

Before opening you must carry out an appropriate COVID-19 risk assessment, just as you would for other health and safety related hazards. This risk assessment must be done in consultation with unions or workers.

There are interactive tools available to support you from the Health and Safety Executive (HSE) at https://www.hse.gov.uk/risk/assessment.htm.

- Ensure employees are aware of the risk assessment and keep in mind the people who do the work are often the best people to understand the risks in the workplace and will have a view on how to work safely. Involving them in making decisions shows that you take their health and safety seriously. You must consult with the health and safety representative selected by a

recognised trade union or, if there isn't one, a representative chosen by workers. As an employer, you cannot decide who the representative will be.

- You must share the results of your risk assessment with your workforce. If possible, you should consider publishing the results on your website (and we would expect all employers with over 50 workers to do so).

- Display your 'Staying COVID-19 Secure in 2020' notice in your workplace

Failure to complete a risk assessment which takes account of COVID-19, or completing a risk assessment but failing to put in place sufficient measures to manage the risk of COVID-19, could constitute a breach of health and safety law.

CUSTOMERS

Keeping customers and visitors safe

- The opening up of the economy following the COVID-19 outbreak is being supported by NHS Test and Trace. You should assist this service by keeping a temporary record of your customers, visitors (and staff) for 21 days **the Government will work with industry and relevant bodies to design this system in line with data protection legislation, and set out details shortly**

- Customers should be reminded that they are to continue being mindful of the guidelines stating that Indoor gatherings should only be occurring in groups of up to two households (including support bubbles) while outdoor gatherings should only be occurring in groups of up to two households (or support bubbles), or a group of at most six people from any number of households. **It is against the law to gather in groups of more than 30 people.**

- Calculating the maximum number of customers that can reasonably follow social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) at the venue. Taking into account total indoor and outdoor space, specific venue characteristics such as furniture as well as likely pinch points and busy areas.

- Reconfiguring indoor and outdoor seating and tables to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) between customers of different households or support bubbles. For example, increasing the distance between tables.

- Working with your local authority or landlord to take into account the impact of your processes, including queues, on public spaces such as high streets and public car parks.

- Working with neighbouring businesses and local authorities to provide additional parking or facilities such as bike-racks, where possible, to help customers avoid using public transport.

- Reducing the need for customers to queue, but where this is unavoidable, discouraging customers from queueing indoors and using outside spaces for queueing where available and safe. For example, using some car parks and existing outdoor services areas.

- Providing clear guidance on social distancing and hygiene to people on arrival, for example, signage, and visual aids and before arrival, such as by phone, on the website or by email.

- Managing the entry of customers, and the number of customers at a venue, so that all indoor customers are seated with appropriate distancing, and those outdoors have appropriately spaced seating or standing room. This is to ensure that the venue, including areas of congestion does not become overcrowded. Managing entry numbers can be done, for example, through reservation systems, social distancing markings, having customers queue at a safe distance for toilets or bringing payment machines to customers, where possible.

- Encouraging customers to use hand sanitiser or handwashing facilities as they enter the venue

- Ensuring any changes to entrances, exits and queue management take into account reasonable adjustments for those who need them, including disabled customers. For example, maintaining pedestrian and parking access for disabled customers.

- Reminding customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.

- Looking at how people move through the venue and how you could adjust this to reduce congestion and contact between customers, for example, queue management or one-way flow, where possible.

- Planning for maintaining social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) in the event of adverse weather conditions, being clear that customers cannot seek shelter indoors unless social distancing can be maintained.

- Working with neighbouring businesses and local authorities to consider how to spread the number of people arriving throughout the day for example by

staggering opening hours; this will help reduce demand on public transport at key times and avoid overcrowding.

- Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example, carrying out services at night.

- Keeping indoor and soft play areas closed. For guidance on opening outdoor playgrounds safely, see guidance for managing playgrounds published by The Ministry of Housing, Communities and Local Government.

Managing service of food and drink

- Maintaining social distancing (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) from customers when taking orders from customers.

- Using social distance markings to remind customers to maintain social distancing (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) between customers of different households or support bubbles.

- Minimising customer self-service of food, cutlery and condiments to reduce risk of transmission. For example, providing cutlery and condiments only when food is served.

- Providing only disposable condiments or cleaning non-disposable condiment containers after each use.

- Reducing the number of surfaces touched by both staff and customers. For example, asking customers to remain at a table where possible, or to not lean on counters when collecting takeaways

- Encouraging contactless payments where possible and adjusting location of card readers to social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable).

