

## Merry Harriers – Covid-19 Risk Assessment.



### **General.**

The virus attaches to water droplets that are exhaled by an infected individual. These may be ingested directly through the mouth, nose or eyes or indirectly by touching an infected surface. The likelihood of receiving sufficient quantities of the Coronavirus to develop into the disease Covid-19 depends on a number of factors: distance from a source of infection and duration of exposure and quantities of the virus received from an infected surface.

### **Solutions.**

Maintain social distancing by limiting the amount of seating available, ensuring there is adequate space between tables, controlling flows of people to minimise the amount of time a person is close to another from a different household, promoting regular and effective hand-washing and the use of hand sanitiser and by regular sanitising of high risk areas.

### **Customers.**

#### The Rules.

Table service only – no standing and drinking (unless outside and when social distancing is being observed).

Card payment only please.

2m social distancing

1m+ spacing is allowed (with risk mitigation) where 2m is impractical. \* eg: screens between inside tables, you are outside, seating is back to back, etc.

Inside - Max 2 households per group up to a maximum of 30 people

Outside - Max 2 households per group up to maximum of 30 people.

Outside - Max 6 persons from different households

Contact details to be recorded for 21 days to help Track and Tracing

No loud voices or singing. (this increases water droplet exhalation).

#### Reduced Capacity.

Our seating capacity has been reduced from approximately 100 inside and 50 outside seats to inside seats to 50 inside and 75 outside seats.

#### Table Layout.

Inside and Outside tables have been spaced 2m apart except where screens have been installed or customer tables are facing back to back. In all cases a minimum spacing of 1m exists. There are 11 inside tables.

#### Outside Seating.

The risk of Covid-19 infection outside is significantly reduced and extra outside seating has been provided together with large parasols to protect against inclement weather (and sunshine!). If it does come on to rain though, we may not be able to re-seat you inside if it compromises social distancing.

#### Disabled Parking.

Disabled parking is available close to the front entrance. Please ask.

#### Building Layout.

There are 5 customer seating areas: Front Garden, Dining Room, Bar, Garden Room and Back Garden.

#### Traffic Flows.

It is no longer possible to access the back from the front and vice versa. This is to prevent customers passing in a confined space and to allow waiting staff to move freely and without moving past customers in congested corridors. Customers in the dining room are being encouraged to exit via the side door to the car park, Bar customers can exit by the main entrance, Garden customers may exit directly to the rear car park and Garden room customers can exit directly to the car park. Access to the Ladies and Gentlemen's toilets for Front Garden customers is direct and not through either the Bar or Dining Room.

#### Staff and designated Customer Areas

One staff member should serve a certain section of the pub. In this way staff and customers come into fewer people on a daily basis.

#### Hand Washing and Hand Sanitiser.

Customers are reminded of the importance of regular and correct hand washing and hand sanitising dispensers are located at the entrance points to the building and in toilets.

#### Face Coverings

The Government guidelines for the Hospitality industry discourages the use of face coverings, asserting that proper risk reduction measures, such as social distancing, hand washing, etc are more effective in controlling the spread of the virus. We will not therefore be encouraging staff to wear face coverings. If anyone wants to, that's fine! And we are providing the necessary face coverings and other protective equipment. If you want a face mask or gloves – please ask.

#### Customer Communication.

This risk assessment is available on request, will be posted on our website and can be emailed to customers when they book. The Covid-19 rules applicable to the Merry Harriers will be posted at strategic places throughout the building and a copy will be on each table.

#### Customer Contact Details.

A contact telephone number will be kept for every booking and will be kept for 21 days. This information will be kept in a secure place and all information will remain confidential unless required by 'Track and Trace'.

#### Signage.

We have tried to place signs throughout the property so that customers can quickly and easily find their way to and from their table.

#### Table Service.

Customers will be seated quickly and served at the table. Bar and Waiting staff will take food and drink orders and will bring and clear food and drink to/from the table. Between visits from a staff member if a customer needs anything they are able to either place the yellow 'Service Flag' in the wooden block provided to attract attention or can phone or text the Bar on the phone number provided. This is to reduce the amount of staff movements through the property, therefore reducing the amount of contact between people from different households.

#### New Till System.

We have installed a new electronic point of sale, wi-fi till system. This will enable us to take orders at the table and will print out in the kitchen or Bar what food and drink is required. At the same time it will prompt the order taker to ask whether any extras such as sauces are required. It will always be possible to add to this order after it is taken but the aim is to further reduce unnecessary staff journeys. We are in the process of adding an 'order at table' facility where Customers can order and pay for food and drink on a phone 'App'. Payment will be taken at the table – preferably by card.

#### Table Sanitation.

Salt and Pepper pots have been replaced by Salt and Pepper sachets which will be brought to the table after the food has been ordered together with cutlery, serviettes and any sauces required. Menus have been laminated so they can be properly sanitised. There will be one Menu per table, plus a Drinks list and a Dessert list. This is to make it easier to sanitise them between each booking. Outside tables have been provided with wipe-able vinyl table cloths. Each table will be sanitised shortly before use and between each booking.

