CLUB INSURE
INSURANCE SPECIALISTS

Coronavirus (COVID-19): Re-opening Handbook

A one stop guide to everything you need to re-open safely, including risk management, health & safety, HR and general guidance.

Written with advice from:

StallardKane
2000–2020
CELEBRATING 20 YEARS OF SUPPORTING BUSINESSES NATIONWIDE

ABOUT THIS GUIDE

We've been waiting months for our industry to be allowed to reopen so our industry can get back on it's feet.

But don't let your enthusiasm to get back to work, leave you exposed to unnecessary risk. The situation surrounding COVID-19, means that there are likely to be new pressures, and things to consider, to make sure your venue is safe for both staff and customers.

So we've pulled together this handbook, containing everything you need to get up and running safely, which includes:

- Health & Safety advice
- Risk Management & Control advice
- HR advice
- Document templates
- Wellbeing Support
- Re-opening checklists & forms

We hope you find this information useful, but if you need any additional support with your risk management, contact the Club Insure team on 0344 488 9204.

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Appendix 1: Example COVID-19 Risk Assessment

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The information in this guide has been created to walk you through the timeline of when your venue can get back up and running, as well as some of the steps you should take to re-open safely.

Re-opening timeline

When should you start planning to re-open?

The government has released a new plan to ease England's lockdown that could see all legal limits on social contact lifted by 21st June, if strict conditions are met.

The key dates are:

8th March

- Schools open. Outdoor after-schools sports allowed
- Two people allowed to sit together outdoors
- Care home residents allowed one regular visitor

29th March

- Six people or two households allowed to meet outdoors
- Outdoor sports facilities open, organised sports allowed
- Travel outside local area allowed

12th April

- Non-essential retail and personal care open
- Hospitality outdoors open
- Indoor leisure e.g. gyms & swimming pools open
- Self-contained holiday accmomodation open

17th May

- Outdoors most social contact rules lifted
- Six peopole or two households can meet indoors
- Indoor hospitality and hotels open

21st June

- All legal limits on social contact removed
- Hope to reopen the final closed sectors of the economy (including nightclubs)

Re-Opening Toolkit

To complement this guide, we have put together a Re-Opening Toolkit of useful documents and templates, included within and attached to this document including:

- Risk Assessment templates
- Employee availability form
- Re-opening inspection advice
- Re-opening checklist
- COVID-19 screening questionnaire.
- COVID-19 On-site recommendations

What about other parts of the UK?

This timeline is specific to England, but devolved administrations in Scotland, Wales & Northern Ireland are setting out similar timelines. You can find out the most up to date information for these on the links below:

Scottish Government
Welsh Government
NI Government

Health, Safety & Risk Management

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This information has been developed as a guide to allow you to think about some of the key areas that you will need to take into consideration before operating your business in these testing times.

Health & Safety

What do we need to consider first before anything else?

The very short answer is RISK ASSESSMENT!

Before you contemplate bringing anyone back into the workplace, you need to firstly step back and look at whether or not you can reduce the risk to your employees and anyone who may be affected by your acts or omissions, to an acceptable level, so far as is reasonably practicable.

Every single business is different and so are the risks that are inherent with their activities. COVID-19 is just a new hazard that needs to be addressed as part of the risk assessment process. It is extremely important, not only for the safety, but also for the mental wellbeing, of your employees, to ensure that the relevant control measures are in place and are able to be adhered to in order to open the doors to your business once again.

