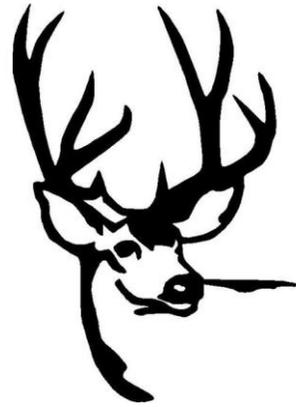


The Sportsman Inn  
COVID Secure Assessment Date: 30/06/20



The Sportsman Inn, Amberley  
Pub-Restaurant-B&B

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**Risk Assessment**

**Name of business: The Sportsman Inn, Rackham Road, Amberley, West Sussex BN18 9NR**

**Hazard**

COVID-19, is a respiratory disease caused by a virus that gets into the lungs. It does this directly from droplets spraying from an infected person onto another person and entering the eyes, nose or mouth. Usually this will be face to face close contact i.e. within 1m. If the infected person coughs or sneezes, the droplets can travel further.

Droplets can also land on surfaces and infected people after touching their eyes, nose and mouth can also contaminate surfaces. Others who then touch those surfaces or shake hands with an infected person can then transfer the virus to their own eyes, nose and mouth via their hands.

In the early stages of infection most people do not have any symptoms but can be shedding virus particles. Latest data suggests that seven out of 10 of those who have tested positive for coronavirus had no symptoms at all. We must therefore treat everyone as a potential carrier of the virus.

COVID-19 causes an illness which may be asymptomatic, mild, moderate, severe or fatal and this could affect staff, customers, contractors, suppliers and visitors to the business.

**Main Controls:**

- Making sure that people with symptoms do not enter the business
- Social distancing
- Increasing the frequency of cleaning hand contact surfaces
- Increasing the frequency of hand washing and practising respiratory hygiene

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| Step 1  | Suggested Control Measures   | Controls in My Business  |
|---|--|--|
| <p>Preventing the virus from entering the business.</p> | <ul style="list-style-type: none"> <li>• Return to work interviews by phone to identify employees who should not return i.e. the high-risk shielding group and those who live with them.</li> <li>• Ongoing Personal Risk Assessments for new and expectant mothers and those who are at increased risk of severe illness from COVID-19. Reasonable adjustments must be made, and they must take extra care in observing social distancing whilst at work.</li> <li>• Staff must not come to work if they have the COVID-19 symptoms and must self-isolate for 7 days or if someone they live with has the symptoms (14 days self-isolation).</li> <li>• If they develop symptoms whilst at work, they must inform their manager and go directly home, apply for an NHS test and self-isolate for 7 days.</li> <li>• Uniforms and work clothes must freshly laundered and not be worn on public transport. If public transport is used, staff must change into their work clothes on arrival.</li> <li>• Measures will be put in place to ensure that customers are as far as reasonably practicable free from COVID-19 before entering the business including:               <ul style="list-style-type: none"> <li>○ A notice should be displayed requesting that customers do not enter if they have symptoms of COVID-19.</li> <li>○ Hand sanitiser placed at entrances with a notice to encourage customers to use them before entering.</li> </ul> </li> <li>• All contractors and visitors must abide the rules of personal hygiene and social distancing whilst on the premises. A signing in record is required.</li> <li>• Social distancing controls to be observed when taking in deliveries of food and drink.</li> </ul> | <p>Staff to complete 'return to work' questionnaire prior to coming back to work.</p> <p>As above &amp; initial staff training</p> <p>As above &amp; initial staff training</p> <p>As above &amp; initial staff training (Team have details of how to apply for NHS test first calling 111 for advice)</p> <p>Initial staff training and ongoing communication<br/>         No staff use public transport<br/>         Uniforms to be provided for kitchen staff</p> <p>Signage</p> <p>Notice displayed at front door &amp; throughout the pub. Communication on Website &amp; Social Media pages.<br/>         4 Hand sanitisers at entrance/exit doors &amp; toilet doors plus bottles throughout front/back of house.</p> <p>Signing in book back kitchen door.</p> <p>Only tenant/chef to accept deliveries both food and wet to ensure rules are observed</p> |

