

The following COVID-19 Risk Assessment has been produced inline with the government guidelines (Keeping Workers & Customers Safe During COVID-19 In Restaurants, Pubs, Bars & Takeaway Services 23-06-20).

This Risk Assessment was produced 02nd July 2020 to detail the risks, objectives and mitigating actions The Crooked Crow Bar will take to keep it's staff and customers safe during COVID-19 upon reopening from 4th July 2020.

All staff that work at The Crooked Crow Bar have read and understood this risk assessment and a copy of this is available at the venue.

Keeping Staff and Customers Safe

OBJECTIVE: To minimise the risk of transmission and protect the health of customers

ACTIONS:

- We have calculated capacity of a maximum of 54 customers that can reasonably follow social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) at our venue.
- We have taken into account total indoor and outdoor space, specific venue characteristics such as furniture as well as likely pinch points and busy areas.
- We have reconfigured 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.
- We are happy to work with our local authority and landlord to regarding the impact of our processes, including queues on public spaces such as high streets and public car parks.
- There are bike racks already in place in the precinct where our business is located and within the carpark next door.
- We are reducing the need for customers to queue, but where this is unavoidable, discouraging customers from queueing indoors and using outside spaces for queueing where safe.
- We are providing clear guidance on social distancing and hygiene to people prior to arrival, (an email is sent upon booking, also guidance is available on our social media and website).
- We are managing the entry of customers and limiting capacity, so that all indoor customers are seated with appropriate distancing, and those outdoors have appropriately spaced seating or standing room, to ensure there is no overcrowding.

- We are managing entry numbers through reservation systems, social distancing markings, having customers queue at a safe distance for toilets or bringing payment machines to customers, where possible.
- We are managing outside queues to ensure they do not cause a risk to individuals, other businesses or additional security risks, by having staff direct customers and protecting queues from traffic by routing them safely.
- We are making customers aware of, and encouraging compliance with, limits on gatherings (both on arrival and at booking). The maximum number of seats per table is 6 (with adequate distancing).
- We are encouraging customers to use hand sanitiser as they enter the venue and have a hand sanitiser station by the main entrance (as well as two further hand sanitiser stations).
- All changes have been completed by still ensuring safe access, exit and use of all facilities to disabled customers.
- We do not allow children (anyone under 16) on the premises at any time. Anyone under 18 must be accompanied by an adult.
- We have created a walkway through the venue that is a safe distance away from seated customers.
- We have floor markings so that people can queue safely for toilet facilities.
- We have an app for people to order drinks from their table and we can message each table to collect their drinks from the bar to avoid queues.
- We have 2 doors to the venue, one will be used as an entrance and the other as an exit to create a one way system.
- We are limiting capacity so that in the event of adverse weather conditions, customers that are seated outside can seek shelter and be seated indoors with social distancing can be maintained.
- We have spread the number of people arriving throughout by creating 'drinking sessions' that are pre booked. Each session has a half hour arrival and exit window so that customers do not arrive/exit at the same time.
- Where possible schedules for essential services and contractor visits will be revised to reduce interaction and overlap between people, for example, carrying out services during periods when we are not trading.

Managing a Service of Food & Drink

OBJECTIVE: To manage interactions at the venue resulting from service of food and drink.

ACTIONS:

- We are encouraging use of contactless ordering from tables where possible via an ordering app.
- We have adjusted our service approaches to minimise staff contact with customers.
- Indoor table service is used where possible, with customers being messaged to collect their orders and pay (using a contactless payment) at the bar.

- Customers will not approach the bar until they have received their message to collect their order and messages will only be sent once the customer of the prior order has vacated the bar area.
- We are encouraging contactless payments where possible and our card reader is able to be used whilst adhering to social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable).
- We are reducing the number of surfaces touched by both staff and customer by asking customers to remain where possible and not to lean on counters when collecting their orders.
- We are encouraging use of outdoor areas for service where possible by increasing outdoor seating and creating a front garden area (using barriers).
- We have adjusted processes to prevent customers from congregating at points of service. For example, having only staff collect and return empty glasses to the bar.