Re-Opening Toolkit

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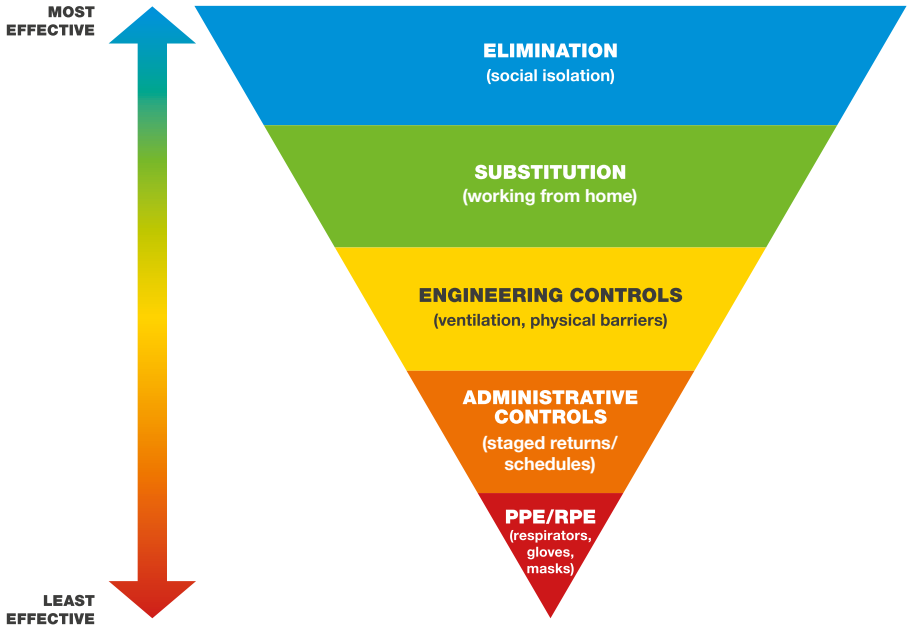
COVID-19 hierarchy of control



For further advice, please see the Government's Working safely during coronavirus (COVID-19) manual

Now's the time to plan your re-opening

As we now have a clear roadmap out of lockdown in England, and things going in the right direction with the Scottish, Welsh and Northern Irish administrations, we can safely start to look ahead to welcoming customers back through our doors soon.

By getting ahead with your health, safety and risk management now, you will minimise the chances of thigns going wrong when you do open, especially when your staff may be rusty after having not worked at your venue for an extended period.

Each venue and workplace is different, so there is no single answer for all the issues you might encounter. So use this guide as a reference point to help point you in the right direction when making your preparations. And if you need any further support, talk to the dedicated Club Insure Risk Management team who can walk you through the entire re-opening process

WORKPLACE ARRANGEMENTS

- All employees are to complete a screening questionnaire before work commences
- Use warning signs around the site to keep raised awareness
- Keep employees updated on what is happening and why
- Give clear instructions on what you are expecting them to do
- Always keep employees updated on what is happening, and where possible, include staff representatives in meetings for the ongoing changes

Will we need to carry out a phased return to the workplace?

This is entirely dependent on the size and type of the workplace /industry that you operate within. A well thought out plan that references the key areas of your business is going to be essential in managing the return to the workplace. Things to consider:

- **How large are your premises?** Can you adhere to social distancing rules with all of your workforce in the building or will you need to reduce numbers to allow you to do so? Will you need to look at larger premises to allow you to socially distance and fulfil customer requirements?
- **How many staff will you need** in the initial period to start fulfilling customer/client requirements?
- **How many customers, visitors, contractors etc. can you have in your premises at any one time**, while socially distancing in line with the government guidance? Do you even need to give these individuals access to your premises?

The guidance is still to remain 2 metres apart if possible. Where not possible, the guidance has been relaxed to 1m+ (the + means additional protection e.g. a mask), allowing more venues to function.

- **Will you need to implement infection control measures?**
  In short, yes! Whilst businesses may be allowed to return to work, whilst following government guidance, the pandemic itself is not going to be over by the time we return to the workplace, so it is important to ensure that you have enough measures in place that can reduce/eliminate the spread of the disease. These measures can take many forms but we have taken the time to list a number of them below for you:
  - **More frequent cleaning and hygiene practices** e.g. handwashing/use of disposable gloves.
  - **Staggering start/finish times** so that there is less pressure on the local public transport networks and also a reduction of footfall in and out of the building at the same time.
  - **Staggering of welfare breaks** throughout the day to reduce the potential contact with colleagues and to allow social distancing in welfare areas.
  - **The spacing out of employees** in the premises so that social distancing rules can be adhered to (if this is not possible then you will need to revert back to the hierarchy of control in your risk assessment and look at other control measures).
  - **Employee numbers on the premises may need to be reduced** if you can't space out your employees. You may consider bringing different employees completely off furlough at different times or even rotating them.
  - **Reduce the number of meetings in the workplace** – you may well be able to make use of Microsoft teams or other digital solutions. If there is a need to be face to face, then ensure that social distancing measures are in place. You could also consider holding the meeting outside (weather permitting) for additional ventilation.
  - **Cancel all large gatherings in the workplace**, for example AGM meetings or corporate team building events.
  - **Reduce the number of visitors that attend your premises** to only essential persons. Even with these essential persons visiting your site, you will need to ensure that you have sufficient control measures in place to protect them, and anyone in your organisation, from the possible spread of the virus.

