

Risk Assessment

Details

Group	Maggie & Rose Group
Site	Maggie & Rose Chiswick
Title	Maggie & Rose Chiswick_COVID 19 Risk Assessment updated 26.08.2021
Assessed By	Sid Clark

Task	Completed date of assessment
COVID-19 Risk assessment 3 - Cleaning (general)	26-08-2021
COVID-19 Risk assessment 5 - Employee safety	26-08-2021
COVID-19 Risk assessment 1 - PPE	26-08-2021
COVID-19: Risk Assessment 6 - Soft play	26-08-2021
COVID-19 Risk assessment 4 - Customer safety	26-08-2021
COVID-19 Risk assessment 8 - At risk groups	26-08-2021
COVID-19 Risk assessment 9 - Accepting deliveries	26-08-2021
COVID-19 Risk assessment 2 - Physical distancing	26-08-2021
COVID-19 Risk Assessment 12 - Table Service	26-08-2021
COVID-19: Risk Assessment 7 - Offices	26-08-2021
COVID-19 Risk assessment 11 - Buggies & Luggage	26-08-2021
COVID-19 Risk Assessment 13 - Outdoor seating	26-08-2021

COVID-19 Risk assessment 3 - Cleaning (general)

Hazards?

- Infection spread by staff with symptoms of COVID-19
- Infection spread by customers with COVID-19
- Infection spread from surfaces and equipment infected with COVID-19

Who might be harmed and how?

- Customers
- Staff
- Suppliers
- Visitors

COVID-19 Risk assessment 3 - Cleaning (general)

Controls in place

Disposable cloths or paper roll and disposable mop heads will be used to clean all hard surfaces, floors, chairs, door handles and sanitary fittings
Manufacturer's instructions will be followed for dilution, application and contact times for all detergents, disinfectants and sanitisers used within the business. Staff must be trained in the effective and safe use of all chemicals
Only company approved cleaning chemicals shall be available for use. These shall include detergents and sanitisers which are effective against enveloped viruses such as COVID-19
'Touch surfaces' will be routinely cleaned using a sanitiser solution and disposable roll on a routine basis - no less than every 30 mins during busy periods.
Customer dining areas will be cleaned and disinfected/sanitised between each service. This will include the sanitising of all hard surfaces i.e. tables & chairs.
Where customer toilets are open for use, they will be checked to ensure hand washing and hygiene provisions are in-place every 2-hours. Toilets will be taken out of use for customers whilst cleaning and checks take place.
Refuse from bins, customer tables, rooms etc. will be disposed of appropriately. Waste receptacles should be provided for the disposal of used face masks
All work surfaces and touch points will be sanitised at the start of the day prior to any activities taking place. All surfaces and touch points will also be cleaned and sanitised as a last task at the end of the working day
We have deployed OZONE cleaning machines for a nightly clean, Ozone is completely safe for children and adults and kills 99.9% of all bacteria and viruses. The clubhouses will be cleaned each day
Deep cleaning of air conditioning units across the estate and anti bac solutions placed throughout air conditioning units by trained contractors.
Bassinets will be cleaned professionally by a certified external contractor at the end of each sessions / usage

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26-08-2021	Sid Clark	Changes to COVID 19 club policy	

Task: COVID-19 Risk assessment 3 - Cleaning (general)

Trained employees	Training date	Signature

COVID-19 Risk assessment 5 - Employee safety

Hazards?

- Infection spread by staff with symptoms of COVID-19
- Infection spread by customers with COVID-19
- Infection spread from surfaces and equipment infected with COVID-19

Who might be harmed and how?