Customer Toilets

OBJECTIVE: To ensure that toilets are kept open and to ensure/promote good hygiene, social distancing, and cleanliness in toilet facilities.

ACTIONS:

- We have visible signage throughout the venue to build awareness of good handwashing technique, the need to increase handwashing frequency and to avoid touching your face, and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.
- We have floor markings for social distancing queuing in areas where queues normally form, and have adopted a limited entry approach, with one in, one out (whilst avoiding the creation of additional bottlenecks).
- We have a hand sanitiser station available on entry to toilets and suitable handwashing facilities including running water and liquid soap and paper towels for drying available.
- Staff are aware of cleaning processes, paying attention to frequently hand touched surfaces.
- We have increased frequency of cleaning in line with usage
- We keep the facilities well ventilated, by opening doors and windows where appropriate.
- We have a visible cleaning schedule that is updated regularly.
- We are providing more waste facilities and more frequent rubbish collections where possible.

Providing and Explaining Available Guidance

OBJECTIVE: To make sure people understand what they need to do to maintain safety.

ACTIONS:

- We provide clear guidance on expected customer behaviours, social distancing and hygiene to people via email before arrival (upon booking) and have on-site signage and visual aids. Explaining to customers that failure to observe safety measures will result in service not being provided.
- We have trained our staff to remind customers to follow social distancing advice and clean their hands regularly.
- We Inform customers (by sending them an email upon booking) that they should be prepared to remove face coverings safely if asked to do so by police or staff for the purposes of identification.
- We have advised our staff of the latest government guidelines
- We have displayed posters which advise how customers should behave at our venue to keep everyone safe.
- We have ensured information provided to customers, such as advice on the location or size of queues, does not compromise their safety.
- Where necessary, we will inform customers that police and the local authorities have the powers to enforce requirements in relation to social distancing and may instruct customers to disperse, leave an area, issue a fixed penalty notice or take further enforcement action.

Who Should Go To Work

OBJECTIVE: To ensure that everyone who can work from home, does so.

ACTIONS:

- We have the minimum number of staff needed at the venue to operate safely and effectively.
- We regularly monitor the wellbeing of all staff and hold virtual meetings, group chats and private chats to ensure any concerns can be raised and discussed.

Protecting People Who Are At Higher Risk

OBJECTIVE: To protect clinically extremely vulnerable and clinically vulnerable individuals.

ACTIONS:

- We have communicated with our staff and do not have any members of workforce with protected characteristics which might either expose them to a different degree

of risk, or might make any steps you are thinking about inappropriate or challenging for them.

- We currently have no members of staff who have a disability, who are expectant mothers
- We currently have no members of staff with any caring responsibilities or religious commitments
- We will continue to communicate with our workforce and review our processes our appropriate for all members of staff.
- We provide mental health support to all staff if it is required, including (but not limited to) telephone support and being flexible to time off

People Who Need To Self Isolate

OBJECTIVE: To make sure individuals who are advised to stay at home under existing government guidance to stop infection spreading do not physically come to work. This includes individuals who have symptoms of COVID-19, those who live in a household or are in a support bubble with someone who has symptoms and those who are advised to self-isolate as part of the government's test and trace service.

ACTIONS:

- Whilst our staff are unable to work from home, all support will be given to those needing to self isolate, including advice regarding sick pay, regular phone contact and help with grocery shopping whilst they are unable to leave the house.

Social Distancing For Workers

OBJECTIVE: To maintain social distancing wherever possible whilst at work

ACTIONS:

- We Ensure workers maintain social distancing guidelines wherever possible, including arriving at and departing from work and while in work.
- All staff are encouraged to wash their hands upon arrival
- We have created work stations behind the bar (front left, front right, back left, back right). 2 members of staff can work safely behind the bar and maintain social distancing. Staff can move between work stations, however, with only one member of staff in any work station at a time.
- Work stations are regularly cleaned and staff are encouraged to wash their hands regularly.
- We have reduced staffing levels to maintain social distancing
- We have staggering arrival and departure times at work
- There are bike racks available in the precinct and car park (within close proximity of our venue)

- We have hand sanitiser available to all staff at all times.
- We have reviewed layouts and processes to allow staff to work further apart from each other.
- Where it is not possible to move working areas further apart, we have arranged people to work side-by-side or facing away from each other rather than face-to-face.
- We have used floor tape to mark areas to help people comply with social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable).