THE CARRYING OUT OF A DAILY JOB

- Reduce the number of employees on site wherever possible by implementing a shift system or introducing a temporary night shift
- Allow time between shifts for the extra cleaning of machinery lines, canteen and toilet facilities
- Eliminate skin-to-skin contact
- Anti-viral sprays and wipes should be issued for cleaning down machinery and other surfaces

CONTROLLING ACCESS TO THE WORKPLACE

- Use alternatives to fingerprint scanners
- Door handles and latches should be cleaned frequently throughout the day
- Use barriers to ensure social distancing and screens to avoid physical contact
- Eliminate the use of visitor books or sign-in screens

Should we provide our staff with PPE?

If your employees require the use of PPE as part of their normal day-to-day activities, then continue issuing PPE as normal.

In reference to COVID-19, this would be identified as part of your risk assessment. We know that this is a respiratory disease, but we also know that it can live on surfaces for a period of time. With the enhanced cleaning of key touch points in your building and frequency of hand washing, coupled with the social distancing measures, there should be sufficient measures in place to prevent the need for PPE. However, if you are going to be coming into close proximity with others, then there may be the need to issue PPE to your employees to protect them from possible exposure, i.e. coming within 2 metres of others for a prolonged period of time, clinical work such as preparation of food.

The best defence against the spread of COVID-19 is the regular and thorough washing and sanitising of hands – this breaks the cycle of contamination.

It's important to continue staying up to date with government guidance as it evolves and as restrictions are gradually eased.

WELFARE AND CANTEEN FACILITIES

- Staggering dinner breaks will reduce the number of people in the canteen
- Hand gel should be available
- Space tables and chairs to ensure people are sat 2m apart
- Provide anti-viral sprays and paper towels to wipe microwaves, kettles, fridges etc
- Ensure waste towels are disposed of in a bin with a closed lid, and then disposed of as clinical waste – this should be kept separate from food waste

How do we know our workplace is safe enough to return to?

In very simple layman terms, look! Before allowing your employees back into the workplace we would recommend that you carry out a full inspection of your premises. Items to check would include:

- Gas
- Water supplies
- Heating
- Mechanical and electrical systems (this would include any of your machinery you utilise for your operations)
- Catering equipment
- Fire safety systems – including fire doors, fire alarm systems and emergency lights

Another thing to consider is a deep clean of all areas and surfaces throughout your premises. This is especially important in food preparation areas/kitchens.

Do not rush the process of ensuring your premises are safe to return to, you need to ensure that you allow sufficient time to carry out all checks and remedial works sufficiently prior to allowing people back into the building.

Do I need to know anything about my employees' health?

You will need to ensure that you are aware of any change in circumstances for your employees whilst they have been away from the workplace. Apart from the very obvious possible exposure to COVID-19, they may have had other changes in their health which you need to be aware of in case you need to implement any reasonable adjustments.

We would advise issuing a COVID-19 screening questionnaire prior to their return to the workplace, and follow this up with asking if there have been any changes to their health in general.

TOILET FACILITIES

- For small facilities, with only a couple of cubicles and a sink, you should use a one in/one out system. A simple sign can be added to the outside of the door to show 'in use'
- Larger toilet facilities, with numerous cubicles, urinals and sinks, should have every other one taken out of use to ensure social distancing
- Put up signs to encourage the correct hand washing procedure
- Ensure more frequent and thorough cleaning of the facilities
- Hand gels should be available for use on leaving the facilities

What about our employees' mental health?

