COVID-19 Risk Assessment Framework and Template

Introduction and explanation

To comply with current Government requirements for re-opening businesses in the hospitality sector, this document has been developed to form a framework for hospitality businesses to use an industry-specific template to carry out an assessment of risk of COVID-19 in their business and determine the controls necessary to reduce risks to those who work in and enter the premises. It differs to a "normal" risk assessment because this is a unique situation. The hazard, (SARS-CoV-2) is the same throughout, and the risks depend on the activities at various stages of the customers' or workers' journey in the premises.

This document has been developed as a hybrid of HACCP and a Risk Assessment, taking a step by step approach, to demonstrate that the business has considered the routes people take through the business and the hazard and risks encountered by both customers and the staff at various steps to therefore give confidence to guests, staff and enforcement agencies that due consideration has been given to this serious issue.

Whilst every business in hospitality is different, and there are many different sectors, there are two groups of people in common to consider: those who work in the business (including staff, maintenance personnel and visitors) and the customers. Both groups will have 'journeys" through the premises.

Tracing the routes that people will typically take, either to carry out their jobs or as customers, will help inform what risks from coronavirus are involved, and subsequently how to take action to reduce these risks. This can be plotted as a flow diagram. These process steps may then need to be adjusted and indeed reviewed, if it is found that the route or journey needs to be changed to ensure a safer environment, or if the legislation or government guidance changes.

This risk assessment document could form the basis of discussions with the local authority or Primary Authority prior to opening to ensure that there is agreement on the risk-based approach and controls set up. By setting concerns and control measures in a logical way this will give confidence to enforcement officers and customers that due consideration has been undertaken.

Customers can be advised of actions taken to give confidence that the business has considered everyone's safety. This will also be useful to ensure that customers know what the new "rules" are so that everyone's expectations are managed in advance and that there is a reduced risk of any aggressive behaviour during their visit.

Note: in this time of uncertainty, Government Guidance may change, so it is important to always check to ensure that your document is kept reviewed in the light of any changes to Regulations or Guidance.

Whilst businesses will need to implement changes in relation to Covid-19, they must also continue to follow normal food safety and health and safety policies and procedures and ensure that any new controls do not in themselves cause conflict with those necessary for other legal or licensing requirements.

How to use this document

- You should complete this document prior to re-opening after the lock down period.
- Use the flow diagrams provided of the typical journeys of staff and customers or amend them to suit your business. You may then immediately see that to comply with current social distancing rules, these flows may need to be adjusted, or it may require the business to be remodelled to be safe – for example you may only be able to use outdoor spaces to trade because you simply can't put people at tables safely indoors. You may need to think about new routes, for example a separate exit and entrance, reduced menus, or reduced staff numbers. This may be undertaken in draft several times and needs to be reviewed if there is a change in social distancing rules, or you find another means of controlling risk.
- When you have a flow diagram that you think will work, then you can list the steps in the risk assessment part of the documents. Many of the typical steps have been put into the template as suggestions for you.
- Carefully consider each step listed in the document and remove those that are not applicable and add any to that exist in your business.
- Then decide which of the potential controls are suitable for your business which may be listed in the second column, or may come from other resources such as the UKH sector specific guidelines
- Enter the controls you will be implementing into the third column
- If you have your own ideas which will work better, please enter these instead.
- It may be that you simply cannot use any control in a section in which case state this. At this point you may need to go back to the flow diagram stage to see if there is another way of achieving a safe offer.
- Once you have completed the risk assessment and entered of all your controls into the third column you can delete the second column.
- The remaining document is your personalised risk assessment.
- You should regularly review this document and keep it safe to show the Environmental Health Officer if necessary.
- You can support this document with photographs of your control measures where appropriate, and your flow diagrams as this would be useful for any discussions with the EHO which would have to take place virtually.

Risk Assessment Template

Business Name and Address: The Swan at Nibley, Badminton Road, Nibley, BS37 5JF

Head Office Details (if relevant):

Name of Person who has developed this document: Greg Gale

The hazard

SARS-CoV-2 is a respiratory disease that can invade a host via the respiratory route or via hand to eye / mouth / nose contact.

Any individual may be a symptomless carrier, meaning any of us could be shedding the virus, even without displaying any symptoms and thus we could pass it on either directly or indirectly to others.