Entertainment

OBJECTIVE: To maintain social distancing when providing entertainment within or outside.

ACTIONS:

- We have determined the viability of entertainment and maximum audience numbers consistent with social distancing outside and within venues and other safety considerations.
- We have ceased any entertainment that is likely to encourage audience behaviours increasing transmission risk.
- Whilst the audience is permitted to applaud and/or laugh during performances, no singing or shouting is allowed (or encouraged)
- We have reconfigured indoor entertainment spaces to ensure customers are seated rather than standing.
- Seating is distanced 2meters apart (or 1meter social distanced with mitigations)
- There are clear walkways for customers to travel through the bar area
- There are hand sanitising stations upon entrance and exit of the building as well as frequent signage to encourage good hand hygiene
- There is signage throughout the bar to remind customers regarding social distancing
- All beer/drinks orders are made via an app from each table. This records details that may be required for NHS track & trace purposes
- Tickets for events are only available for purchase online or via contactless payment on the door.
- Ticket holders can be contacted via email prior to the event to advise what regulations/processes will be in place (ie. Customers are advised about seating, social distancing, app ordering, good hand hygiene and no shouting/dancing/singing rule).
- There is a minimum of a one hour window for customers to arrive/exit events to ensure customers will not all be arriving/leaving at the same time.
- We are communicating clearly to customers the arrangements for entertainment upon arrival and clearly supervising with additional staff if appropriate.
- We are ensuring that music played inside the venue is at an appropriate volume, where customers/staffs voices do not need to be raised to be able to hold conversation.

- Any live performances are either taking place outside the venue or are staged inside at a minimum of 2meter distance away from the audience and walkways.
- Performers are to provide their own microphones
- Performances inside are at a volume level that does not require customers/staff to raise their voice in order to hold a conversation.
- The outdoor performance is mic'd and played through the indoor sound system at a low level, so customers do not need to raise their voices to hold conversation
- Outdoor performance and viewing area is sectioned off in order for us to be able to manage the space (and not have additional people, that have not booked, to be able to attend)
- Attendees are not required to wear PPE unless they choose to do so as all performances will take place in the bar area or outside.
- Where PPE (face coverings) are deemed appropriate at events, customers are advised to wear face masks until they are seated at their table
- Pool table and other communal play games are permitted, however, can only be played at limited times/days upon request (however this will be continually reviewed)
- Communal games such as pool/darts are cleaned regularly between use
- Customers wishing to partake in game play are advised that they must remain seated between each game play (for example after their shot at pool, they have to be seated until their next turn)
- No standing to spectate games is permitted and social distancing must be maintained at all times
- No shouting or cheering is permitted
- At the end of any games, any communal use items, such as pool cues and darts, are cleaned by the bar team
- Where possible, customers are encouraged to bring their own equipment (pool cue/darts etc)
- Pool balls are also cleaned by bar staff at the end of each use
- When not in use, the pool table is stored away and covered
- During all games, events and performances, social distancing, hand washing, app usage for drinks and clear walkways are still observed.

Meetings

OBJECTIVE: To reduce transmission due to face-to-face meetings and maintain social distancing in meetings.

ACTIONS:

- We are using remote working tools to avoid in-person meetings.

Accidents, Security and Other Incidents

OBJECTIVE: To prioritise safety during incidents

ACTIONS:

- We have reviewed our incident and emergency procedures to ensure they reflect the social distancing principles as far as possible.
- We have considered the security implications of any changes we intend to make to our operations and practices in response to COVID-19, as any revisions may present new or altered security risks which may need mitigations.

Cleaning (5)

OBJECTIVE: Ensuring the venue is clean at all times.

