<h1 style="text-align: center; color: red;">Sample risk assessment guidance</h1>

Using this guidance

This risk assessment guidance identifies controls you could implement to minimise the possibility of spreading COVID-19 in a licensed premises.

It can be used as a guide to think through some of the control measures you may need to take in order to control the risk. It is intended to give you some ideas of the themes you may need to think about and the controls you could take, but it is important that a competent person must carry out an appropriate COVID-19 risk assessment that is specific to your premises to help decide which control measures will suit your business.

Consultation

You must:
- Consult the health and safety representative of a recognised trade union if there is one, or if not, with a representative chosen by your team
- Share the results of the risk assessment with your team
- Publish the results of the risk assessment on your website if your team is larger than 50 people

Reviewing your risk assessment

You should review your risk assessment if the nature of your operation changes or if the advice from government on COVID-19 changes. You should implement effective recording and monitoring of the risk reduction measures you implement, such as through the use of checklists.

Vulnerable and extremely vulnerable groups

The NHS identifies [two groups of individuals that are at a higher risk](#) of becoming seriously ill with COVID-19. These are separated into two groups; vulnerable and extremely vulnerable.

Vulnerable individuals should work from home whenever possible, but if this is not possible they must be allocated the safest on-site roles where social distancing can be maintained.

Extremely vulnerable individuals will have received a letter from their GP confirming that they are in this group. They must not return to the workplace.

For both vulnerable and extremely vulnerable employees, a specific risk assessment and health declaration form must be completed, and you should record that these have been completed. You may wish to seek expert guidance on a risk assessment for any vulnerable employees, to ensure you are complying with all requirements.

Name of licensed premises: _____

Document version number: _____ Published date: _____

Date distributed: _____

Completed by (name): _____

Completed by (signed): _____

Completed date: _____

Employee representative (name): _____

Employee representative (signed): _____

Risk reduction measures

1. Government guidance

The government has published operational guidance for pubs, bars, restaurants and takeaways. It is essential that you check this guidance and follow any instructions that are relevant to your business. This document also contains a notice which you should display in your premises to indicate you have followed the guidance.

2. Physical distancing

This section applies to (please delete as appropriate):

Employees/Contractors/Visitors/Customers/Members of the Public/Vulnerable Groups (see section above)/Extremely Vulnerable Groups (see section above)/ Other: _____

We will ensure appropriate social distancing is maintained within the venue by **[delete as appropriate & ensure you add any additional measures specific to your premises]:**

- Maintaining physical distancing wherever possible including in all work areas, entrances, exits, bars, cellars, rest areas, beer gardens and outdoor areas, customer and staff toilets, smoking areas and seating areas.
- Altering an essential activity where physical distancing cannot be achieved, such as minimising the time spent doing the activity, using screens/moveable, cleanable panels, or ensuring people stand or pass back to back or side by side, e.g. in food preparation areas or on the way to the toilet.

- Managing use of high traffic areas including, corridors, lifts and staircases to maintain social distancing, e.g. by requiring that people pass back to back.
- Installing physical barriers e.g. perspex screens where physical distancing cannot be achieved e.g. at service points.
- Preventing any movement that is not essential between work areas through implementing alternative measures, such as the use of radios or telephones
- Reducing job and location rotation, for example, assigning workers to specific areas or keeping temporary personnel dedicated to one venue.
- Reducing kitchen access to as few people as possible.
- Minimising interaction between kitchen staff and other workers, including when on breaks.
- Minimising access to walk-in pantries, fridges and freezers, for example, with only one person being able to access these areas at one point in time.
- Minimising contact at 'handover' points with other staff, such as when presenting food to serving staff and delivery drivers.
- Assigning working areas to an individual as much as possible, ensuring that if they need to be shared, they are shared by the smallest possible number of people.
- Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.
- Adjusting processes to prevent customers from congregating at points of service. For example, having only staff collect and return empty glasses to the bar.
- Implementing at-table ordering and/or payment.
- 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.
- Creating a set flow around the premises, e.g. one way.
- Implementing floor markings to encourage distancing.
- Restricting numbers in the toilets, taping off intermittent cubicles/sinks/urinals, brought in a queuing system.
- Changing shift patterns so staff work in set teams.
- Instructing individuals on the building flow/routes to follow through signage and/or floor markings.
- Limiting the number of customers permitted in the premises at any one time, determined through an assessment of the specific premises, bearing in mind the physical distancing requirements.
- Introducing signage to inform individuals of the physical distancing measures in place in the premises and requesting these are adhered to.
- Ensuring customers are aware of the current government guidance regarding socialising, e.g. number of households that can socialise together (see the latest government guidance).
- Providing clear information to customers on the COVID-19 measures in place within your premises in advance of their visit such as by phone, email or on your website.
- Ensuring information provided to customers and visitors, such as advice on the location or size of queues, does not compromise their safety.

