

MOSAIC

PUB & DINING

Dear Guests!

Oh, how we have missed you!

We now very much look forward to welcoming you back! Our team have been very busy behind closed doors during Lockdown, making sure that everything is looking as good as it possibly can ahead of your return! We hope you are as pleased as we are! We have taken every possible step to safeguard both yours and our staffs welfare as well as giving our wonderful establishment whole load of TLC. Not only have we deep, deep cleaned everything, we have put in place precautions that have been thoughtfully planned out, to comply with government guidelines.

Welcome back!

What have we done?

Government Guidance:

1. We have complied with Government Guidance on Staying COVID-19 secure in 2020. You will see the Government poster in our windows confirming this.
2. We have carried out a COVID-19 risk assessment and shared its results with all of our staff. They have had to read it and be trained on all of the controls, before being given an exam on the subject and its contents.
3. We have implemented social distancing measures throughout so you have more space for your booking
4. We have enabled and encouraged increased personal hygiene throughout by installing hand sanitising dispensers at entry/exits doors, bathrooms and also in other prominent locations, please feel free to use these as soon as you arrive and regularly whilst you are our guests!

Managing numbers, bookings & payment:

1. We strongly encourage you to book with us before you arrive. This will ensure that you get one of the best seats in the house and also that our staff can be fully prepared to look after you and your guests.
2. We have a new exciting app that allows you to book and order! More details of this will be available as soon!
3. We have reduced capacity whilst still trying hard to keep the ambience. There will be a safe space between you and our other customers, and external seating in some of our venues that are lucky enough to have beautiful outside spaces
4. We will ask you for contact information either before or upon arrival. This is so that we can assist with any Test and Trace initiative, should we need to in the future. We will keep all your data secure and hold it for 21 days in line with Government Guidance.
5. We are going cash free! We encourage contactless payment wherever possible,

Dining with us:

1. We never did have table linen, and we won't be introducing it! Bare tables are safest and easiest to clean so were keeping them that way! They are sanitised after every use. Salt and pepper will also be sanitised before being put on your table, as will all cutlery, crockery, glassware and other condiment containers.
2. All menus will either be single use, sanitisable or displayed on blackboards, that way we can assure you that when looking at our tasty treats, your kept safe
3. Our signature Bottomless Brunches are back! We will be limiting sittings as we did before, this will help us control numbers at all times
4. Our friendly staff won't come up to your table unless you request it, so please give them a friendly wave or a smile to get their attention. If you don't want anything, they will leave you in peace to enjoy yourselves
5. If outside, please order and collect at the identified areas at the bar

Drinking with us:

1. Unfortunately, we are not allowed to have guests stand at the bar, so please follow the queueing system for ordering and collecting

Emergency procedures:

1. If, prior to arrival, you have any COVID-19 symptoms such as fever, cough, shortness of breath, or loss of taste and smell, we ask that you contact us, before leaving home, so that we can reschedule your booking.
2. It is important to note, that for the safety of other guests and our team, any guest with us that displays symptoms consistent with COVID-19 will be asked to seek medical attention and leave the premises.
3. If you have an accident whilst with us, we have first aid equipment that you are very welcome to use, but we will try to refrain from giving first aid if it can be self-administered.

Our business partners:

We will be receiving visitors and contractors to site by appointment only. All visitors or contractors are asked to complete a health questionnaire and are issued a copy of our Covid-19 secure operating procedures, which includes strict guidelines for their visit.

Our teams commitment to you:

- All team members are required to: -
 - Stay at home when unwell
 - Follow the company's COVID-19 Secure operating procedures
 - Complete COVID-19 Secure training and risk assessment acknowledgement
 - Practice good personal hygiene, including regular hand washing, upon arrival and throughout the day
 - Maintain social distance
- Our Senior Management team monitor government guidance daily and act quickly to implement changes and train staff accordingly.

Finally,....