This is going to be a topic of conversation for months and maybe even years to come, "what effect did the lockdown have on our mental health?". Just because the threat of the virus is starting to diminish and we are seeing glimmers of hope that we can start to return to some form of normality, does not mean that there won't be lasting effects on our friends, colleagues and customers.

During the lockdown it is quite feasible that some of your employees may have suffered a bereavement due to the COVID-19 pandemic – this can have a huge effect on different people in different ways. They may not have been able to say goodbye to their loved ones in the way that they normally would, with friends and family in a traditional funeral setting. This means that emotions are still going to be fragile. As an employer, you need to be aware that your employees' mental health is also your responsibility when they are at work.

Other things that may have effected your employees could be:

- Anxiety from returning to the workplace and fear of contracting the virus
- Social awkwardness coupled with a feeling of anxiety, due to a lack of interaction with the outside world for a prolonged period of time
- Emotions are still going to be running high with the lack of physical contact with loved ones and family members

Good practice in all organisations these days is to have access to a mental health first aider/mental health support. These key individuals in your company could mean the difference between a smooth transition back into the workplace and a very bumpy one.

One of the most important things to remember in planning your return to your workplace is to give yourself the time needed to prepare properly. If you rush your return to the workplace you run the risk of placing your employees in unnecessary danger, as well as your business. The UK lockdown has been a testing time for everyone, emotionally and economically, to move too quickly now could undo all of your hard work.

MENTAL HEALTH FIRST AIDER TRAINING

Looking after your employees' mental health should be a key consideration on their return to work. If your employees don't currently have access to a Mental Health First Aider or other mental health support, now would be a good time to put something in place.

We have arranged a partnership with employee wellbeing provider **We Are Wellbeing**, who can offer you discounted rates on wellbeing services and mental health first aid training.

What if my employee is fatigued or struggles when returning to work?

With our industry shut down in one way or another for over a year now, many of your employees may not have been working in recent months.

Whilst this sounds like an opportunity for rest and recuperation, it actually can have a detrimental effect on your employees stamina and movtivation. After month's of being stuck at home with potentially no productive outlet, it's easy for them to get rusty at tasks that were once second nature, as well as experiencing fatigue when they're back on their feet and working for an extended period.

This is something you should be aware of, not just to support your employees, but because it could increase the risk at your venue. A slip in concentration could lead to spills, slips trips or simple checks being missed. All of these can add up to accidents and injuries which could drive up your claims rate, ultimately affecting your insurance premium.

As your employees return, consider how you can incorporate managing their safety into your risk assessment, as it will guide you on steps to take to make sure you minimise the risk of incidents.

Some simple steps you can take may be:

- Inducting returning employees as if they were new hires to make sure they're up to date with their responsibilities and your venue's processes.
- Closer supervision from management and regular checks on health & safety procedures to ensure staff are working safely.
- Introduce more frequent breaks in the first weeks of having your team back to ensure mental or physical fatigue doesn't have a detrimental effect.

HOW CAN I SUPPORT MY EMPLOYEES?

Take the simple risk management steps show here to help ensure you don't fall victim to unnecessary incidents.

For more guidance on keeping your team safe, happy and healthy at work, our partners at We Are Wellbeing offer bespoke solutions to ensure you have all the tools you need.

You can join them as a Wellbeing Partner for free here.

HR & Employment Law

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HR & Employment Law

What do I need to consider before anything else?

Planning of the workforce. Even with the lifting of some restrictions, the government guidance is clear, in that any employee who can undertake their work from home should continue to do so. A return to work should only be for those who cannot undertake their work from home.

Employers may find that their employees face additional challenges in their availability to attend work during their usual working hours, due to a range of different issues, such as additional caring responsibilities, shielding or being in a vulnerable category or living with an individual who is shielding or in the vulnerable category, to transport issues with their commute to work.

