

# **STAFF SAFETY & ADDITIONAL SAFETY PROCEDURES**

Extensive and continuous risk assessment is taking place in order to keep customers and staff safe at all times during the Covid 19 outbreak.

The following list highlights the measures currently in place in order to maintain suitable levels of safety for all.

As the situation continues to develop there will be constant dynamic risk assessment and these guidelines may change, please read them on a regular basis, so you are familiar with them. You will be informed of any additions or changes to these procedures.

## **STAFF SAFETY**

### **1) SYMPTOMS**

**Staff showing symptoms must quarantine for 2 weeks, symptoms can include:**

1a) **High Temperature** - this means you feel hot to touch on your chest or back (you do not need to measure your temperature)

1b) **A new, continuous cough** – this means coughing a lot for more than an hour or 3 or more coughing episodes in 24 hours ( if you usually have a cough this may be worse than usual)

1c) **A loss or change to your Sense of smell or taste** – this means you have noticed you cannot smell or taste anything or things taste or smell different to normal. **DO NOT GO TO A GP SURGERY, PHARMACY OR HOSPITAL STAY AT HOME SELF ISOLATE AND GET A TEST.**

### **2) TEMPERATURE CHECKS**

**All staff** to be temperature checked before their shift and their temperature & time recorded, 38°C + is fever and staff with a temperature of this and above will be told to go home and monitor their condition.

### **3) DISTANCING**

Due to the nature of the business and the need to operate viably we are unable to maintain the recommended social distance between colleagues; therefore, the government have recommended the following alternative mitigating measures: -

3a) **Only the minimum amount of staff** in order to operate safely & effectively will be on duty at any one time, this will be reviewed frequently.

3b) **All staff to wear face masks** at all times when on the premises.

3c) **Staff whenever possible** must work side by side or back to back NOT face to face, keeping as much distance as practicably possible at all times.

3d) **Staff breaks** i.e. cigarette breaks must be limited to **3 persons maximum** and at a **2-meter distance apart** at the designated smoking area in the back yard only, in addition to this all kitchen staff must remove whites when going for a break. Whites can only be worn when moving between the storage areas and kitchen.

3e) **Receiving of delivered goods** - Delivery drivers **not to enter** premises at any time, **gloves must be worn** when receiving & putting away delivered goods.

## **SAFETY PROCEDURES**

### **Hand Washing**

Staff to wash & sanitise hands regularly, this means at least every 10 minutes, every time you have touched your face and after serving every customer. The use of alcohol sanitising gel does constitute as a suitable hand sanitising procedure. But hand washing must still be conducted regularly plus every time staff enter premises from outside.

### **Customer Guidance**

There will be customer guidelines on display in all public areas and on our website to inform and instruct on how to remain Covid safe, these are included in these guidelines, **please make sure you read them** and are aware of the rules to customers.

### **Toilet Inspection & Cleaning**

All toilets on the premises to be **inspected & sanitised every 15 minutes**, by the designated member of staff on that day. An alarm will be set to alert when this is due & toilet inspection sheet will need to be recorded after each inspection.

### **Signage**

There is now a specific exit and entry door (**Craster Arms Only**) in order to create as much as a one way system as possible, we know it is not possible to create a completely one way system throughout the premises, but the single use exit and entry doors will assist in creating as much as a one way system as possible. There will be extensive directional signage and written guidance to customers, displayed throughout the premises, please taken time to observe these and be aware of the systems we have in place.

## **Car Park**

Will only be used for customer and staff parking and not for the public, this will be enforced as much as possible in order to reduce traffic and overcrowding.

## **Cleaning**

Constant cleaning must be maintained, just because a surface looks clean, does not mean it is free from bacteria and potential pathogens. All surfaces must be regularly sanitised, at least every 15 minutes with frequently touched areas and items more frequently, i.e. tills and card machines and telephones.

## **Disposable Condiments**

We will only be using disposable salt/pepper and vinegar sachets and cutlery will be individually bagged, this helps to reduce contact and cross contamination.

## **Hotel Residents**

All residents will be encouraged to dine in their rooms as much as possible

## **Ventilation**

In order to maintain a healthy air flow, all windows and doors must be kept open as much as possible at all times.

## **Contactless Ordering**

Customers now have the option to download our App or scan a QR code giving them access to an online ordering facility, ensure customers are aware of this facility and encourage them to use at all times.

## **Takeaway Service**

We are now operating a takeaway service, customers using this service are advised not to enter the premises but call us so we can take their order to them.

## **Breach of Guidelines**

A written record must be kept and the details and time recorded, where a staff member believes any of these guidelines have been breached, by customers or staff. Please consult immediately with Michael, if you believe this to be the case.

## **Live Music & Events**

Due to the risk posed all live music and events have been cancelled for 2020.