ACTIONS:

- We wedge doors open (not fire doors), where appropriate, to reduce touchpoints.
- Continuing high frequency of hand washing throughout the day.
- We have allocated an hour in between customer drinking sessions to clean surfaces and objects between each customer use.
- If we have a known or suspected case of COVID-19 then we will refer to the specific guidance regarding reporting and cleaning.
- We regularly clean work areas and equipment between uses.
- We frequently clean objects and surfaces that are touched regularly.
- We maintain good ventilation in the work environment by opening windows and doors frequently, where possible.
- We have signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.
- We provide regular reminders and signage to maintain hygiene standards.
- We have hand sanitiser stations in multiple locations (3 in total).
- We have set clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.
- We have enhanced cleaning for busy areas.
- Staff are expected to wash hands after handling customer items and before moving onto another task.
- We have cleaning procedures for the parts of shared equipment you touch before each use.

P.P.E

OBJECTIVE: Employers should support their workers in using face coverings safely if they choose to wear one.

ACTIONS:

- Workers wearing face coverings should wash their hands for 20 seconds before wearing and after removing
- Workers wearing face coverings should avoid touching their face or covering.
- Staff face coverings should be washed regularly (or disposed of if not washable)

Workforce Management (7)

OBJECTIVE: To change the way work is organised to create distinct groups and reduce the number of contacts each worker has

ACTIONS:

- We have considered where congestion caused by people flow and pinch points can be improved. Using one-way systems, staggered shifts and assigned staff mealtimes are possible ways to minimise the risk of transmission.
- Staff are encouraged to avoid using public transport, and aiming to walk, cycle, or drive instead. If using public transport is necessary, wearing a face covering is mandatory.
- We will assist the Test and Trace service by keeping a temporary record of staff shift patterns for 21 days and assist NHS Test and Trace with requests for that data if needed. #Cleaning shared vehicles between shifts or on handover.
- We are aware on the importance of mental health at times of uncertainty.

Inbound and Outbound Goods

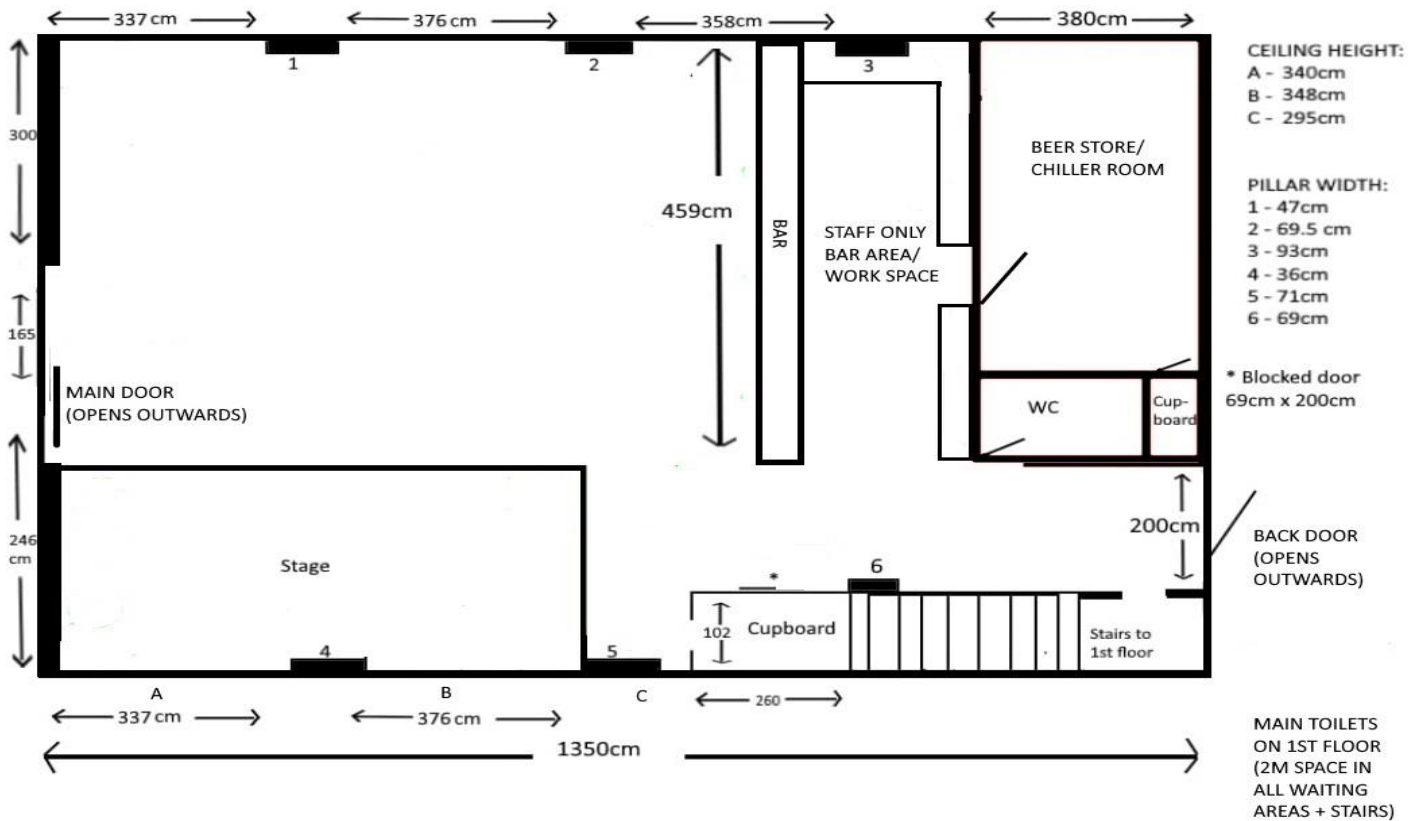
OBJECTIVE: To ensure safe delivery of goods from 3rd parties