We kindly request that you apply common sense and take responsibility for controlling your own personal space and physical distancing when with us.

Together we can overcome this and all enjoy the very best of British hospitality

M O S A I C
PUB & DINING

Work Activity:	Re-opening considerations post 2020 COVID-19 Pandemic
People affected:	All staff and visitors (guests and contractors) to the premises
Hazards:	Spread of COVID-19 virus through close proximity to others Shared equipment, facilities, touch points acting as vectors for the virus Direct contact with others and shared work spaces and surfaces Psychological and emotional stress for operatives

Use the scoring description below and the grid to assess the risk rating of the hazard

Scale	Likelihood	Severity
1	20>% chance of occurrence	Minor inconvenience
2	21-40% chance of occurrence	Minor injury/ First aid required
3	41-60% chance of occurrence	Moderate injury/ A&E required
4	61-80% chance of occurrence	Major injury/ hospitalisation & possible rehabilitation/ period of absence from work
5	80<% chance of occurrence	Death/ severe debilitation

Likelihood X Severity	1	2	3	4	5
1	LOW RISK				
2					
3					
4					
5		X ²		X ¹	

RISK RATING (X¹) = (L X S) = 20 (HIGH RISK) – Before controls are implemented

RISK RATING (X²) = (L X S) = 10 (MEDIUM RISK) – After controls are implemented

This risk assessment forms the master template for Mosaic Pub & Dining's COVID-19 reopening controls. It has been produced by Environmental Health Associates Ltd and approved by the CEO & Senior Operations Management Team. Like all standard H&S risk assessments, this document details the controls that have been devised to ensure the safety of staff and guests to the premises.

In addition to this document, site specific controls have been implemented, documented and communicated to between General Managers and staff

STAFF & CONTRACTORS SAFETY CONTROLS	RESPONSIBILITY:	TO BE COMPLETED:	GM TO SIGN /DATE WHEN ACKNOWLEDGED & COMPLETED:
<p>1. Staff should not be encouraged to return to work if they are categorised as an ‘extremely vulnerable’ or ‘vulnerable person’, according to the Government Guidance. This could cause them to be subjected to risk either whilst at work or during their transport to or from work, so this risk should be eliminated if possible There are two Groups identified by the Government:</p> <p>Clinically Extremely Vulnerable - those that have had a letter and are advised to shield i.e. not leave the house at all. This refers to a very small group of people – specific cancer, severe respiratory illnesses, severe immunosuppressants etc</p> <p>https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19</p> <p>Clinically Vulnerable – This is a much larger list and includes anyone over 70, people with milder respiratory illnesses i.e. asthma, those with neurological diseases (Parkinsons / MS), chronic heart disease, liver disease, kidney diseases, immune suppressed, diabetes, BMI over 40 and pregnant women.</p> <p>They are advised to stay at home as much as possible and, if you do go out, take particular care to minimise contact with others outside your household.</p> <p>https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing</p>	<p>General Manager & Head Chef when creating rotas</p> <p>Staff responsible for informing line manager if they fall into this category</p>	<p>On reopening</p>	
<p>2. If a staff member is classified as ‘extremely vulnerable’ or ‘vulnerable person’ and wishes to return to work they must be identified so that their working environment can be assessed specifically and any additional controls be agreed and implemented. They should not be allowed to return to work until the Government Guidance states that this is allowed and their working environment has been assessed</p>	<p>General Manager & any relevant staff</p>	<p>On reopening</p>	
<p>3. If staff can work from home, then this is encouraged wherever possible to reduce the number of staff in the premises at any one time and reduce the amount of travelling within the community. Roles have been assessed by HOD's and all that can work from home, are, those that are not able to have other safeguarding measures in place</p>	<p>General Manager & any relevant staff</p>	<p>On reopening</p>	
<p>4. Staff should be encouraged to follow social distancing and household isolation guidance whilst outside of work so that they reduce the risk of contracting COVID-19 away from the premises, but then bring it into the premises when they attend for work</p>	<p>All staff requested to do so</p>	<p>On reopening</p>	

<p>5. If travelling to the premises, staff should travel independently if possible (unless from the same household), driving, cycling or walking are preferred means over public transport. If public transport is required, consider wearing gloves, a face covering and using alcohol gel as soon as you disembark from the public transport. Avoid touching anything whilst on public transport and do not sit within 2m of anyone else, sit by an open window if possible</p>	All staff	On reopening	
<p>6. Staff should be discouraged from sharing small vehicles with any unknown person who they cannot be sure is free from potential infection (I.E. not an employee so not in receipt of the same risk assessments, policy, training guidelines, etc). If staff must share vehicles efforts should be made to sit apart – I.E one driver and one back seat passenger. If there is only 1 row of seats all windows should be kept open to allow for fresh air circulation</p>	All staff	On reopening	
<p>7. If staff show symptoms at any time they must leave the premises immediately and report back to their line manager by telephone. They are responsible for monitoring their own health daily and reporting to their line manager if they notice any deterioration in their health. Guidance states the following for symptoms “if you live alone and you have symptoms of coronavirus illness (COVID-19), however mild, stay at home for at least 7 days from when your symptoms started. (The ending isolation section below has more information)</p> <p>After 7 days, if you do not have a high temperature, you do not need to continue to self-isolate. If you still have a high temperature, keep self-isolating until your temperature returns to normal. You do not need to self-isolate if you only have a cough or anosmia after 7 days, as these symptoms can last for several weeks after the infection has gone”.</p> <p>Staff members are strongly encouraged to get tested for COVID-19 as soon as they exhibit any symptoms. Staff must then contact the NHS and request a test kit and cooperate with the Test and Trace initiative. If staff receive a positive test they must isolate until they are recovered. If they receive a negative test, they can return to work</p>	All staff	On reopening	
<p>8. If any staff member’s household member shows symptoms, staff must not attend work and report this issue by telephone to their line manager, where a quarantine period will be agreed (14 days minimum but it could be longer if staff member develops symptoms). They must then contact the NHS and request a test kit and cooperate with the Test and Trace initiative. If staff receive a positive test they must isolate until they are recovered. If they receive a negative test, they can return to work</p>	All staff	On reopening	

<p>9. Staff rotas and working patterns to be reviewed to ensure that staff are not entering and egressing the premises in large groups at certain similar times, instead entry and egress must be staggered as much as possible throughout the day so as to reduce risk of contact or clustering</p>	<p>General Manager & Head Chef (creating rotas)</p>	<p>On reopening</p>	
<p>10. Pre shift plans should be considered to allow for staff to know their areas (sections) and areas that they would need to share with other staff (I.E. till points)</p>	<p>General Manager & Head Chef (creating rotas)</p>	<p>On reopening</p>	
<p>11. Staff must confirm satisfactory health (no cough, shortness of breath, difficulty breathing, high temperature or anosmia (loss of normal sense of smell or taste)) before arrival at work or upon arrival. Anyone with symptoms should immediately seek professional medical advice (www.nhs.uk/coronavirus or call 119 if you have no internet access)</p>	<p>All staff</p>	<p>On reopening</p>	
<p>12. Staff must wash their hands for at least 20 seconds with hot water and antibacterial soap and then use alcohol gel as soon as they arrive on the premises and before touching anything on the premises</p>	<p>All staff</p>	<p>On reopening</p>	
<p>13. Staff must wash their hands regularly throughout the day, after each task, before and after handling shared equipment, before and after leaving work areas, before and after each task and before leaving work</p>	<p>All staff</p>	<p>On reopening</p>	
<p>14. One way traffic routes within the premises has been reviewed and implemented where possible. Where one way systems cannot be implemented staff should be vigilant and call ahead so that people can be alerted to oncoming traffic and ensure that they maintain a safe distance whilst their paths cross. When passing, staff are trained to pass back to back</p>	<p>All staff</p>	<p>On reopening</p>	
<p>15. Any areas or offices where there are multiple workers should be avoided where possible by those not working in that area. If it is necessary to visit, then appointments should be made</p>	<p>All staff</p>	<p>On reopening</p>	
<p>16. Where possible meetings should take place virtually, outdoors, or in well ventilated areas with few contact points. If this is not possible, meetings must be staggered with sufficient time between them to disinfect the room before the subsequent meeting</p>	<p>All staff</p>	<p>On reopening</p>	
<p>17. Office working has been reviewed. Safe social distances should be established between workstations. Staff should face back to back or side to side instead of opposite each other</p>	<p>Office staff</p>	<p>On reopening</p>	

<p>18. Staff should keep a safe social distance (preferably 2m) apart whilst working when at all possible, this will be monitored by senior members of staff and anyone found not to be following this guidance will be consulted. A second repeat breach of the guidance would necessitate retraining of that staff member and could see disciplinary action being taken</p>	All staff	On reopening	
<p>19. Where it is impossible to maintain a safe social distance (preferably 2m) from a colleague, staff must ensure that they are taking all precautions available to ensure their safety. They must practice good personal hygiene and not cough or sneeze in the vicinity or direction of the other staff member. They should work back to back or side to side so that any projected droplets travel away from the other staff member.</p>	All staff	On reopening	
<p>20. When taking breaks, staff should remain a safe social distance apart and take breaks outside where possible (unless they are from the same household)</p>	All staff	On reopening	
<p>21. Staff should have the means of making emergency contact with other staff or offices if required, rather than needing to seek out assistance, so all staff are permitted to carry their mobile phone on their person, providing that it is stored discretely and on silent whilst working</p>	All staff	On reopening	
<p>22. All visitors will be asked to report arrival but not need to physically sign in. The Duty Manager should acknowledge their on-site presence (for fire safety purposes) and complete the Contractors Log on their behalf. Visitors should leave the premises in the same manner (they do not need to sign out, but they do need to have their departure acknowledged by Duty Manager). The Duty Manager will then be responsible for signing them out</p>	Duty Manager	On reopening	
<p>23. Deliveries & contractors should be strongly encouraged to visit the premises when there are no customers inside to reduce the 'community' present at any one time. Visit frequencies should be reduced as much as possible (order in bulk) and where possible, achieve several outcomes (I.E several inspections completed at once)</p>	General Manager	On reopening	
<p>24. Contractors or delivery drivers that are required to enter buildings must be asked to use alcohol hand sanitiser or wash their hands upon entering and maintain social distancing requirements at all times. They must also complete the Contractors Risk Assessment and provide the completed copy to the Duty Manager. If this can be done electronically prior to their arrival, this should be encouraged</p>	Duty Manager	On reopening	

<p>25. Deliveries have been reviewed. Where possible, delivery drivers should not enter the premises. Suppliers should be approached and delivery times agreed where someone can be on site to accept deliveries instead of drivers entering the premises. It is accepted that some deliveries will be required to enter (I.E. Draymen who will still be required to enter the premises and access the cellar, hygiene services)</p>	<p>General Manager</p>	<p>On reopening</p>	
<p>26. Potential delivery drop off points have been reviewed. Picking-up and dropping-off collection points should be implemented where possible, rather than passing goods hand-to-hand. Drivers should place delivered goods outside where possible and not enter the building, if entry is required, it should be to limited parts of the building only</p>	<p>General Manager</p>	<p>On reopening</p>	
<p>27. Signed for deliveries can be accepted by staff. Hands must then be thoroughly washed and sanitised after receipt of the delivery</p>	<p>All staff</p>	<p>On reopening</p>	
<p>28. Team working should be considered and encouraged where possible. The same 'teams' should work on the same shifts – keep teams small so as to limit cross contamination within the working 'community'. If an infection presents within the staff population, it can be contained within one 'team' allowing other teams to carry on working safely <i>(ref: Gov. Guidance – Our plan to rebuild: The UK Gov's COVID-19 Recovery Strategy. Pg. 41. Pt 8)</i></p>	<p>General Manager</p>	<p>On reopening</p>	
<p>29. If an infection presents within a staff member, then that team should consider isolating, or wearing face coverings and gloves. It is possible that other members of the team have been infected but are not yet presenting symptoms, so wearing face coverings will reduce the risk of further infection <i>(ref: Gov. Guidance – Our plan to rebuild: The UK Gov's COVID-19 Recovery Strategy. Pg. 13. Pt 6)</i></p>	<p>Duty Manager</p>	<p>On reopening</p>	

CUSTOMER JOURNEY & EXPERIENCE SAFETY CONTROLS	RESPONSIBILITY:	TO BE COMPLETED:	GM TO SIGN /DATE WHEN ACKNOWLEDGED & COMPLETED:
<p>1. One way routes have been reviewed throughout the premises and implemented where possible:</p> <p>If more than one door is available then one door used for entry only (generally the front door) and the other for exit only (a rear or side door if possible). It is important to try to prevent incoming guests from meeting exiting visitors. If interactions /congestion happened this could unnerve some guests before they even sit down – setting a bad impression from the start</p> <p>If more than one staircase then one should be for ascent and the other for descent only (unless in the event of an emergency when any can be used)</p> <p>One way routes through tables / chairs made if possible. It is important that staff and guests can travel safely through seated guests without getting too close</p> <p>One way routes to and from toilets should be set out where possible to avoid guests interactions /congestion. Where toilet doors are clearly visible from the main restaurant area, this could be relatively easily achieved. Where toilets are down corridors or on different floors to the main dining area, this will need further consideration</p>	Duty Manager	On reopening	
<p>2. Adequate social distancing measures between guest groups has been provided for. Table plans should not be reconfigured without consideration of any impact on social distancing guidance</p>	Duty Manager	On reopening	
<p>3. Guests will be reminded of COVID-19 guidance relating to maximum numbers, social distancing and personal hygiene advice upon booking (do not come to the premises if exhibiting symptoms and instead to make contact with the premises and cancel booking).</p>	Duty Manager	On reopening	
<p>4. Guests will be requested to give contact details upon booking and arrival in line with Government Guidance on Test and Trace system assistance. This information should be held for no less than 21 days</p>	All staff	On reopening	
<p>5. Guests should be encouraged to pre-book online where possible so that an idea of occupancy at any given time can be planned</p>	All staff	On reopening	
<p>6. Clear signage will be available in prominent points so that guests can be advised of specific site operations in relation to ordering, paying and collecting, one way routes and hand washing and sanitising availability. Staff should be able to point these out to guests if requested to do so</p>	All staff	On reopening	

7. Online ordering technology has been implemented to reduce the interaction between staff and guests. Staff should be able to inform guests of this if requested to do so	All staff	On reopening	
8. Where customers are able to go to the bar, it is explained to them that if they chose to use the bar then only one person should go to the bar and order for the group	All staff	On reopening	
9. Indoors, table service should be promoted as much as possible	All staff	On reopening	
10. Contactless payment will be encouraged. If chip and pins are required the PDQ machine will be sanitised before and after use by the hosting staff member	All staff	On reopening	
11. Menus have been rationalised to make the ordering process swifter. Menus will be displayed on blackboards. Staff should be able to point these out to guests if requested to do so. Menus will also be on disposable paper and must be discarded after use	All staff	On reopening	
12. Cutlery and condiments will either be single use or sanitised after every use	All staff	On reopening	
13. Staff working should be asked to marshal the environment – direct pedestrian traffic and ensure that social distancing is maintained at all times	All staff	On reopening	
14. Any visitors not adhering to any COVID-19 safety controls, or following instructions from staff to do so, should be politely asked to leave the premises	Duty Manager	On reopening	

PROPERTY SAFETY CONTROLS	RESPONSIBILITY:	TO BE COMPLETED:	GM TO SIGN /DATE WHEN ACKNOWLEDGED & COMPLETED:
<p>1. A decluttering programme should be undertaken to remove all objects and items that could constitute touch points that are not required to be in place for functionality of the business or particular guest attraction, for example:</p> <p>I) Remove all pens and pads – staff should carry their own</p> <p>II) Allocate sanitisers to set areas of the business and ensure that they are not removed from here</p>	General Manager	On reopening	
<p>2. Any new lost property should be collected with a bin bag over the hands so that the lost property is not touched. The bag should be tied and labelled with the date and description of the item and not left uncovered</p>	Duty Manager	On reopening	
<p>3. Anything remaining in the premises has been reviewed. Items have either been made disposable or a policy implemented whereby they must be sanitised after each use, for example:</p> <p>I) Menus should either be on blackboards, disposable or wipeable with sanitiser</p> <p>II) Seasonings and condiments, etc should either be in single use sachets, or the bottle sanitised after every use</p>	All staff	On reopening	
<p>4. Review of all doors has been undertaken in the premises. Any that can be pinned back during opening hours because they are not fire doors, should be</p>	General Manager	On reopening	
<p>5. Maximum capacity numbers have been reviewed in line with Government Guidance and will be kept under constant review</p>	General Manager	On reopening	
<p>6. Floors have been marked with safe social distance and safety signage; to inform guests of queuing and one way systems</p>	General Manager	On reopening	
<p>7. Staff will not be permitted to share any disposable Personal Protective Equipment under any circumstances (this includes but is not limited to face coverings, masks)</p>	All staff	On reopening	
<p>8. Staff should not be permitted to share any Protective Equipment (this includes gloves, aprons, etc) that has not been sterilised first by high temperature washing or disinfectant before use</p>	All staff	On reopening	

<p>9. Staff might be required to share certain items so disinfecting material must be situated at all shared work stations, equipment and facilities so that they can be disinfected before & after use, for example:</p> <ul style="list-style-type: none"> I. Staff toilets II. Office & equipment (including laptop & printer) <p>Staff using any shared equipment or facilities must be responsible for disinfecting before and after use</p>	All staff	On reopening	
<p>10. Staff must carry their own form of pens/pencils with them at all times to avoid the need to share or find and replace stocks</p>	All staff	On reopening	
<p>11. Signs to be printed and put up across the premises to direct people and to reinforce messages regarding social distancing, travel routes personal hygiene and to set guest expectations</p>	General Manager	On reopening	

PROCEDURAL SAFETY CONTROLS	RESPONSIBILITY:	TO BE COMPLETED:	GM TO SIGN /DATE WHEN ACKNOWLEDGED & COMPLETED:
1. Require returning staff to read this COVID-19 re-opening risk assessment	General Manager	On reopening	
2. Require returning staff to complete the compliance training in COVID-19 controls	General Manager	On reopening	
3. Require returning staff adherence to the COVID 19 track & trace technology when this is developed & reporting any notifications to line manager	General Manager	On reopening	
4. Recommend returning staff to read and acknowledge relevant H&S risk assessments	General Manager	On reopening	
5. Recommend returning staff to complete compliance training in relevant fields	General Manager	On reopening	
6. Recommend all returning staff to complete COSHH training for chemicals supplied	General Manager	On reopening	
7. Review SOP's for new working arrangements and make any necessary amendments	General Manager	On reopening	
<p>8. New cleaning & disinfection checklists should be devised for subsequent completion. Frequency and intensity of cleaning should be based on further risk assessment. Factors should include:</p> <ul style="list-style-type: none"> I. Area type (private = lower risk; or public = higher risk) II. Area use (walk way = lower risk; private seating area = medium risk; bathroom = high risk) III. Number of touch points (few = lower risk; many = higher risk) 	General Manager	On reopening	
9. Current inventory cover and existing list of critical, or sole suppliers to the organisation have been reviewed	General Manager	On reopening	
10. Create COVID-19 'Workplace Champions' who can monitor the COVID-19 controls on a daily basis	General Manager	On reopening	

CLEANING & DISINFECTION SAFETY CONTROLS	RESPONSIBILITY:	TO BE COMPLETED:	GM TO SIGN /DATE WHEN ACKNOWLEDGED & COMPLETED:
1. Alcohol hand sanitiser dispensers must be sourced and situated at suitable points throughout the premises (entry/exit points, bathrooms and other frequently used areas).	General Manager	On reopening	
2. First arrival on site should open all windows and doors to aid circulation of fresh air, if security permits	General Manager	On reopening	
3. Cleaning and disinfection of all premises has been increased in line with Government Guidance, frequent touch points have been highlighted as higher risk and therefore must be paid particular attention to	General Manager	On reopening	
4. Disposable cloths or air drying facilities have been made available for hand drying in all bathrooms	General Manager	On reopening	
5. Cleaning cloths should be disposable as much as possible so as to reduce the need for laundering cleaning cloths. If cleaning cloths are not disposable they should be laundered on a boiling wash with sanitising solution and then dried thoroughly	General Manager	On reopening	
6. Cleaning mops should be soaked in a chemical solution of at least 1000 ppm of available chlorine after general use	General Manager	On reopening	
7. Cleaning mops should be disposed of after cleaning an area that has been inhabited by a known infectious individual	General Manager	On reopening	
8. Any disposed of items should be put into a bin liner and tied and then double bagged and tied again. If possible this bag should then be held securely for 72 hours before final disposal (the virus will not survive longer than 72 hours on this surface medium)	General Manager	On reopening	
9. Material Safety Data Sheets have been reviewed for infection control cleaning to ensure that they are capable of sanitising and killing viruses. Either the SDS states expressly that the chemical is capable of destroying COVID-19, there are at least 1000 ppm of available chlorine or chemical in use is effective against envelope viruses (BS14476) and staff are adhering to the correct contact time. At the end of the shift staff will clean all hand touch surfaces one more time before closing	General Manager	On reopening	

EMERGENCY PROCEDURES SAFETY CONTROLS	RESPONSIBILITY:	TO BE COMPLETED:	GM TO SIGN /DATE WHEN ACKNOWLEDGED & COMPLETED:
1. For minor incident - Step back. Maintain a safe distance (2m generally considered safe) for simple first aid incidents talk the individual through the process. i.e. you place a plaster on the table, they take it and apply it. For the majority of incidents social distancing can be maintained	Staff	On reopening	
2. Understand what close Contact Means (I.E being within a 2m distance for more than 20 minutes). If this is the scenario then the risk of contracting COVID-19 does increase, hence having social distancing measures in place. This does not mean to say you cannot catch it in less than 20 minutes if someone within 2m is asymptomatic, it just means the risk increases. However the majority of first aid incidents will be short and brief and dealt with within 20 minutes	Staff	On reopening	
3. Enhanced hand washing and personal hygiene is very important. Wash your hands before dealing with any incident, and if possible show that you have done that to the person needing treatment. Explain to them you have washed your hands. Treat the individual then wash your hands again. If the person is still on site, politely ask them to wash their hands too before going back to their table	Staff	On reopening	
4. Use PPE / Face coverings as last resort. There may be the odd incident where social distancing cannot be maintained or the person offering first aid feels uncomfortable. If this is the case a simple face covering may suffice or a face shield may be used. Note - we do not need NHS grade as this will be a unique incident and if you have to get that close and a family member cannot help them it is most likely to require a 999 call instead of first aid	Staff	On reopening	