- Advising customers that failure to observe safety measures may result in service not being provided.
- Where necessary, informing 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.
- Advising customers before they enter the premises not to enter if they have symptoms of COVID-19, e.g. through signage at the entrance, or in booking confirmation emails.
- Implementing a meet and greet system, to explain to customers how the physical distancing measures work in your premises.
- Announcing specials through staff members, apps or wipe clean menus, rather than blackboards, to discourage congregation around the specials board.
- Staggering breaks to reduce occupancy of communal staff areas.
- Using outdoor areas for staff breaks where possible.
- Creating additional space by using other parts of the venue or building that have been freed up by remote working.
- Rearranging seating to enable distancing and reduce face to face situations.
- Staggering shift start and end times to reduce congestion of staff arriving at the same time.
- Designating separate entrances and exits.
- 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.
- 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.
- Implementing measures to ensure distancing can be maintained whilst queuing to enter, considering the implication on public spaces such as high streets and car parks.
- 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.
- Managing outside queues to ensure they do not cause a risk to individuals, other businesses or additional security risks, for example by introducing queuing systems, having staff direct customers and protecting queues from traffic by routing them behind permanent physical structures such as street furniture, bike racks, bollards or putting up barriers.
- Requiring one person at a time to restock the bar, especially if the size of the drinks storage area makes physical distancing difficult.
- Reducing the need for people to unduly raise their voice, e.g. by not playing music at high volume.

- Not permitting live entertainment at the venue, and following [government guidance](#) for any entertainment that is shown.
- 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.
- Planning ahead for adverse weather conditions, such as planning steps to ensure customers do not seek shelter and break social distancing guidelines.
- 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.

3. Facilitating personal hygiene

This section applies to (please delete as appropriate):

Employees/Contractors/Visitors/Customers/Members of the Public/Vulnerable Groups (see section above)/Extremely Vulnerable Groups (see section above)/ Other: _____

*We will ensure personal hygiene is facilitated within the venue by **[delete as appropriate & ensure you add any additional measures specific to your premises]**:*

- Providing hand washing basins with soap accessible to all individuals on the premises and signposting these if appropriate.
- Installing additional hand washing points with soap within/outside the premises.
- Using signs and posters to build awareness of good hand washing technique.
- Providing paper towels or hand driers for hand drying.
- Providing alcoholic hand sanitiser for use by all at multiple points throughout the venue, e.g. front and back of house, at entrance/exits, till points.
- Providing staff with personal hand sanitiser bottles.
- Providing gloves to staff, along with training on how to use these hygienically
- Requiring staff to wash their hands at set intervals throughout their shift.
- Reminding staff that travel by public transport to wear face coverings and asking them to avoid peak times if possible.
- Washing hands before and after handling plates and drinks.

4. Cleaning/Disinfecting/Reducing transfer risk

This section applies to (please delete as appropriate):

Employees/Contractors/Visitors/Customers/Members of the Public/Vulnerable Groups (see section above)/Extremely Vulnerable Groups (see section above)/ Other: _____

We will enhance our cleaning and disinfecting procedures throughout the venue to reduce the risk of spreading COVID-19 by **[delete as appropriate & ensure you add any additional measures specific to your premises]:**