- Other difficulties are that recovered cases may be infectious for an undetermined time, and it is not known what level of immunity is conferred on recovered cases. Furthermore, a recovered case who may have immunity may still spread the virus through touching contaminated surfaces and spreading the contamination by their hands.

We therefore must assume that the hazard of SARS-CoV-2 is present in all people on the premises.

The routes of transmission (how the hazard can cause harm – the risks)

- Direct contact to face – eyes, nose from droplets spraying from an infected person onto another person who is in close contact.

- Contamination via droplets from sneezing and coughing landing on surfaces and then transferring via hands on to eyes and nose and mouth. Other means of secretions getting on to surfaces could be from infected people touching their eyes, nose and mouth and then touching surfaces with contaminated hands.

- Contaminated hands of infected people can transfer the virus directly to others (e.g. handshakes) or on to hand contact surfaces which can be picked up by other people's hands and transferred to their eyes, nose or mouth
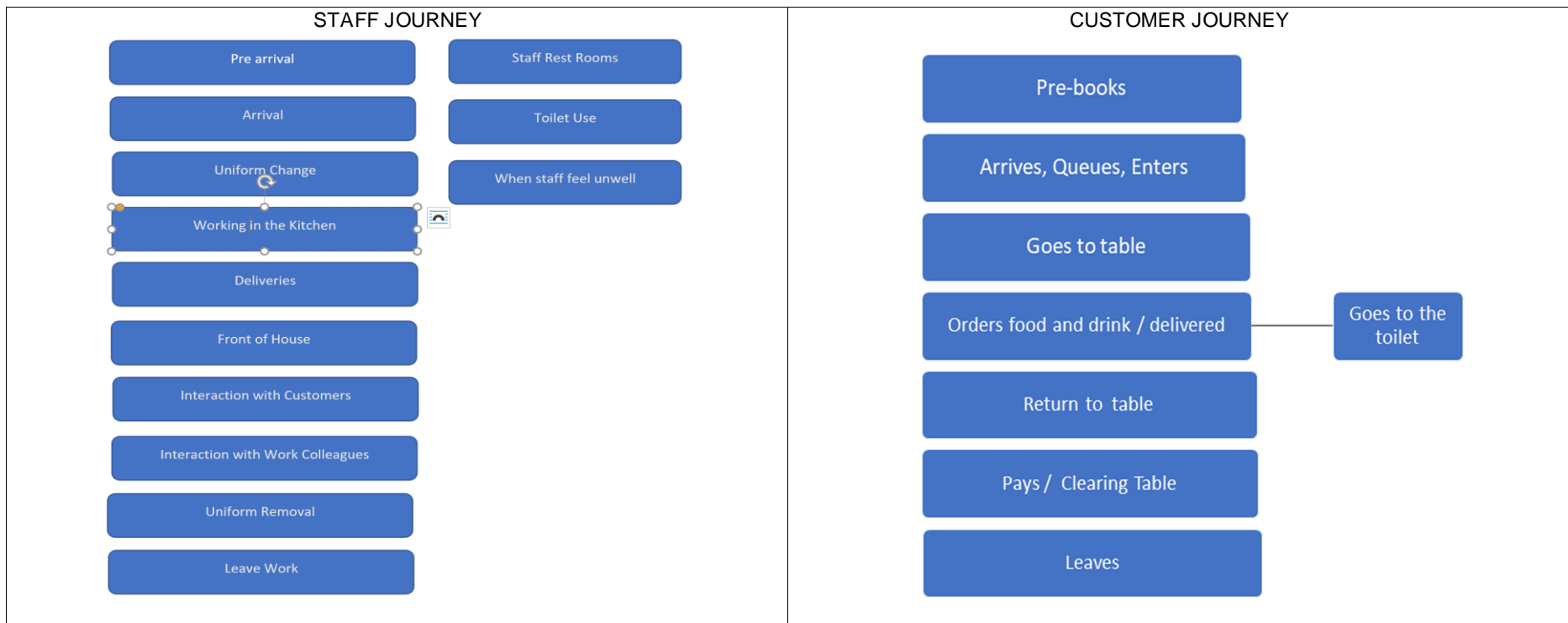
The main controls are:

- Social distancing – 2m apart or 16m^2 per table, or 1m+ with risk mitigation
- Disinfecting hand contact surfaces
- Hand washing and hand sanitiser use
- Not touching eyes, mouth, or nose with contaminated fingers

The controls set out in this document will be specific for this operation, taking into account how the business operates, and how customers and staff use the premises and interact.