#### Toilets.

The Gentlemen's toilet will useable by one person at a time. For Customers in the Front Garden the Ladies toilet can be accessed directly via the side door to the Pub, obviating the need to pass through the Bar and the Dining Room. As well as Hand Soap and Hand drying facilities, Hand Sanitiser is provided. Toilets will be cleaned and disinfected before, after and during service.

#### The Bar Counter.

To protect Customers and Staff both the front and back Bar Counters will have a protective Perspex screen. There will be tape marking on the carpet requesting Customers to remain 1m away from the bar counter. Drinks will be brought to you.

#### Glass versus Plastic Drink Ware.

Drinks will continue to be provided in Glasses and are washed at a temperature over 60°C to ensure they are correctly sanitised. Alternatively drinks can be provided in disposable and re-cyclable plastic drink-ware.

#### Take-Away Collections.

The take-away collection point is sign posted as is the kitchen stable door to the left of the front entrance. If you want to give us your mobile phone number, just call us when you arrive and we will bring your food to your car. Alternatively come to the collection point and ring the bell.

#### Car Parking.

There is extra car parking on our property across the road if you feel you are parked too closely to another car. Please ask!

#### Earlier Closing.

The temptation to forget social distances and guidelines is likely to increase after a few drinks so at the moment we have decided to close at 11pm with last drinks at 10.30pm. I'm sorry if this upsets anybody. It's just for the time being whilst the pandemic is doing the rounds.

### Be Safe and have Fun!

It is easy amongst all the concerns and safety measures to forget that we should enjoy ourselves! The tragedy of the pandemic must have taught us to work together to stay safe and to value life and the quality of life. We are fortunate in Devon to be in an incredibly low risk area. If we follow these guidelines responsibly, hopefully it will remain that way! Meanwhile we would like you to feel relaxed and safe, in the knowledge that we have done everything we can to keep you safe. Enjoy your visit! We are truly happy to see you all again and have the opportunity in providing a relaxed, happy drinking and dining experience! Thank you!

### Enforcement.

It is our social and legal obligation to enforce the Government guidelines to protect the Public from Coronavirus and will not serve customers who do not conform to them.

### Staff.

#### Arriving.

Please use the staff car park. If you arrive at the same time as another staff member please keep 2m apart whilst walking to the pub.

#### Work Clothes.

When you get here, change into your work clothes – these must always be freshly washed. At the end of your shift change and put your work clothes into a plastic bag. These should then be washed when you return home.

#### Mobile Phones.

These pose a significant virus transmission risk. They must be left with your 'travelling to work' clothes and should not be used or checked whilst on the premises. Please ask your friends or family to call the pub if they need to contact you urgently. If you need to make a call, use the pub phone – just remember to ask first! (and then sanitise the phone after use).

#### Face Coverings

The Government guidelines for the Hospitality industry discourages the use of face coverings, asserting that proper risk reduction measures, such as social distancing, hand washing, etc are more effective in controlling the spread of the virus. We will not therefore be encouraging staff to wear face coverings. If anyone wants to, that's fine! And we are providing the necessary face coverings and other protective equipment. If you want a face mask or gloves – please ask.

#### Pub Phone.

This should be sanitised between each use. There will be sanitising wipes next to the phone.

#### Counter Screens.

There will be perspex screens in place on the front and back bar.

#### Till System.

The new till system will reduce staff journeys through the Pub and will soon enable Customers to order at the table. Food and Drink orders will print on the kitchen and Bar Printers. The till system has the facility to write free text allowing the order taker to communicate special Customer

requirement to the kitchen or bar electronically, therefore reducing the need to go to the kitchen or bar.

#### Table Ordering.

If a Customer requests attention he/she will be able to do so by either flying the 'Service Flag' or calling the Bar Phone. This will reduce the amount of Bar Staff journeys.

#### Preventing 'Overlaps'.

Where practicable staff journeys should not 'overlap'. Eg: One Waitress should serve the Front Garden, One the Bar and Dining Room and another the Back. The routes to and from these areas are different and if only one staff member is travelling this route, contact with other staff members will be minimised. Customers will no longer be able to move directly from the front of the pub to the back and vice versa so there will no longer be any contact between staff and customers when moving from the kitchen area to the Customer's table.

#### Designated Areas

One staff member should serve a certain section of the pub. In this way staff and customers come into fewer people on a daily basis.

#### Work Areas.

Where possible staff will be allocated an individual work area and when working should work side by side and not facing each other. An individual should respect another's work area and not enter it unless necessary. Eg: one chef takes the fridge end and the other the pass end of the kitchen, the washer upper stays in the wash area and passes washed items to the chefs or waitresses. The dessert area should be allocated in a similar way.

#### Hand Washing.

You must wash your hands properly and thoroughly at the beginning of your shift, at the end and regularly throughout. Hand Soap and sanitiser is by the sink. Waitresses should use the dessert area basin, chefs the kitchen basin and the washer upper the wash up area basin.

#### Surface Cleaning.

You must clean the surfaces in your allocated area at the beginning of your shift, at the end and regularly throughout. The correct sanitiser spray and cloths will be provided.

#### Work Clothes.

Plastic pinnies to be worn by waitresses when preparing food. Chefs to continue to wear their normal protective clothing. The washer upper to wear an apron and 'marigold' gloves.