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| Step 2                                   | Suggested Control Measures   | Controls in My Business   |
|--|--|---|
| <p>Reducing the risk of transmission</p> | <ul style="list-style-type: none"> <li>• As far as possible, staff must not cover shifts in other pubs to restrict the number of colleagues interacting with each other.</li> <li>• Every reasonable effort must be made to comply with the social distancing guidelines set out by the government. (2m or 1m with risk mitigation where 2m is not viable).</li> <li>• Where the social distancing guidelines cannot be followed in full in relation to a particular activity, all mitigating actions possible will be taken to reduce the risk of transmission between staff, customers, contractors, suppliers and visitors by:             <ul style="list-style-type: none"> <li>○ Increasing the frequency of hand washing and surface cleaning,</li> <li>○ Keeping the activity time involved as short as possible,</li> <li>○ Providing screens between seating and at till order points where appropriate,</li> <li>○ Using back to back or side to side working rather than face to face whenever possible,</li> </ul> </li> <li>• Where staff live in the same household, social distancing will not be needed e.g. in kitchens or behind the bar. You should communicate this to your customers to avoid any concerns.</li> <li>• The social distancing measures will apply to all parts of the business, not just where staff usually work, but also entrances and exits, changing areas and team rest areas, smoking areas etc.</li> <li>• A 'one person only rule' for small spaces will be applied as appropriate to the back office, team rest room, stock rooms, changing rooms, walk in fridges and freezers etc.</li> <li>• As far as possible the sharing of equipment will be avoided. Where equipment needs to be shared it must be wiped down with sanitiser on a clean cloth before and after each use.</li> </ul> | <p>Initial staff training session to reinforce this.<br/>         One person to work behind bar at a time plus owner/manager<br/>         Table service to stop customers coming to bar. Customers will always be seated within the pub. No drinking/standing at the bar. Drinking/eating inside or on the decking area and front patio – table service only.</p> <p>Hand sanitiser &amp; table sanitiser behind the bar.<br/>         Staff training to stress importance of hand washing.<br/>         Staff instructed to wash hands every 30 minutes.<br/>         All seats are at least 1m apart<br/>         Orders delivered to a fold out table next to the occupied tables to prevent staff leaning over customer. Customers pick up their own drinks/food from the tray.</p> <p>Briefed at initial team meeting. Will encourage staff members from the same household to work together where possible and this will be explained to customers.</p> <p>Stress at initial team briefing and posters around the business</p> <p>Posters on stock room and cellar door to stress only one person at once. Washup one person only.</p> <p>Sanitiser behind the bar and wipes to clean till, card machine, tablet, phone etc.<br/>         Sanitiser in kitchen.</p> |