The Company should take all of the above into consideration and may need to be more flexible in their approach to accommodate these additional needs of employees.

What if I only have enough work for certain employees and not others?

A return to the workplace will not necessarily mean a return to full capacity and in fact, measures put into place to ensure social distancing may reduce a company's ability to have all employees in the workplace at one time.

It has been announced that the Coronavirus Job Retention Scheme will remain open until at least the end of September 2021, with the Chancellor having already extended this deadline twice.

Therefore, companies will be able to bring back some employees, whilst others remain furloughed until the end of September. If necessary, companies are able to rotate individuals who are working and on furlough, however in order to be able to claim the grant, employees need to be 'furloughed' for a minimum period of 3 weeks at a time.

You may find that after bringing employees back from furlough that work slows down, in which case you may need to place employees back on furlough for another period.

WHAT IS THE CORONAVIRUS JOB RETENTION SCHEME?

- Available to UK businesses whose operations have been seriously affected by COVID-19
- Allows employers to place employees on 'furlough'
- Grant covers a proportion of your employees wages with the ability for employers to top this up if desired..
- Open until 31 September 2021

You can find more detailed information on who can be furloughed and any restrictions around this from GOV.UK here.

Alternatively, if your contract allows, you may wish to look at bringing employees back into work on reduced hours. This may allow the company more flexibility in planning its workforce by having employees starting and finishing at different times, taking into consideration some employee's reduced availability, due to caring responsibilities etc.

What if an employee refuses to return to the workplace?

Should any employee refuse to return to the workplace, be it because they have received a letter stating that they or someone within their household needs shielding for 12 weeks (or until 30 June, according to some of the more recent NHS guidance), or they or someone in their household falls within the vulnerable category, because of additional caring responsibilities due to the COVID outbreak, or finally because they do not feel it is safe to return to work, in the first instance it is advised that the company should discuss their concerns with them. Their fears may be allayed by discussing the measures the company have put in place to ensure the workplace is safe and the government guidelines are being followed.

Following discussions, should an employee still not want to return to work, the reason for their refusal should be taken into consideration before deciding on the next step. If the employee can do their job from home, then this is the preferred option. If that is not the case and an employee cannot return to work because they are shielding or because of caring responsibilities, the government guidance has been clear that those individuals could continue to be remain furloughed. Alternatively the company may take these individuals off furlough and place them on unpaid leave for the duration of time they are unable to return to the workplace. Please be aware that there would be no real benefit to the company doing this, other than holiday accrual, and could lead to grievances and potential claims of discrimination.

For individuals who are either in the vulnerable category or live in the same household of an individual who is vulnerable, employers should take these concerns into consideration. Again, for those who can work from home, they should continue doing so. For those employees who are unable to do so, the company could extend the period of furlough. Alternatively these employees could be taken off furlough and placed onto unpaid leave for the duration of their unavailability. As above,

THE FLEXIBLE FURLOUGH SCHEME

The flexible furlough scheme allows employers to bring back employees as and when they're needed. However, the employee must be paid 100% of their regular pay by the employer for the hours worked.

The employer can then make a claim for the hours not worked, through the CJRS as usual.

- Employers are able to bring employees back to work for any amount of time or any working pattern
- Employers will still be able to claim for the hours not worked that the employee would usually work
- Employers do not have to take all employees off permanent furlough, so therefore could have some employees remaining on furlough and some on flexible furlough to help meet the needs of the business

there would be a risk of potential disability discrimination or discrimination by association claims here. The same could be said if employers try to force these employees back into the workplace.

If the refusal to return to the workplace is unreasonable, in that the employee in question is not shielding, vulnerable or living in the same household as some who falls within the vulnerable category, or has caring responsibilities due to the COVID outbreak, the company may take this employee off furlough and either place them on unpaid leave or class this as a period of unauthorised absence and deal with this accordingly via the company's disciplinary procedures, if necessary. **Advice should be taken on this point before proceeding.**

Do I need to undertake a return to work interview with employees returning after a period of furlough?