- Minimising contact between front of house workers and customers at points of service where appropriate. For example, using screens or tables at tills and counters to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable).

- Ensuring all outdoor areas, with particular regard to covered areas, have sufficient ventilation. For example, increasing the open sides of a covered area.

- Encouraging use of contactless ordering from tables where available. For example, through an ordering app

- Adjusting service approaches to minimise staff contact with customers. Indoor table service must be used where possible, alongside further measures such as assigning a single staff member per table. Outdoor table service should also be encouraged, although customers are permitted to stand outside if distanced appropriately. Where bar or counter service is unavoidable, preventing customers from remaining at the bar or counter after ordering.

- Adjusting processes to prevent customers from congregating at points of service. For example, having only staff collect and return empty glasses to the bar.

- Minimising contact between kitchen workers and front of house workers. For example, by having zones from which front of house staff can collect food.

- Encouraging use of outdoor areas for service where possible. For example, increasing outdoor seating or outdoor points of service such as stalls.

Customer toilets

- Use signs and posters to build awareness of good handwashing technique

- Consider use of social distancing markers in areas where queues would normally form, look at a limited entry approach, one in one out

- Consider making hand sanitiser available on entry to the toilets

- Keep facilities well ventilated, for example fixing doors open when appropriate

- Use visible cleaning schedules and carry out more frequent rubbish waste collections

Make sure customers are aware of the expectations in relation to behaviour, social distancing and hygiene through verbal, on-site signage and visual aids. Where necessary failure to comply could result in service not being provided or Police and the local authority have the power to enforce requirements and can instruct customers to disperse, leave an area, issue a fixed penalty notice or take further enforcement action.

STAFF

Social distancing for workers

- Maintain social distancing in the venue where possible

- Where the social distancing guidelines cannot be followed in full in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission between their staff. Mitigating actions include:

✔ Further increasing the frequency of hand washing and surface cleaning.
✔ Keeping the activity time involved as short as possible.
✔ Using screens or barriers to separate workers from each other and workers from customers at points of service.
✔ 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). Use teams or shift groups.

- Social distancing applies to all parts of a business, not just the place where people spend most of their time, but also entrances and exits, break rooms, canteens and similar settings. These are often the most challenging areas to maintain social distancing and workers should be specifically reminded. Break times to be staggered and outside where possible

- Staggering arrival and departure times at work

- Reduce congestion, look at separate arrival and departure points

- Use markings to guide staff coming into or exiting the workplace

- Reduce job and location rotation, for example assign workers to specific areas

- Review layout to allow staff to work further apart from each other

- Space working areas and provide floor marking to signal social distancing

Please note at this time venues should not permit live performances and should refrain from playing music at a volume that makes a normal conversation difficult which could result in raising voices. This can increase transmission due to aerosol transmission. The government will review this based on scientific evidence.

WORKPLACE

Keeping the venue clean

- Wedge doors open with exclusion of fire doors
- Frequent cleaning of objects and surfaces that are touched regularly, counters, tills, card machines, chairs, trays, laminated menus
- Provide adequate disposal arrangements and regularly empty waste bins
- Any cleaning of known or suspected COVID-19 refer to specific guidance
- Maintain good ventilation in work environment, doors and windows open where possible
- Provide regular reminders and signage to maintain hygiene standards amongst staff
- Cleaning procedures for goods and merchandise entering the site

Unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited. However, if your risk assessment does show that PPE is required, then you must provide this PPE free of charge to workers who need it. Any PPE provided must fit properly.

Employers should support their workers in using a face covering safely should they choose to wear one, this involves,

- ✔ Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and before and after removing it.
- ✔ When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands
- ✔ Continue to wash your hand regularly
- ✔ Change and wash your face covering daily
- ✔ If the material is machine washable wash in line with the manufacturer's instructions
- ✔ Practice social distancing wherever possible

INBOUND AND OUTBOUND GOODS

- Revise pick-up and drop-off collection points, procedures, signage and markings
- Consider methods to reduce frequency of deliveries for example order in bulk
- Where possible and safe has single workers load and unload vehicles
- Create a one way flow of traffic in stock rooms
- Adjust put-away and replenish rules to create space for social distancing
- Regular hand washing and cleaning of products on arrival to workplace
- Encourage drivers to stay in their vehicles where possible

The full guidance can be found here. Keeping workers and customers safe during COVID-19.