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| Step 2 cont.   | Suggested Control Measures  | Controls in My Business   |
|--|---|---|
| <p>Reducing the risk of transmission (continued)</p> | <ul style="list-style-type: none"> <li>• Tables both inside and outside should be identified as those that can and cannot be used to maintain social distancing. Tables outside should be moved to provide the required distance between guests. Additional table chairs can be provided in function rooms, gardens and car parks and pavements may be used if licensing rules permit. The maximum number of customers for inside can then be calculated.</li> <li>• Tables out of use will have a sign to say that they are out of use. These tables may be used as delivery points for food and drink and collection points for empty glasses, used crockery and cutlery.</li> <li>• Where possible making use of available doors, plan a one-way system for entry and exit and where possible a separate route of entry to use toilets. Plan where customers will safely queue with the objective of limiting queueing inside. Signs should be used to help customers to understand where to queue and navigate the one-way system.</li> <li>• During busy times a host/greeter will be required to control entry when capacity is reached. Chalk lines should be marked outside to manage social distancing for customer queueing to enter.</li> <li>• All indoor customers must be seated. Customers outside may sit at tables, chairs and benches or stand in appropriately space standing room.</li> <li>• In the event of adverse weather, customers outside will not be permitted to seek shelter indoors when capacity is reached.</li> <li>• Floor markings must be placed at till order points so that customers know where to stand to keep the required distance from the staff taking orders. Customers will not be permitted to stand at the bar once they have been served.</li> </ul> | <p>External tables have been moved to 1+m apart – with “do not move” posters - check daily.<br/>         Chairs moved from tables to reduce covers and ensure distancing next to walkways and thoroughfares<br/>         We have calculated our maximum number inside as 32 guests, decking area 34 guests front/side of pub 36 guests</p> <p>Any tables to be used as delivery points will be marked ‘not in use’ and not allow people to sit on them, we will use these to deliver food and drinks.</p> <p>One-way system in place; using the doors from the conservatory to the decking area as ‘out’ door and the front door as the main ‘in’ door (with hand sanitiser available at both) &amp; signage to follow.<br/>         One-way system through side door from outside into toilet with signage leaving the toilet via bar door. No entry to toilet from bar area.</p> <p>Tenant/manager will do this on busy periods</p> <p>We will operate a table-service only policy inside &amp; on the decking/patio at front and customers will be asked to take a seat as soon as they enter the premises.<br/>         Posters on external doors to beer garden explaining that during bad weather customers are not allowed to come back in due to capacity numbers.</p> <p>Table service only. Customers made aware prior to visiting and on website/social media they are not permitted to remain at the bar and must be seated at all times. Signage to remind customers throughout pub.</p> |

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| Step 3 Cont.   | Suggested Control Measures   | Controls in My Business  |
|--|--|--|
| <p>Reducing the risk of transmission (continued)</p> | <ul style="list-style-type: none"> <li>• Table service orders should be taken where possible.</li> <li>• Toilets – notices should be provided requesting that customer respect social distancing whilst using the facilities.</li> <li>• Where the facility is available, customers should be invited to book in advance so capacity can be managed and staggered.</li> <li>• No menus, cutlery and condiments will be provided on tables. Disposable menus or chalk boards should be used. Condiments will be provided in sachets/rip pots.</li> <li>• Self-service should not be permitted e.g. buffets, salad bars, carvery, vegetables etc.</li> <li>• Contactless payment should be encouraged.</li> <li>• Gaming machines, pool tables and darts equipment included in the enhanced hygiene regime. Customers not permitted to stand spectating or waiting to play.</li> <li>• No live performance of music, comedy, drama, DJ sets, karaoke, dancing is currently permitted. Background music and TV sport must be on a low volume so that normal conversation is possible without raising the voice. Customers must be discouraged from singing, shouting or chanting to mitigate against the risk of aerosol transmission.</li> <li>• Manager should check daily before the team arrive for work that hand washing facilities are available and adequately supplied and supplies of disposable cleaning cloths, blue roll and sanitiser spray is made up and ready for both Front of House and Kitchen.</li> <li>• As the team come on shift the manager should confirm their health status, correct clean uniform is worn and the team have been briefed on the social distancing measures, enhanced hand washing and cleaning duties.</li> <li>• An enhanced cleaning regime should be implemented. Including sanitising tables, chairs and highchairs each time they are turned and a regular wipe down of hand contact</li> </ul> | <p>Done – as above, table service only<br/>         We have fitted an engaged/vacant sign to both toilet doors to ensure only one person goes in at once. All facilities have been installed new prior to re-opening and have been fitted with social distancing in mind.<br/>         Done</p> <p>Menus to be laminated and sanitised immediately after use.<br/>         Condiments provided in sachets only. Cutlery to be taken to table after customer has ordered.</p> <p>No self-service is offered.<br/>         Contactless payment is set-up.<br/>         Dart board will not be in use. No machines, pool table etc<br/>         Board games/cards removed. Bar stools removed</p> <p>No live music etc booked or planned<br/>         TV unlikely to be switched on – we do not show sport<br/>         Background music soft only owner/manager can control volume</p> <p>We have adjusted our pre-opening checklist to include this</p> <p>Staff to sign-in each day and sign to confirm they have no symptoms etc. Manager will do this to make sure all staff members are briefed</p> <p>All tables/chairs sanitised thoroughly when vacated. No table to be used until sanitising completed.<br/>         Staff to wipe down points of contact every 30 minutes.</p> |