Whilst not the same as a period of sickness absence, it is advised that when an employee is returning to the workplace following a period of closure and furlough, that the company undertakes a return to work assessment with the individual. How this is done will depend upon the numbers the company are bringing back into the workplace at one time. It would not be advisable to hold big group return to work meetings and therefore, alternative methods should be put into place, such as the meetings being held individually whilst ensuring social distancing measures are adhered to.

Alternatively, employers could send out a return to work pack to employees electronically before they start back at work. This would give the employer the opportunity to outline the control measures that have been put into place, along with company policy, relevant risk assessments, documentation and any other change of procedure ahead of the individual's return to the workplace.

Individual employees should be given the opportunity to raise any concerns they may have with the company ahead of starting back at work.

HOW MUCH CAN I CLAIM VIA THE FURLOUGH SCHEME?

For periods ending on or before 30 June 2021 employers can claim 80% of an employee's usual salary for hours not worked, up to a maximum of £2,500 per month.

From 1 July 2021 the grant will be reduced, and employers will be asked to contribute towards the cost of furloughed employees' wages.

Employers will be expected to pay 10% towards the hours their staff do not work in July, increasing to 20% in August and September.

Employers will continue to pay pension and National Insurance contributions for the duration of the scheme.

How do I manage those who are working from home or that are away from the workplace?

It is important from a duty of care perspective, health and wellbeing, and workload management that managers keep in regular contact with all employees, including those that are working from home and even those who have been furloughed.

Platforms such as Microsoft Teams or Skype can be utilised to facilitate video or conference calls to ensure all employees remain connected and do not become isolated.

Although the Coronavirus Job Retention Scheme prevents furloughed employees from undertaking any work that would generate revenue for the business, there is nothing stopping companies contacting furloughed staff to check on their wellbeing and keeping them up to date with any further developments.

For employees working from home, the use of weekly worksheets and catch up calls will help ensure workloads are managed accordingly and expectations from all parties can be set out.

EMPLOYEE WELLBEING WHILE WORKING FROM HOME

For those employees who still have to work from home, it's important to help them manage their own wellbeing.

A lack of social interaction can cause isolation, routine change, anxiety and worry.

- Encourage a routine to distinguish between work and home time
- Encourage daily exercise
- Encourage movement/ exercise at desk
- Allow flexibility
- Promote healthy eating
- Encourage communication with colleagues, family and friends

Pavement Licences

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Pavement Licence Q&A

What is the updated pavement licence?

This new process introduces a streamlined and cheaper route for businesses such as cafes, restaurants and bars to secure a licence to place furniture on the highway. This will support them to operate safely while social distancing measures remain in place. This will provide much needed income over the summer months and beyond, and protect as many leisure & hospitality jobs as possible.

Who operates pavement licences and where do I apply?

Pavement licences will be operated by the relevant local authority covering your club. This will the district, county or borough council you pay your rates to, and may already hold a premises licence with.

Who can apply?

Any premises with an actual or proposed use next to a relevant highway. A relevant use may be use as a drinking establishment, or a premises designed for the sale of food and/or drink on or off the premises. It's important to remember that to obtain a pavement licence, your club must be next to a highway.

Do I need a premises licence before I apply?

No. Anyone can apply as long as your venue is adjacent to a highway, and you're proposing to sell food and/or drink for consumption on or off the premises.

What is allowed on the 'highway'?

The licence will allow you to place removable furtniture on part of the highway for the purposes selling and/or consuming food and/or drink. The pavement licence constitutes planning permission for anything related to the activities of the licence, and additional street trading consent is not required over and above the licence.

If you have a licence to service alcohol on the premises, you do not need to have this amended in order to serve on the highway as detailed in this licence.

All other conditions of any existing licences will remain unchanged.

BEFORE YOU START UTILISING PAVEMENT SPACE REMEBER TO CHECK YOUR INSURANCE COVER...

Some insurers will automatically cover your venue when you utilise pavement space, however some may not.

If you haven't already undergone a risk assessment for utilising pavement space, and didn't use it before lockdown, you must let your broker know before doing so.