Flow Diagrams

Routes taken by staff and customers in the business, are plotted to show the steps in the journeys where controls are needed. Use appendix 1.

STAFF JOURNEY	CUSTOMER JOURNEY
Pre arrival	Pre-books
Staff Rest Rooms	Arrives, Queues, Enters
Arrival	Goes to table
Toilet Use	Orders food and drink / delivered — Goes to the toilet
Uniform Change	Return to table
When staff feel unwell	Pays / Clearing Table
Working in the Kitchen	Leaves
Deliveries	
Front of House	
Interaction with Customers	
Interaction with Work Colleagues	
Uniform Removal	
Leave Work	

Hierarchy of Controls

Whilst considering how you are going to control Covid-19 in your business you should bear in mind how effective the measures are going to be.   Use the hierarchy below to prioritise your approach.

Most Effective

Least Effective

ELIMINATE

REDUCE

CONTROL

PPE
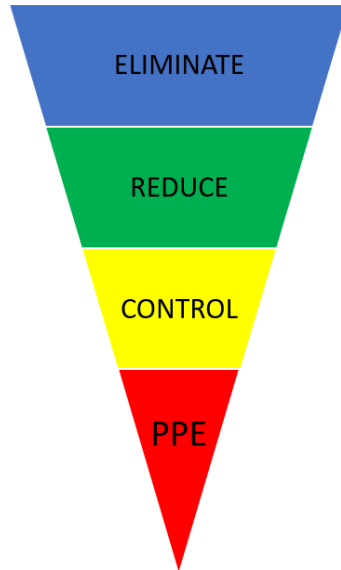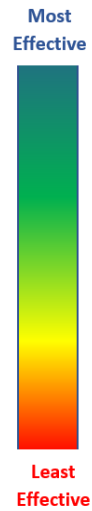
Eliminate

- Symptomatic staff/visitors/ customers do not enter the premises
- Screening checks
- Assess the risk factors of members of staff before allowing back to work

Reduce

- Redesign layout to separate staff and customers
- Implement social distancing
- Make operation contactless

Control

- Increased handwashing and sanitising facilities
- Increased disinfection of hand contact surfaces

PPE

- Only if other measures cannot be provided consider facemasks

Living Document

This is a living document that will be continuously edited and updated as understanding of the virus improves, government guidance changes and UKH members develop improved solutions.

Staff Risk Assessment

Staff Journey (amend as necessary)	Controls in my business (Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)
Before returning to work [a]	Conduct return to work screening interviews to establish the risk associated with each member of staff Staff will be sent questionnaires about their ability to return to work Inform all staff of their responsibilities to themselves, other staff and customers in relation to COVID-19. Information pack will be sent to staff in advance of opening Plan for the minimum number of people needed at the venue to operate safely and effectively. Rotas will be planned in the most efficient way possible
Pre-arrival [b]	Staff must not work if they display the COVID-19 symptoms or have been in close contact with somebody who has the symptoms. see appendix 2e Please do not journey to work if you or anyone else you have been in contact with displays any symptoms ref appendix 2e. Please contact a member of the management team as soon as possible. Staff should avoid travelling to work by public transport if possible. Minimise the number of people outside of a household travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoiding sitting face-to-face.

