: none"> <li>• We will ensure that all guests understand the measures in place and deny service to anyone who is not following these. These will be monitored by all members of staff at all times.</li> </ul>	<p>Elizabeth Williams 27/72020</p>
<p>Older persons</p>	<p>1. Coming into close contact with staff or other guests outside of their 'support bubble' who are infected.</p>	<ul style="list-style-type: none"> <li>• Our table layout has been redesigned to ensure all seated guests will be 1 metre away from each other. All of the measures that we expect our guests to abide by are outlined during the booking process for both their own and our safety.</li> <li>• We have reduced the capacity of our restaurant to ensure that all tables are at least 1metre apart. We have also introduced perspex dividers to further separate any risks of guests/staff/suppliers coming into 'close contact' of each other.</li> </ul>	<ul style="list-style-type: none"> <li>• We will ensure that all guests understand the measures in place and deny service to anyone who is not following these. These will be monitored by all members of staff at all times.</li> </ul>	<p>Elizabeth Williams 27/7/2020</p>

Covid-19 Risk assessment

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Young workers	1. Coming into close contact with staff or other guests outside of their 'support bubble' who are infected.	<ul style="list-style-type: none"> <li>• Our table layout has been redesigned to ensure all seated guests will be 1 metre away from each other. All of the measures that we expect our guests to abide by are outlined during the booking process for both their own and our safety.</li> <li>• We have reduced the capacity of our restaurant to ensure that all tables are at least 1 metre apart. We have also introduced perspex dividers to further separate any risks of guests/staff/suppliers coming into 'close contact' of each other.</li> <li>• We have reduced the internal capacity of our restaurant from 74 to 48 to ensure there is at least 1 metre between tables and also to reduce any potential congestion within the restaurant.</li> <li>• Handles and frequently touched surfaces will be sanitised every 30 minutes.</li> <li>• Sanitiser stations are placed at entry and exit points</li> <li>• Any candles will be sanitised after every use.</li> </ul>	<ul style="list-style-type: none"> <li>• We will communicate any risks to any young workers.</li> <li>• These will be monitored by all members of staff at all times.</li> </ul>	Elizabeth Williams 27/7/2020
Delivery Drivers	1. Coming into close contact with staff or other guests outside of their 'support bubble' who are infected.	<ul style="list-style-type: none"> <li>• Our table layout has been redesigned to ensure all seated guests will be 1 metre away from each other. All the measures that we expect our guests to abide by are outlined during the</li> </ul>	<ul style="list-style-type: none"> <li>• We will ensure that all drivers understand the measures in place and deny service to anyone who is not following</li> </ul>	Elizabeth Williams 27/7/2020

Covid-19 Risk assessment

		<p>booking process for both their own and our safety.</p> <ul style="list-style-type: none"> <li>● We have reduced the capacity of our restaurant to ensure that all tables are at least 1 metre apart. We have also introduced perspex dividers to further separate any risks of guests/staff/suppliers coming into 'close contact' of each other.</li> <li>● We have reduced the internal capacity of our restaurant from 74 to 48to ensure there is at least 1 metre between tables and also to reduce any potential congestion within the restaurant.</li> <li>● Handles and frequently touched surfaces will be sanitised every 30 minutes.</li> <li>● Sanitiser stations are placed at entry and exit points</li> <li>● Delivery drivers will have a designated waiting area outside and will be wearing a mask upon entering the site as per government regulations.</li> </ul>	<p>these. These will be monitored by all members of staff at all times.</p> <ul style="list-style-type: none"> <li>● Drivers who flout the rules will be noted and reported to their parent company..</li> </ul>	
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