This is to ensure you have full and appropriate cover, and aren't left underinsured and exposed to claims which could be declined if you haven't taken the necessary steps to inform your insurer.

If you're a Club Insure client, we'll take care of this for you. Click below to notify us that you're utilising pavement space if you haven't before.

Notify Club Insure

What is classed as 'furniture'?

Allowed furniture according to the legislation includes anything related to eating & drinking that can be easily removed. This include things like counters or stalls, tables, chairs, benches, umbrellas, barries or heaters for example.

Do I have to propose an operating schedule?

No, you don't have to propose an operating schedule. Your local authority may set out conditions, but it is their responsibility to notify you of this when the licence is granted.

Do I have to pay to apply?

There may be an application fee, up to a maximum of £100. This will be determined by your local authority, although we expect most will charge the maximum amount. If you have previously applied for a Highways Act or Street Trading permit, no fee will be payable.

How long does it take to get the licence?

The consultation period is 7 days, throughout which you should display the application as well as your local authority publishing it and inviting representations. Through this period the public and/or the local and highways authorities may make represenations about the application. The local authority must make a decision whether to grant or deny you licence by the end of this 7 day period.

FOR MORE DETAILED INFORMATION ON PAVEMENT LICENSING...

Nexstart has been foudned by a number of industry representatives to support the leisure, hospitality and entertainment industry. They have published a full guidance document answering these questions and more.

You can read the full guidance here.

MANAGE YOUR RISK

If you're using pavement or outdoor space that you haven't previously planned for, it's important to assess and mitigate any new risks that come with it.

If you haven't previously risk assessed for outdoor hospitality, prepare one before you open to ensure you aren't caught out.

Read Our Outdoor Risk Assessment Example

Guidance for Bingo Clubs

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Bingo Club Guidance

Bingo Clubs may face some unique risks not encountered by other kinds of venues. There are certain requirements with regard to risk management and mitigation that licensed bingo clubs should be aware of before and after re-opening.

On top of our comprehensive guidance contained within this document, The Bingo Association have prepared a comprehensive document covering the important measures any bingo clubs should take to keep both their staff and customers safe.

The Bingo Association Guide covers:

- Entering & Exiting Bingo Clubs
- Maintaining Social Distancing
- Maintaining Safety on Bingo & Gaming Machines
- Bing Club Safeguards
- Local Authority Guidance
- Security Implications of Control Measures
- Employees Role in Promoting Covid-19 Secure Guidelines

DOWNLOAD THE BINGO ASSOCIATION GUIDANCE

To access the additional guidance tailored for Bingo Clubs, you can access the full document directly from the Bing Association.

Download here

Operational Site Advice

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On site advice

It's important that when you do re-open the doors to your venue, you consider a host of elements which may have an impact on how safe you can make it for both your staff and customers.

Whilst the below list is not exhaustive, it should be used as a minimum standard for procedures you must put in place to make sure your venue is operating safely. This is general advice, and not all elements may apply to you, but by considering everything, you will have done everything within your power to protect the people interacting with you venue. So that it can re-open. And stay open.

- [ ] Increase frequency of hand washing with antibacterial solutions
- [ ] Reduce task activity times to short as possible i.e. glass/bottle collections
- [ ] Carry out staff consultation/training
- [ ] Increase cleaning regimens (record all cleaning undertaken and retain documents)
- [ ] Back to Back - Side to side working
- [ ] Plexiglas Screens at Tills etc.
- [ ] Reducing person contact i.e. each person only works with a few others (fixed teams)
- [ ] Minimum number of persons employed to safely operate venue.
- [ ] Reduce contact with suppliers i.e. Alcohol deliveries.
- [ ] Request delivery company COVID-19 risk assessment
- [ ] Display government hygiene signage (All venue areas)
- [ ] Display social distancing signage (Internal/External)
- [ ] Eliminate bar activity by only providing table service in line with government guidelines
- [ ] Use ordering apps (we recommend MySmartBar)
- [ ] Ensure that wellbeing of individual employees is checked daily
- [ ] Recorded Personal heat monitoring carried out prior to entering venue
- [ ] Maintain social distancing at all times
- [ ] Distancing of internal furniture
- [ ] Managing capacities i.e. Control overcrowding
- [ ] Assess and control numbers of people in venue at any one time
- [ ] Toilets – restrict access - possible in out coloured signage – antibacterial cleaning