- Customers
- Guests
- Staff
- Suppliers
- Visitors

Controls in place

- Advice will be provided to employees on measures to adopt when travelling to and from work including the wearing of masks if using public transport and cleaning hands on arrival at work and back home
- Training will be provided for all employees on new provisions to combat the spread of COVID-19. Staff will apply the controls in place to prevent the risks of infection to each other and our customers
- Staff must not attend work if they are showing symptoms or have been required to self isolate by NHS Test & Trace (England & Wales), NHS Test & Protect (Scotland) or PHA Test Trace Protect (Northern Ireland)
- Shaking of hands is discouraged – we encourage the use of other verbal greetings and smiling as non-contact methods of greeting
- Staff will be trained and regularly reminded of the need to avoid touching eyes, nose, and mouth. Where they do touch their face etc. they should wash their hands immediately
- Hand washing regimes will be in place using soap and hot water for at least 20 seconds. Hand sanitizer with at least 60% alcohol will be used if soap and water are not available
- Training and guidance will be provided on how to communicate our controls to customers/guests and on how to deal with any person/s who fail to adhere to the controls in-place
- Touch points such as door handles, tills, card machines, keyboards, touch-screens, telephones and handrails will be cleaned and sanitized every 30 minutes
- Dirty surfaces will be cleaned with soap and water/detergent before disinfection with a sanitiser
- The use of face masks will be required in all front of house areas (unless an individual is exempt).
- As far as reasonably possible, physical distancing to current recommended standards will be maintained between employees at work
- Staff uniform requirements will be reviewed, especially the use of hats in areas where the risk of food contamination is low to assist with the reduction of hand to face contact
- Staff will be encouraged to avoid the use of public transport to get to work. Where they do have to use public transport then they must wear face coverings
- Staff will be encouraged to bring their uniform to work in a bag and change into their uniform upon arrival. Changing areas will be regularly cleaned and disinfected
- Rota planning will take into account arrival at work time with times staggered to avoid large groups arriving at any one time. Rota planning will also look to achieve a Team A and Team B approach
- Records of staff rota's will be retained for a minimum of 21 days to assist with the NHS Test & Trace (England & Wales), NHS Test & Protect (Scotland) or PHA Test Trace Protect (Northern Ireland) scheme operation
- Staff must be permitted to self isolate where required following contact with NHS Test & Trace (England & Wales), NHS Test & Protect (Scotland) or PHA Test Trace Protect (Northern Ireland)
- Sneeze guards have been put into place at our counters across all clubs to protect customers, members and M&R staff. These will be on reception and food service counters
- Members will be asked to sanitise their hands on arrival.

Additional controls required

Action by whom

Action by when

Completion date - comments

Completed date of assessment:

26-08-2021

Review date

Person completing review

Reason (e.g. annual review, following accident, changes)

26-08-2021

Sid Clark

Changes to COVID 19 club policy

Task: COVID-19 Risk assessment 5 - Employee safety

Trained employees	Training date	Signature

COVID-19 Risk assessment 1 - PPE

Hazards?

- Infection spread by staff with symptoms of COVID-19
- Infection spread by customers with COVID-19
- Infection spread from surfaces and equipment infected with COVID-19

Who might be harmed and how?

- Customers
- Staff
- Suppliers
- Visitors

Controls in place

- Tasks shall be assessed to determine the use of PPE as a method of avoiding COVID-19 infection
- Where gloves are deemed necessary as PPE, they must be worn for relevant tasks only. Hand washing rules must be applied as per normal where gloves are not worn
- When gloves are being removed from hands, they must be removed in a manner to reduce direct hand contact with the outer surfaces of the gloves. Gloves should be disposed of and hands washed immediately using hot water and soap
- Face masks shall be provided to all front of house staff members. Masks must be worn unless staff hold a face mask exemption. Face masks should cover the nose and mouth and be close fitting around the face.
- The use of PPE is to be considered a last option for control and should only be used where absolutely necessary
- Face coverings must be worn where staff use public transport to get to work.
- Training on the correct use of face masks, including how to put on and take off safely, will be provided to all staff members

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Task: COVID-19 Risk assessment 1 - PPE

Trained employees	Training date	Signature

COVID-19: Risk Assessment 6 - Soft play

Hazards?			
Risk of infection from using the soft play areas			
Who might be harmed and how?			
Cleaners			
Staff			
Visitors			
Contractors			
Controls in place			
Cleaning procedures will be followed to help avoid transmission of COVID-19. Company approved chemicals will be used for cleaning. See COVID-19 cleaning (general) risk assessment			
Access to soft play will be limited to designated personnel only			
Balls within the ball pit are to be cleaned once a day using a steam cleaner.			
All small toys are to be cleaned regularly throughout the day by the in house cleaner.			
Staff will be trained in safe procedures during cleaning up and supporting including the need to avoid hand to face contact. All surfaces with which guests have come into contact will be sanitised throughout the day at regular intervals.			
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Task: COVID-19: Risk Assessment 6 - Soft play

Trained employees	Training date	Signature

COVID-19 Risk assessment 4 - Customer safety

Hazards?

- Infection spread by staff with symptoms of COVID-19
- Infection spread by customers with COVID-19
- Infection spread from surfaces and equipment infected with COVID-19

Who might be harmed and how?

- Customers
- Guests
- Staff
- Suppliers
- Visitors

Controls in place

- Posters and notices will be displayed detailing the rules in place to prevent the risks of infection from COVID-19 at point of entry and throughout the premises. Such posters will include detail of physical distancing and hand washing arrangements
- Customers exhibiting symptoms of COVID-19 will be politely asked to leave the premises for the safety of others.
- Hand wash stations in public areas and toilet facilities will be stocked with suitable hand soap, hand drying facilities and 60% alcohol hand gel. Hot water will also be available to all hand wash basins
- 60% alcohol hand sanitising gel stations will be positioned throughout the premises for customers to use. Staff will be encouraged to remind guests of the need to use these gels
- Customers will be encouraged to use contactless payments where possible, without disadvantaging older or vulnerable customers.
- Staff interaction with customers will be limited, for example table check backs will be suspended.
- Menu's will be single use, disposable copy only. Where possible mobile phone app use will be encouraged for ordering and menu choices. Digital solutions will include menu allergen information
- Recorded background music will be kept less than 85dB at source to avoid customers shouting to make themselves heard.
- Posters must display the updated NHS Test & Trace QR code for their business. The QR code will be displayed at all points of entry. All customers aged 16 years and over will be required to check in using the code.
- Customers will be encouraged to use contactless payments where possible, without disadvantaging older or vulnerable customers.
- Strict M&R COVID - 19 daily checklist for staff before starting work completed. 1.) temperature checks 2.) Is staff member displaying any symptoms of COVID 3.) Have they been in contact with anyone that has tested positive.
- Zoono, non-alcohol child friendly sanitizer in all club areas (also retailed)
- Sanitisation stations in place next to all readable material and books, that may be touched by others before use. These stations will be replenished with each session.
- M&R staff and contractors temperature will be checked upon arrival at the premises and if found to be over a safe level (37.8C or greater) will be refused entry.

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Task: COVID-19 Risk assessment 4 - Customer safety

Trained employees	Training date	Signature

COVID-19 Risk assessment 8 - At risk groups

Hazards?

- Infection spread by staff with symptoms of COVID-19
- Infection spread by customers or visitors with COVID-19
- Infection spread from surfaces and equipment infected with COVID-19

Who might be harmed and how?

- Customers
- Staff
- Visitors
- Guests
- New and expectant mothers

Controls in place

- Where staff indicate that they are clinically extremely vulnerable or clinically vulnerable, steps will be taken to minimise their risk of exposure to COVID-19 e.g. work from home
- All staff will be required to complete a pre-return to work questionnaire specifically asking for information regarding their own health and that of their direct contacts
- Where vulnerable staff cannot work from home, they will be placed in lower risk roles, provided with PPE where necessary and physical distancing measures will be implemented
- Only essential staff will be required to be on the premises
- Meetings will where possible be completed virtually with group gatherings in the business restricted (physical distancing requirement implemented) or be non-permitted
- Staff who need to self isolate will be required to do so and will not be permitted to enter the premises. Measures will be taken to support self isolating staff during their period of self isolation

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Task: COVID-19 Risk assessment 8 - At risk groups

Trained employees	Training date	Signature

COVID-19 Risk assessment 9 - Accepting deliveries

Hazards?

- Infection spread by supplier personnel with COVID-19
- Infection spread from delivery items contaminated with COVID-19

Who might be harmed and how?

- Staff
- Visitors
- Members of the public
- Suppliers

Controls in place

- Suppliers to be contacted and requested to provide detail of their own COVID-19 control procedures. Only suppliers providing suitable information to be permitted to complete deliveries
- Set delivery times to be agreed with the supplier prior to deliver being undertaken
- Deliveries to be accepted by designated personnel only
- Delivery drivers to requested to place deliveries in specific delivery location and to not enter the premises at any time
- Signage to be displayed at the point of the delivery to remind the delivery drivers of the COVID-19 controls in place at the premises
- Hand sanitiser to be placed at or near to the delivery area for use by staff when receiving deliveries
- Staff will not enter the delivery vehicle(s) or come into contact with any equipment (e.g. pump trucks) used by the delivery driver
- Delivery notes are to be printed off prior to the delivery. No paperwork or delivery notes are to be taken from the delivery driver
- Deliveries to be removed from the delivery point and placed into storage as soon as possible
- Delivered items to be removed from external packaging as soon as possible. Packaging to be disposed of in external refuse bins
- Personnel receiving deliveries are to be reminded to ensure physical distancing controls are in place at all times and that they do not come into contact with the delivery personnel

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Task: COVID-19 Risk assessment 9 - Accepting deliveries

Trained employees	Training date	Signature

COVID-19 Risk assessment 2 - Physical distancing

Hazards?

- Infection spread by staff with symptoms of COVID-19
- Infection spread by customers with COVID-19
- Infection spread from surfaces and equipment infected with COVID-19

Who might be harmed and how?

- Customers
- Guests
- Staff
- Suppliers
- Visitors
- Members of the public

Controls in place

Additional controls required	Action by whom	Action by when	Completion date - comments
Where physical distancing cannot easily be achieved then mitigating controls will be set it in place to reduce the risk of face to face seating of different social groups e.g. tables layout, 1m+ gap, screens etc.	Management	01-01-0001	
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Task: COVID-19 Risk assessment 2 - Physical distancing

Trained employees	Training date	Signature

COVID-19 Risk Assessment 12 - Table Service

Hazards?			
Infection spread by staff with symptoms of COVID-19			
Infection spread by customers with COVID-19			
Infection spread from surfaces and equipment infected with COVID-19			
Who might be harmed and how?			
Customers			
Staff			
Visitors			
Controls in place			
Staff will ensure that they operate the highest standard of personal hygiene at all times when serving tables			
Staff interaction with customers will be limited, for example table check backs will be suspended, orders will be made via mobile app.			
Staff will be trained to stand back from the table when talking with customers and will not lean over tables to speak with customers			
When serving food to customers, staff will serve from the side and will not lean over tables or over reach to place plates on the table in front of customers. Where necessary, staff will ask customers to pass food to others on their table			
Staff will not be expected to pour wine or water at customer tables. Bottles will be opened for tasting and then placed on the table for customers to pour their own drinks			
Customers will be encouraged to use contactless payments where possible, without disadvantaging older or vulnerable customers.			
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Task: COVID-19 Risk Assessment 12 - Table Service

Trained employees	Training date	Signature

COVID-19: Risk Assessment 7 - Offices

Hazards?			
Risk of infection by COVID-19 whilst cleaning work areas.			
Risk of infection whilst working in offices			
Who might be harmed and how?			
Cleaners			
Staff			
Visitors			
Contractors			
Controls in place			
Cleaning procedures will be followed to help avoid transmission of COVID-19. Company approved chemicals will be used for cleaning. See COVID-19 cleaning (general) risk assessment			
Access to offices will be limited to designated personnel only			
Personnel will be designated desk space, PC, keyboard and phone. Sharing of such equipment will be avoided as far as possible. Where equipment is shared, it will be sanitised between users			
Hot desking in offices is not permitted			
Refuse bins will be emptied daily			
Notices will be displayed in the office reminding staff of the need to maintain physical distances between each other and to observe good personal hygiene practices at all times			
Office arrangement will be reviewed to help avoid face to face working with personnel working side by side or back to back			
Where cash payments have been received, cashing up will be completed by one designated member of staff. Disposable gloves will be worn for the process (see PPE risk assessment)			
Staff will be trained in safe procedures during cashing up including the need to avoid hand to face contact. All surfaces with which cash has come into contact will be sanitised after cashing up is completed			
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Task: COVID-19: Risk Assessment 7 - Offices

Trained employees	Training date	Signature

COVID-19 Risk assessment 11 - Buggies & Luggage

Hazards?

- Infection spread by staff with symptoms of COVID-19
- Infection spread by customers with COVID-19
- Infection spread from baggage, equipment and clothing infected with COVID-19

Who might be harmed and how?

- Guests
- Staff
- Contractors
- Visitors

Controls in place

Staff will wear a clean pair of disposable gloves when handling left luggage bags. They will put the gloves on before handling any bag and remove them after the bags have been placed in the left luggage room. Hands will be washed/sanitised

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Task: COVID-19 Risk assessment 11 - Buggies & Luggage

Trained employees	Training date	Signature

COVID-19 Risk Assessment 13 - Outdoor seating

Hazards?

- Infection spread by staff with symptoms of COVID-19
- Infection spread by customers with COVID-19
- Infection spread from surfaces and equipment infected with COVID-19

Who might be harmed and how?

- Customers
- Staff
- Suppliers
- Visitors

Controls in place

- Customers exhibiting symptoms of COVID-19 will be politely asked to leave the premises for the safety of others.
- Hand sanitiser stations will be positioned at the entrance to the external seating area with a notice requesting that customers sanitise their hands before sitting
- Customers will be encouraged to use contactless payments where possible, without disadvantaging older or vulnerable customers.
- Staff interaction with customers will be limited, for example, table check backs will be minimised.
- Menu's will be single use, disposable copy only. Where possible mobile phone app use will be encouraged for ordering and menu choices. Digital solutions will include menu allergen information
- Staff will take drinks and food to tables using trays where necessary. Trays will be left on the table for customers to distribute drinks around their table. Staff will exhibit good manual handling techniques whilst carrying trays of drinks
- Trays used to carry drinks and food to tables will be cleaned and sanitised between uses
- Trays will be used to remove empty glasses and dirty plates from tables. Such items will be removed from tables ideally when the table is vacated. Staff will not reach across occupied table to remove empty glasses/dirty crockery

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Task: COVID-19 Risk Assessment 13 - Outdoor seating

Trained employees	Training date	Signature