



Covid 19 Risk Assessment

COVID-19 Customer journey (Flow) Risk assessment This assessment specifically looks at the flow of the customer and trying to minimise the risk of spreading COVID-19

PEOPLE EXPOSED

- Colleagues
- Visitors/Guest
- Contractors
- Members of the public

HAZARDS

- Spreading COVID- 19 amongst staff If controls are not in place then the virus will spread easily amongst all staff members while at work and then spreading the virus in to their homes
- Spreading the COVID -19 virus amongst the wider public community Without any controls in place the virus will potentially spread within the community at a quicker rate
- Increased Violence and aggression as new rules are in place not every member of the public will like the new rules and this may increase the risk of violence and aggression towards the operator and their team

CONTROL MEASURES

- There will be clear signage in place stating what is expected of customers. Signage will include directional signage, social distancing signage etc....
- Entrance and exit will be separated to limit crossover, this will be clearly signed and explained to customers

- Hand sanitiser will be at every entrance and exit for the public to use. It will also be at the main toilet point
- Before opening tables will be displayed in such a manner to enforce the social distance ruling and people will be seated. There will be no standing at the bar and bar stools will be removed.
- Before being seated the customer will be verbally told the processes in place from food and drink service, use of toilets, payments and exiting the building.