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| Step 4 Cont.                                  | Suggested Control Measures  | Controls in My Business   |
|---|---|---|
| Reducing the risk of transmission (continued) | <p>surfaces behind the bar, front of house, toilets and kitchen areas.</p> <ul style="list-style-type: none"> <li>• Non fire doors to be wedged open to reduce touchpoints.</li> <li>• Air circulation front of house will be maximised by opening windows and doors to provide ventilation where possible.</li> <li>• The size of bar will determine how many staff can work safely in the space and observe social distancing. Staff must step back to allow customers to make payments and pick up drinks.</li> <li>• Bars must set up so that each bar tender can have their own workspace to meet the social distancing requirement. Glassware and fridges need to be stocked so that staff do not need to cross over each other.</li> <li>• In small kitchens a limited menu should be designed that will allow a single person operation where possible.</li> <li>• In larger kitchens the cookline will be likely be limited to a two-person operation. A 'starting chef' who will complete the majority of the cooking and a 'finishing chef' who will do final plating, starters and desserts. Cross overs must be minimised e.g. for hand washing and where necessary completed back to back.</li> <li>• Access to kitchens to be minimised to as few people as possible. In most kitchens this will be restricted to a single front of house staff member at a time. In/Out doors to be used where provided.</li> <li>• Contact at the pass and pot wash area to be minimised by the kitchen staff stepping away to allow the front of house staff to pick up food orders or drop off dirty plates etc.</li> <li>• Ensure staff know and understand how to manage a situation when customers fail to follow the processes put in to place to protect people's safety. If a customer's actions put another customer or staff at risk this should be referred to the</li> </ul> | <p>As above</p> <p>Done<br/>Included in pre-opening checklist</p> <p>See above, one member of staff + Manager behind the bar only. Stepping back covered in training.</p> <p>Only one member of staff behind the bar at any time.</p> <p>Menu reduced to allow 1/2 persons to cook all menu items.</p> <p>Chefs work on separate stations allowing for back to back cooking. Starter/dessert section Main/plating section.</p> <p>Separate area for kitchen porter.</p> <p>One staff behind the bar and one staff to take food from the kitchen. Chef will put food on the pass and then call for staff, then move away from the pass.<br/>Staff in kitchen will manage limited menu and washing up. Observing distancing rules. Waiting staff will leave dirty dishes in lower kitchen (separate room to the chef)</p> <p>Initial staff meeting – staff to inform manager of any customers not following rules. Warning by manager to customer, repeat offenders will be asked to leave.</p> |

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| Step 5 Cont.                                  | Suggested Control Measures   | Controls in My Business   |
|---|--|---|
| Reducing the risk of transmission (continued) | <p>manager and dealt with using conflict management and the right to refuse service.</p> <ul style="list-style-type: none"> <li>Back office equipment will be shared by the smallest number of staff as possible. Keyboard, mouse, door handles, safe etc. should all be sanitised before each use.</li> </ul>   | <p>As above</p> <p>Manager only – staff have no access to back office. Only to be used observing the sanitisation rules.</p>  |
| Test and Trace                                | <ul style="list-style-type: none"> <li>To assist NHS Test and Trace we will keep records of staff rota information for 28 days, contractors and visitor visits and participate with the Government designed system for collecting and keeping temporary records of customers for the required period.</li> </ul> | <p>Where customer bre-books we will collect details at time of booking over the phone where possible. Use of till tablet to collect information from those that have not booked before entry to the pub..</p> |

**Sign off**

**I have carried out a COVID-19 risk assessment and shared the results with the people who work here (see over)**

|                |                      |                    |               |
|----------------|----------------------|--------------------|---------------|
| <b>Signed:</b> | <i>Sophie Cooper</i> | <b>Print Name:</b> | Sophie Cooper |
| <b>Date:</b>   | 30/06/2020           | <b>Job Title:</b>  | Manager       |