ACTIONS:

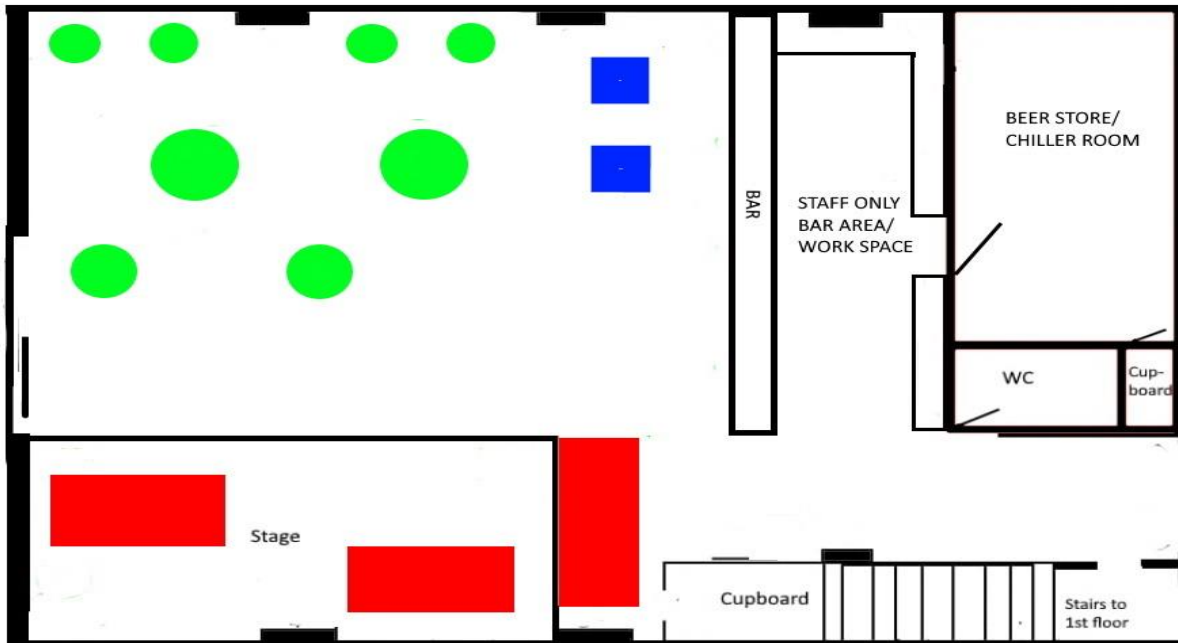
- We have considered methods to reduce frequency of deliveries, such as ordering larger quantities less often.
- To have good communications with our suppliers to discuss our processes and expectations
- To try where possible to limit deliveries to non-busy periods