- Ensuring disinfectant is effective against viruses and that contact time instructions are adhered to. Any chemicals used in food establishments to clean and disinfect food contact surfaces and equipment must be approved as food safe.
- Ensuring availability of disinfectant and other cleaning products, maintaining an appropriate supply for the additional cleaning that will be required.
- Cleaning hand contact points after each customer, such as tables, chairs, gambling machines, vending machines.
- Ensuring touch points such as handles (doors, fridges, drawers), toilet flushes lids and door locks, key pads, tills, PDQs, kitchen equipment, menus, trays, etc. are disinfected regularly *[insert frequency if required]*
- Ensuring touch points such as handles (doors, fridges, drawers), toilet flushes lids and door locks, etc are washed with hot, soapy water frequently *[insert frequency if required]*.
- Wedging doors open, where appropriate, to reduce touchpoints. This does not apply to fire doors.
- Initiating regimes to ensure more regular cleaning of all areas front and back of house (with full checklists for each area provided for staff to follow), and ensure all staff are fully trained on these.
- Providing more waste facilities and more frequent rubbish collection.
- Requiring uniforms to be washed at 60 degrees or higher, and not to be worn on public transport on the way into work.
- Introducing a member of staff whose dedicated role it is to carry out disinfecting.
- Requiring staff to minimise the number of personal items brought into work to only the essentials and providing individual lockers or storage for these if possible.
- If items must be transferred between members of staff, provide a drop off zone where items can be deposited and collected contact-free.
- Zoning the bar to ensure one person touches the equipment within each zone e.g. fridge handles, beer taps, drink dispensing equipment, bottles, etc.
- Providing single use condiments and menus.
- Cleaning non-disposable condiment containers after each use.
- Bringing cutlery out as meals are served.
- Requesting contactless card payments for any payments within the limit.
- Ensuring special care is taken when cleaning portable toilets.
- Bringing in handling procedures of laundry (kitchen textiles, uniform, etc.) to prevent potential contamination of surrounding surfaces, to prevent raising dust or dispersing the virus.

5. Personal Protective Equipment

Please refer to the [government guidance](), pp 34-35 regarding personal protective equipmentto determine what is appropriate for you to use in your venue).

This section applies to (please delete as appropriate):

Employees/Contractors/Visitors/Customers/Members of the Public/Vulnerable Groups (see section above)/Extremely Vulnerable Groups (see section above)/ Other: _____

*We will introduce the following procedures around PPE equipment in our premises **[delete as appropriate & ensure you add any additional measures specific to your premises]:***

- Providing face masks/visors for employees to wear.
- Training staff on the hygienic use of face masks (see government guidance page 35).
- Installing laundering services for PPE to ensure it doesn't need to be taken home by employees and is appropriately cleaned after each use.
- Installing bins for the disposal of used overalls etc. if they are laundered on site.
- Using single use face masks and disposing of these appropriately at the end of each shift.
- Thoroughly disinfecting hard plastic visors after each use and limiting each visor to each member of staff, replacing regularly *(check if all elements of the visor can be disinfected otherwise these may also need to be single use)*
- Informing customers that they should be prepared to remove face coverings safely if asked to do so by police officers and staff for the purposes of identification.

6. Ventilation

*We will introduce the following procedures to ventilate the business to minimise the risk of the spread of COVID-19 **[delete as appropriate & ensure you add any additional measures specific to your premises]:***

- Opening windows and doors to encourage ventilation of the premises. *N.B. this must not impact on other safety measures, for example fire doors must not be propped open.*
- Optimising the use of any ventilation system in such a way as to minimise the risk of spreading COVID-19. *N.B. specialist/manufacturer advice should be sought if required.*
- Ensuring all outdoor areas, with particular regard to covered areas, have sufficient ventilation. For example, increasing the open sides of a covered area.
- Service or adjusting ventilation systems where appropriate, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.

7. Deliveries

This section applies to (please delete as appropriate):

Employees/Contractors/Visitors/Customers/Members of the Public/Vulnerable Groups (see section above)/Extremely Vulnerable Groups (see section above)/ Other: _____

We will introduce the following changes to our delivery procedures to minimise the potential spread of COVID-19 **[delete as appropriate & ensure you add any additional measures specific to your premises]:**

- Setting a clear route and delivery area for deliveries to be made to.
- Reducing the frequency of deliveries, e.g. by increasing order size or streamlining product offer at this time.
- Installing appropriate signage to advise of delivery procedures.
- Providing handwashing facilities with soap and paper towels or hand driers for delivery persons to use.
- Ensuring staff wash hands after handling deliveries.
- Prohibiting personal deliveries to the premises.
- Ensuring deliveries are not brought through front of house areas while the premises is open to customers.
- Implementing appropriate measures for drinks deliveries, especially as storage areas may not allow for social distancing.
- Implementing cleaning procedures for goods and merchandise entering the site.
- Having single workers load or unload vehicles where possible and safe.
- Maintaining consistent pairing where two-person deliveries are required.
- Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-aways.
- Creating one-way systems in stock rooms and cellars if possible.
- Adjusting put-away and replenishment rules to create space for social distancing. Where social distancing cannot be maintained due to venue design, sufficient mitigation strategies should be designed and implemented.

8. Managing visitors

This section applies to (please delete as appropriate):

Employees/Contractors/Visitors/Customers/Members of the Public/Vulnerable Groups (see section above)/Extremely Vulnerable Groups (see section above)/ Other: _____

We will introduce the following procedures to ensure that any essential visitors do not present a risk of spreading COVID-19 to others on the premises **[delete as appropriate & ensure you add any additional measures specific to your premises]:**

- Ensuring only essential visitors are permitted on the premises (e.g. those performing essential maintenance procedures).

- Informing visitors of the control measures in place on the premises when arriving on site.
- Limiting visitor numbers at any one time.

9. Meetings

This section applies to (please delete as appropriate):

Employees/Contractors/Visitors/Customers/Members of the Public/Vulnerable Groups (see section above)/Extremely Vulnerable Groups (see section above)/ Other: _____

We will introduce the following procedures to ensure that risks to employees and visitors as a result of business meetings are minimised: **[delete as appropriate & ensure you add any additional measures specific to your premises]:**

- Face to face meetings should be avoided wherever possible.
- Where it is impossible to avoid a face to face meeting, physical distancing should be implemented and meeting rooms disinfected after use.
- Avoiding equipment sharing during meetings, e.g. pens.
- Holding meetings outside or in well ventilated areas.
- If meetings take place offsite, employees should be encouraged not to use public transport (and to wear face coverings where this is not possible), to wash their hands on arrival and departure and to familiarise themselves with the risk assessment of the meeting venue.
- Where workers are required to stay away from their home, centrally logging the stay and making sure any overnight accommodation meets social distancing guidelines.
- Hold team meetings using virtual meeting software.

10. Manual handling

This section applies to (please delete as appropriate):

Employees/Contractors/Visitors/Customers/Members of the Public/Vulnerable Groups (see section above)/Extremely Vulnerable Groups (see section above)/ Other: _____

We will review manual handling procedures to take into account COVID-19 controls by **[delete as appropriate & ensure you add any additional measures specific to your premises]:**

- Reviewing the manual handling risk assessments to take physical distancing requirements into consideration.
- Consulting employees on the revised manual handling procedures and ensuring they are fully trained in these.

- Maintaining consistent pairing of individuals for tasks that require this, e.g. if barrels need to be moved by two people.

11. First aid, emergencies and security

This section applies to (please delete as appropriate):

Employees/Contractors/Visitors/Customers/Members of the Public/Vulnerable Groups (see section above)/Extremely Vulnerable Groups (see section above)/ Other: _____

We will review first aid, emergency and security procedures to take into account COVID-19 controls by **[delete as appropriate & ensure you add any additional measures specific to your premises]:**

- Reviewing the First Aid risk assessment to take physical distancing and other COVID-19 requirements into consideration.
- Consulting employees on the revised First Aid procedures and ensuring they are fully trained in these.
- Reviewing incident and emergency procedures to ensure they reflect the social distancing principles as far as possible.
- Ensuring we have enough appropriately trained staff to keep people safe. For example, having dedicated staff to encourage social distancing or to manage security.
- Considering the security implications of any changes we 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.
- Considering how to ensure the safety of those conducting searches while maintaining security standards.
- Ensuring security staff are well trained and briefed and are confident in using non-physical skills to manage conflict, with contact an absolute last resort.