Arrival [c]	Review the fitness to work of all staff daily Staff will be required to complete a daily "Fit for Work" check sheet. Carry out daily briefings for all staff and review problems and issues that occurred during previous service sessions. Staff will be updated on any problems/issue via regular FaceBook staff page contact Remind all staff of social distancing practices. Managers and signage will help mined staff Remind all staff of the importance of thorough and frequent handwashing at key points Managers and signage will help remind staff Using markings to guide staff coming into or leaving the building. Clear directional signs will point staff in the right direction Providing handwashing facilities, or hand sanitiser where not possible, at entry and exit points. Hand sanitiser points will be placed throughout the pub
Uniform change [d]	NOT APPLICABLE
Moving around the building	Reducing movement by discouraging non-essential trips within venues, for example, restricting access to some areas, encouraging use of radios or telephones or other electronic devices when sending orders from service areas to kitchens, where permitted, and cleaning them between use. Reducing job and location rotation, for example, assigning workers to specific areas or keeping temporary personnel dedicated to one venue. Staff will be working in dedicated zones, with both food and drink request tickets being sent to kitchen and bar via electronic means. Reduces contact between FoH & Kitchen staff. Introducing more one-way flow routes through buildings through signage that clearly indicate the direction of flow. We have adopted a one-way flow routes throughout the pub with directional signage and A1 board information in place

Staff Journey (amend as necessary)	Controls in my business (Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)
Kitchens Menu [e]	Menus should be designed, and where necessary simplified and reduced, to ensure that team members can work a safe distance apart (1+ metres) from each other in the kitchen. Reduced menu in place
Kitchens [f] Medium / large Small Work benches and tables	Allowing kitchen access to as few people as possible. Kitchen should ideally be run with no more than two chefs and a KP. Minimising interaction between kitchen staff and other workers, including when on breaks. Kitchen staff are to request drinks be delivered to them, DO NOT APPROACH BEHIND BAR. Only other staff allowed into kitchen are waiting staff delivering finished plates. Spacing working areas 1m+ apart as much as possible, recognising the difficulty of moving equipment such as sinks, hobs and ovens. Implement a zonal workstation system within the kitchen to maintain 1m segregation of colleagues working within the kitchen. Reduced menu should enable a 2 chef delivery of food. Two chef's should be able to maintain 1m+ distancing in the kitchen. When more than two chefs are required, then face mask should be worn. **Minimising contact at 'handover' points with** other staff, such as when presenting food to serving staff and delivery drivers. Service hatch only to be used for food delivery. Waiting staff to stay back from hatch until food is ready to be collected. Display a poster to enforce social distancing whilst working in the kitchen and brief staff

Staff Journey (amend as necessary)	Controls in my business (Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)
Equipment	Consider the need to purchase additional sets of equipment such as chopping boards, knives, thermometers, utensils etc to avoid the need to fetch and carry these from other areas. Kitchen equipment to be checked by Exec Chef and top up order placed if required. Create self-sufficient work areas which have all the necessary equipment needed to prepare the food items required. Due to limited size of kitchens, all work areas are self-sufficient by nature
Deliveries / Contractors [g]	Contractors Scheduled contractors to operate only during the times the pub is closed to the public and social distancing is to be maintained between contractors and staff. Emergency contractor visits will require the contractor to be told not to interact in customer areas and to maintain social distancing during visit. Deliveries Where possible, delivery frequencies will be reduced. When checking deliveries, the driver needs to be 2m away. Wash hands after putting deliveries away.

Staff Journey (amend as necessary)	Controls in my business (Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)
Front of House [h] Other working areas	Staff will be required to predominantly stay in designated areas. Areas/Roles on any given shift may include: Barstaff **–** main role will be pouring of drinks orders from behind the bar having received orders via an order printer. Drinks will be placed on a tray with the printed order for delivery by waiting staff. When other staff are exceptionally busy, barman may deliver drinks to bar area/restaurant. Can assist the Meet & Greet Manager with bar area bills and payments if necessary. Meet & Greet Manager **–** This will be a managerial role. Main role will be managing guest arrival, dealing with "walk-ins", seating guests in bar and restaurant and taking initial orders. When particularly busy, restaurant guests may be handed off to restaurant waiting staff to be seated and initial order taking. Will deal with bar area bills using bar till and card machine Bar Floor **–** take orders from bar area, deliver drinks to bar area, deliver food to bar area and clear bar area. Restaurant Floor – take orders from restaurant area, deliver drinks from bar to restaurant, deliver food from to restaurant, bar and garden areas, deal with restaurant bills using restaurant till and card machine. Garden Manager – when the garden is open, this person will be responsible for telling waiting guests their table number and showing them to their table if possible. They will take orders and deal with garden area bills using bar till and card machine. Assist Garden Floor/Runner as able and required. Garden Floor/Runner – main role will be the delivery of drinks from bar to garden, delivery of empty of glasses/plates back to bar/kitchen. This person will also have to have confidence and training in enforcing social distance in rear passageway areas for toilet usage. Hands must be sanitised between delivery.