COVID-19 RISK ASSESSMENT - THE CROOKED CROW BAR (02-07-20)

LAYOUT OF MAIN BAR AREA (GROUND FLOOR):

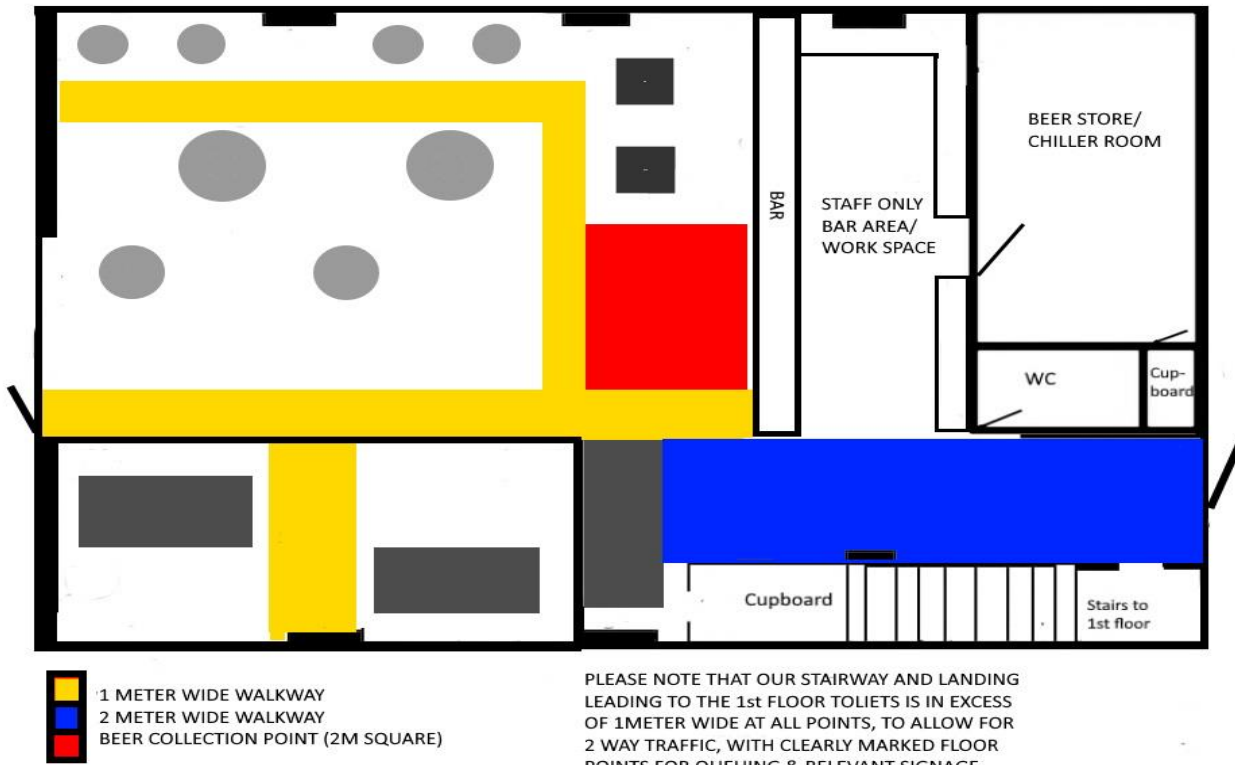


FURNITURE PLACEMENT (NB. FURNITURE CAN BE MOVED TO ACCOMMODATE VARIOUS BOOKING SIZES WITHOUT COMPROMISING SOCIAL DISTANCING):



- MAX 4 PERSON TABLE
- MAX 6 PERSON TABLE
- MAX 2 PERSON TABLE
- 4x TABLES OUTSIDE (MAX 8 PERSONS)
- STANDING ROOM OUTSIDE
- ROOM TO SOCIALLY DISTANCE QUEUE OUTSIDE

LAYOUT OF WALKWAYS:



LAYOUT OF STAFF WORK STATIONS AND HAND WASHING STATIONS:

