

COVID-19 Customer journey (Flow) Risk assessment

📅 Adopted on 01/07/2020

This assessment specifically looks at the flow of the customer and trying to minimise the risk of spreading COVID-19

PEOPLE EXPOSED

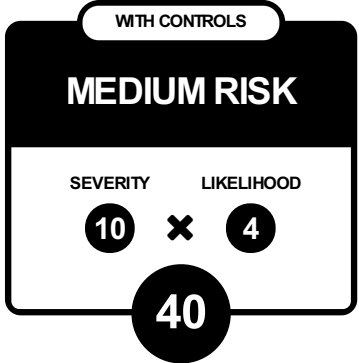
- 👤 Colleagues
- 👤 Contractors
- 👤 Visitors / Guests
- 👤 Members of the Public

HAZARDS

- ⚠ Spreading COVID-19 amongst staff members**
 If no controls are in place for customer flow then this could increase the spread of the virus for staff members and also then passing the virus back in to their homes
- ⚠ Spreading COVID 19 in to the wider public community**
 If no controls are in place reference customer flow then the virus could spread in to the community
- ⚠ Increased violence and aggression**
 The public are used to being able to go where they want in a pub and their will be new restrictions and protocols in place. For some members of the public they may not like the change so therefore this increases the risk from violence and aggression to our operators

CONTROL MEASURES

- One way systems**
 A one way system has been enforced in the restaurant area and is clearly marked along the floor. This will reduce congestion and allow more room for customers to manoeuvre.
- Clear signage**
 When the public walk towards the pub there will be clear signage in place stating what is expected of them straight at the entrance. signage will include floor markings, pay point, collection point, directional signage, social distancing signage
- Entrance and exit separated**
 Where possible, to limit crossover the exit to the pub may be different from the normal exit. This must be clearly signed and explained to customers



○ **Disposable menus and one touch cutlery**

The menus will be disposable and on paper and cutlery and condiments will be brought to the table by the server. Sachets will be used as one use and the customer receives the sauces they require

○ **Hand sanitiser available**

Hand sanitiser will be at every entrance and exit for the public to use. It will also be at the main toilet point

○ **Training of staff**

Staff need to be reassured that the controls in place make them safe. This will then refer back to the customer to give them confidence. Specific COVID 19 e-learning is available and must be used

○ **Social distancing enforced**

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 (refer to service style risk assessment).

○ **Swifty app and contactless payment**

Although the cash option will be available all customers are too be encouraged to either use the Swifty app or to pay via card machine / contactless payment.

○ **Limited food menu offering**

A smaller menu is being offered so the kitchen can be run with less complexity and social distancing can be maintained. This will be explained to customers as they are seated