Toilet Use i	Staff are permitted to use the Gents toilet as a Staff toilet. Customers are to use the unisex toilets situated in the ladies Hands must be thoroughly washed, dried and then sanitised after touching toilet door when leaving.
Staff Journey (amend as necessary)	Controls in my business (Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)
Interaction with customers j	Keep a 1m+ distance with all customer interactions where possible. Disinfect card machine between Chip & Pin uses, Contactless is preferable.
Interaction with work colleagues k	As much as is reasonable practical, please stay in your defined areas as per description in section H above. Maintain social distancing between colleagues at all times. Remember the customer will be watching you and judging us a business on your behaviour. When 2 or more barstaff are working behind the bar, all efforts will be made to ensure 1m+ working distance from each other. This will rely on enhanced communication between barstaff.
Using the Staff office	NOT APPLICABLE

V2.3 310520 Govt Guidance included.

Staff Journey (amend as necessary)	Controls in my business (Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)
Uniform Removal [l]	NOT APPLICABLE
Leave work [m]	Staff to wash hands before leaving work Staff to maintain 1m+ social distancing whilst leaving work It is advised that staff remove work clothes and shower on arrival at their own homes. Clothes worn at work should be washed before being re-worn on the staff members next shift.
Staff Breaks	Use safe outside areas for breaks If staff smoke, they must wash their hands before leaving the building and only smoke in the designated smoking area outside. Staff must wash their hands upon re-entry to the workplace or use a hand sanitiser.

Staff Journey (amend as necessary)	Controls in my business (Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)
When staff feel unwell [n]	If the member of staff has symptoms of COVID-19 then: - Separate the ill person from others by at least 2m. Recommend placing them in the office if free. - Dial 111 or use 111online to obtain the correct advice. - If possible, the ill person should wear a face mask.

Customer Journey Risk Assessment

Steps of Customer Journey (amend as necessary)	Controls in my business (Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)
Capacity[1]	Defining the maximum number of customers that can reasonably follow social distancing at the venue. Taking into account total indoor and outdoor space, specific venue characteristics such as furniture as well as likely pinch points and busy areas. Make sure this number is never exceeded. Reconfiguring indoor and outdoor seating and tables to maintain social distancing of customers of different households. For example, increasing the distance between tables. All customers will be required to book a table, therefore by definition, we cannot exceed capacity. Table plans have been created to allow for 1m+ social distancing Working with your local authority or landlord to consider the impact of your processes, such as queues, on public spaces such as high streets and public car parks. Customers will be advised via signage to queue patiently if required on the front street with social distancing measures Planning for maintaining social distancing in the event of adverse weather conditions, being clear that customers cannot seek shelter indoors unless social distancing can be maintained. It will be made clear to customers that have booked a table outside in the garden that NO shelter will be offered internally due to adverse weather conditions
Booking[2] Customer information	Online/Phone Booking will be recommended. Customer will be given a timed slot (which they can increase/decrease if they contact us) Bookings will be staggered so as to ease congestion on arrival. Providing clear guidance on social distancing and hygiene to people on or before arrival, for example, through online booking forms and on-site signage and visual aids. 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. Providing written or spoken communication of the latest guidelines to both workers and customers inside and outside the venue. **Customers will be given access to our "How to Pub Safely" guide when booking. This will also be accessible on our** website and there is signage internally too. Paper copies will also be available at the bar. Ensuring latest guidelines are visible in selling and non-selling areas. Encouraging workers to remind customers to follow social distancing advice and clean their hands regularly. **Staff will be trained on how to offer advice to customers who aren't maintaining social distancing**

Steps of Customer Journey (amend as necessary)	Controls in my business (Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)
Arrival outside venue	Majority of customers will have timed dining and drinking slots. Notices to customers informing of them of what you expect them to do when visiting your venue. Nobody should enter if they have the symptoms of Covid-19 There will be a large A1 information board at the entrance of the pub informing them of rules, including no-entry if they have COVID-19 symptoms. Hand sanitiser station located before entering the venue. Hand sanitiser will be available as customer enters the pub Using outside spaces for queueing where available and safe. Main queuing point will be in outside the front of the pub Providing clear guidance on social distancing and hygiene to people on arrival, for example, signage, visual aids and before arrival, such as by phone, on the website or by email **Our "How to Pub Safely" guide will be available on site for when they arrive, on our website** and will be complemented by A1 signage boards at main pub entry and garden entry points
Queuing outside[3]	Social distancing markers to ensure social distancing is observed Means of cigarette disposal – IN PLACE Signage informing customers of social distancing
Entering the business[4]	On arrival, signage will be in place to direct customers to their tables. Garden Tables customers will be directed to proceed directly to the Garden where they will be seated by garden manager. Bar & Restaurant tables will be asked to queue outside the front door, socially distancing. IF walk-in tables are available, signage will be outside to this affect and they will queue with booked guests. IF walk-in tables **aren't available then signage will be in place asking them to** book online and/or come back later. Signage encouraging use of hand sanitiser on arrival will be in place.

Govt Guidance included.

Steps of Customer Journey (amend as necessary)	Controls in my business (Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)
Moving around the business & Walking to table[5] Either inside or outside	Once seated customers will only need to move for toilet usage and to exit the building (to leave or for cigarette). Customers in all areas will be asked to exit from front door for cigarette use and to leave when stay has finished. SIGNAGE FOR THE ABOVE WILL BE IN **PLACE AS WELL AS IN "HOW TO PUB SAFELY GUIDE"**
At the bar	There will be no service at the bar. The bar will be exclusively used for staff in the delivery of drinks service. Kitchen staff will not be permitted behind the bar, waiting staff will attend to their drinks needs.
Ordering food and drinks[6]	We will operate disposable menus in the bar and restaurant, garden tables will have menus underneath glass and on signage. Customers will be encouraged to take menus away with them. Staff are to maintain 1m+ social distancing when taking orders at the table. Cutlery and napkins will be delivered in C5 sized envelopes that will have been prepared earlier. Condiments will be in sachet form only.

Steps of Customer Journey (amend as necessary)	Controls in my business (Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)
Self-service Counter / Carvery / Salad Cart [8]	NOT APPLICABLE
Clearing the table[10]	Customers will be politely asked to stack their plates and cutlery at the end of the table, helping staff to maintain some form of social distancing whilst clearing plates.
Going to the toilet[11]	Gents Toilet: OUT OF ACTION (For staff use only) Ladies Toilet: Unisex for all Signage will be in place to ask customers to queue outside of toilet in passageway area. Signage to remind to handwash and sanitise will be in place. Signage to advise people to come back and try later if the queue is too long.

Steps of Customer Journey (amend as necessary)	Controls in my business (Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)
Paying[12]	Cash will no longer be accepted, card payment at table only. Contactless payments preferred
Leaving the business[13]	Customers in garden will be informed to go directly to car park to exit, not to enter bar or restaurant under any circumstance. Restaurant and bar tables to leave following exit signs through Front Bar exit.
In-between customers[14]	Tables and chairs will be cleaned and disinfected between use, 15min turnaround time will be built into reservation system for this to take place. Signage will be in place on tables that are due to be cleaned advising not to be used.
Bar Service [15]	Not applicable

Steps of Customer Journey (amend as necessary)	Controls in my business (Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)
Continuously[16]	Heightened disinfection needs to be undertaken to disinfect all frequently touched areas such as: Tables Chairs Tills Card Machines Ventilation: When prevailing weather conditions allow, all windows and doors should be left open
Takeaway or delivery [17]	NOT APPLICABLE

Cleanliness & Hygiene

Area	Controls in my business (Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)
Keeping the venue clean	If you are cleaning after a known or suspected case of COVID-19 then you should refer to the specific guidance. https://www.gov.uk/government/publications/covid-19-decontaminationin-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings Frequent cleaning of work areas and equipment between uses, using your usual cleaning products Frequent cleaning of objects and surfaces that are touched regularly such as counters, tills, and making sure there are adequate disposal arrangements for cleaning products.
Keeping the kitchen clean	Having bins for collection of used towels and staff overalls. Washing hands before handling plates and cutlery. Continuing high frequency of hand washing throughout the day.
Hygiene – handwashing, sanitation facilities and toilets	Using 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. Providing regular reminders and signage to maintain hygiene standards. Providing hand sanitiser in multiple locations in addition to washrooms. Washing hands after handling customer items and before moving onto next task. For example, after collecting used plates for cleaning and before serving food to another table.
Changing rooms and showers	NOT APPLICABLE