12. Managing staff

This section applies to (please delete as appropriate):

Employees/Contractors/Visitors/Customers/Members of the Public/Vulnerable Groups (see section above)/Extremely Vulnerable Groups (see section above)/ Other: _____

To support our staff through COVID-19, ensure their continued safety and wellbeing and minimise the risk of spreading the virus amongst our employees, we will by **[delete as appropriate & ensure you add any additional measures specific to your premises]:**

- Plan for the minimum number of people needed at the venue to operate safely and effectively.

- As far as possible, where staff are split into teams or shift groups, we wil fix these teams or shift groups so that where contact is unavoidable, this happens between the same people.
- Assisting 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, to help contain clusters or outbreaks.
- Require that if an individual becomes unwell and displays symptoms on the premises, all employees that have been exposed to the individual self-isolate for 14 days or take a COVID-19 test to establish if they have been infected. All employees that test positive for the virus must self-isolate and follow the venue's sickness procedure.
- Enable staff to work from home when self-isolating if appropriate.
- Ensure that employees are not incentivised to work when feeling unwell or have had contact with someone displaying symptoms of COVID-19.
- Review and update our fire safety risk assessment to reflect any changes in venue layout as a result of the implemented measures.
- Ensure all staff have read and understood the risk reduction measures in this risk assessment and have received appropriate training.
- Implement regular update training on COVID-19 risk reduction measures
- Ensure open communication between management and staff so that concerns can be raised and effectively dealt with.
- Engage with workers on an ongoing basis, including through trade unions or employee representative groups, to monitor and understand any unforeseen impacts of changes to working environments.
- Use visual communications, for example, whiteboards or signage, to explain changes to rotas or stock shortages without the need for face-to-face communications.
- Retrain staff members on specific measures if they are not followed.
- Ensure staff are aware of the symptoms of COVID-19 and the required actions if they come into contact with someone displaying symptoms.
- Monitor the wellbeing of our employees who are working from home and helping them stay connected to the rest of the workforce, especially if the majority of their colleagues are on-site.
- Keep in touch with off-site employees on their working arrangements including their welfare, mental and physical health and personal security (see government advice on [mental health wellbeing through COVID-19](#)).
- Provide administrative staff with equipment to work from home safely and effectively, for example, remote access to work systems.

13. Equality in the workplace

This section applies to (please delete as appropriate):

Employees/Contractors/Visitors/Customers/Members of the Public/Vulnerable Groups (see section above)/Extremely Vulnerable Groups (see section above)/ Other: _____

*To ensure equality in the workplace in relation to COVID-19, we will by **[delete as appropriate & ensure you add any additional measures specific to your premises]:***

- Understand and take into account the particular circumstances of those with different protected characteristics.
- Involve and communicate appropriately with workers whose protected characteristics might either expose them to a different degree of risk, or might make any risk reduction measures inappropriate or challenging for them.
- Consider whether any measures or adjustments need to be put in place to take account of our duties under the equalities legislation.
- Make reasonable adjustments to avoid disabled workers being put at a disadvantage, and assess the health and safety risks for new or expectant mothers.
- Ensure that the steps we take do not have an unjustifiable negative impact on some groups compared to others, for example, those with caring responsibilities or those with religious commitments.
- Ensure that if people with disabilities are required to access lifts, they are able to do so.
- Use simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language and those with protected characteristics such as visual impairments.

Where to obtain further guidance:

COVID-19: what you need to do:
https://www.gov.uk/coronavirus

Support for businesses and employers during coronavirus (COVID-19):
https://www.gov.uk/coronavirus/business-support

General guidance for employees during coronavirus (COVID-19):
https://www.gov.uk/guidance/guidance-and-support-for-employees-duringcoronavirus-covid-19

COVID-19: cleaning of non-healthcare settings
https://www.gov.uk/government/publications/covid-19-decontamination-in-nonhealthcare-settings

COVID-19: guidance for food businesses
https://www.gov.uk/government/publications/covid-19-guidance-for-foodbusinesses/guidance-for-food-businesses-on-coronavirus-covid-19

Risk Assessment Training Record

The following employees have been trained in this risk assessment:

Name	Job title	Date of training	Signature