Area	Controls in my business (Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)
Pub Activities Pool, AWP, Darts Dominoes, Cards	NOT APPLICABLE
Handling goods, merchandise, other materials, and onsite vehicles.	NOT APPLICABLE

NOTES

Social Distancing

The most effective control measure is no contact – this is the ultimate control measure (elimination) and is what can be achieved for those capable of working from home. However not everyone can work from home and indeed most hospitality jobs cannot be done from home. Where this is the case, the minimum number of staff should be used on site. Look at shift changeovers and consider staggering them to reduce overlap.

Place stickers throughout the site to promote social distancing and mark out floors areas with stickers to ensure 2 metre distance. This is the next most effective control measure as it reduces the probability of contracting the virus, even when in the presence of a positive case.

Move meetings to virtual platforms such as MS teams, WebEx, Skype where possible (and experience over the past 4 weeks suggests that this is possible for most meetings).

https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery#takeaways-3-1

Where staff are part of the same household then the social distancing measure do not apply, and staff can work closer together. However, if one member of the household shows symptoms, then all members of the household must isolate. The person showing symptoms for 7 days and rest of the household for 14 days.

Where Social Distancing of 2m cannot be achieved.

Where social distancing cannot be maintained due to venue design, sufficient mitigation strategies should be designed and implemented.

- Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and if so, take all the mitigating actions possible to reduce the risk of transmission between their staff.

- Further mitigating actions include:
  - Increasing the frequency of hand washing and surface cleaning.
  - Keeping the activity time involved as short as possible.
  - Using screens or barriers to separate people from each other.
  - Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.
  - Reduce the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).
  - Finally, if people must work face-to-face for a sustained period with more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead. No one is obliged to work in an unsafe work environment.

Impact of Test and Trace

If a member of staff shows symptoms and then tests positive, that person will have to isolate for 7 days and all other in the same household for 14 day. Also all work colleagues who have been in close contact will have to isolate for 14 days. (See appendix 2d for definition of close contact)

PPE

Face masks are used in clinical settings to prevent the spread of the virus to the respiratory tract of those treating an infected patient.
Face coverings may be used to protect others from the person who is wearing them. This really only works if everyone is wearing them.
Gloves are to protect the skin of the person wearing them from hazardous chemicals, for example. They become a surface in themselves, so are not effective in the reduction of coronavirus transmission unless replaced after each use. Hand washing is the best control measure.

When managing the risk of COVID-19, additional PPE beyond what you usually wear is not beneficial. This is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE.

Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.

[1]Customer information - Health Check

You **should not visit *The Swan at Nibley* under any circumstances** if any of the following applies:

- you are in self-isolation
- you have COVID-19 symptoms
- you live with someone who has symptoms

It is not advisable for a member of the public who is "vulnerable" to COVID-19 to **visit *The Bell at Old Sodbury*** because of the risk of increased exposure to the virus.

COVID-19 symptoms:

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

- **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, it may be worse than usual)
- **Extreme fatigue** – this means you feel extremely tired

(Source; NHS, WHO)

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[2]What to expect when you visit The Swan at Nibley.

To help protect the safety of our guests whilst visiting us you will notice some changes. We appreciate your cooperation and understanding.

- The number of people allowed into our business will be restricted.
- Hand sanitiser points will be positioned throughout the pub / restaurant and we encourage you to use them frequently.
- The flow of customers around the building will be controlled, please follow direction signs and staff instructions.
- Disposable menus are in use, please take them with you when you leave the pub/restaurant.
- The size of our menu has been reduced to allow safe distancing for the staff in our kitchen.
- Please keep a safe distance
- Do not move furniture.

- Our service style has changed, and you can expect the following.
    - Restrictions in the size of tables.
    - Table bookings must adhere to government guidelines on social contact
    - The implementation of social distancing on our premises.