- [ ] Preventing congestion on stairs and corridors
- [ ] Contactless payments- none touch
- [ ] Ensuring adequate ventilation to internal areas i.e. opening external doors
- [ ] Reducing congestion and social distancing at designated smoking areas
- [ ] Social distancing and staggered staff breaks
- [ ] PPE for first aiders i.e. face shields, plastic apron, gloves etc.
- [ ] Maintaining social distancing at muster points following a fire emergency
- [ ] Social distancing for venue door staff
- [ ] Door staff responsible for maintaining public and staff social distancing
- [ ] If using agency door staff, request and retain a copy of their COVID-19 Risk Assessment.
- [ ] Dance floor social distancing markings and managing
- [ ] Measuring alcohol consumption impact on social distancing - consider limiting alcohol purchasing per customer - i.e. voucher system
- [ ] Maintain distances at ticket payment entrances i.e. installation of Plexiglas
- [ ] Where practicable do not use cloakrooms - advance information to customers required
- [ ] Security presence at dance floors to maintain social distancing
- [ ] Reduced queuing at toilets and avoid walkway crossover
- [ ] Door staff to wear gloves and use antibacterial hand gel
- [ ] Session admission strategy relevant to audience type .i.e. all persons sanitising hands before entering club - demarcation for external queuing - limiting party size – removal of face covering for identification purposes - Distancing when ID checking - Viewing and not handling ID cards.
- [ ] Reduce contact points overall
- [ ] Seating for individuals not groups
- [ ] Labelling seats which are not to be used
- [ ] Deep clean prior to opening
- [ ] Specific cleaning guidance where suspected COVID-19 case is discovered
- [ ] Deep cleaning of technical equipment such as tills

- [ ] Not sharing equipment such as headphones etc.
- [ ] Availability of face coverings for staff and venue users
- [ ] Refrain from using smoke machines
- [ ] Unnecessary handling of inbound and outbound goods
- [ ] Delivery of goods to be by appointment only
- [ ] Identifying and protecting staff who are at high risk i.e. existing medical conditions
- [ ] Reducing staffing levels where possible
- [ ] Staggering staff break times
- [ ] Prepare a table plan and table service procedure with associated signage instructing customers that all service will be table service.
- [ ] Collect customer details (name / email / phone number) before entry is permitted for Test & Trace requirements (utilise ID scanners or checklists on the door that are securely stored and retained following each shift. Alternatively MySmartBar can be used to collect customer data).

If you're unsure about all the measures you should be taking, or have some unique elements at your venue that need consideration, make sure to review this on an individual basis to make sure the action you take is suitable for your venue.

Your Risk Assessment Responsibility

You are legally obliged to undertake a comprehensive risk assessment for you venue to ensure you are protecting your staff and customers. This checklist is a good guide, but is not a substitute for a risk assessment.

An example risk assessment is attached to this document as an appendix, to help you understand the measures you should be putting in place. This should be adapted to the unique needs of your venue BEFORE you reopen.

You can access a blank risk assessment template for you to complete here, or alternatively speak to the Club Insure Risk Management team who can create a bespoke risk assessment for you.

Re-opening Checklist

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Re-opening checklist

Following a period of dormancy, there are a number of things you should check before recommissioning your premises. You should carry out the checks included in this document where relevant, to ensure your premises can reopen safely, avoiding damage and minimising risk.

BUILDINGS

- [ ] Check all escape routes are reinstated, fire doors operable, communal escapes accessible and back to normal with all security/lockdown measures removed.
- [ ] Ensure fire safety equipment (e.g. extinguishers, fire alarms, sprinklers) are in place, operable, in service date and tested where necessary.
- [ ] Check Intruder Alarm is operable, in service date and tested where necessary.
- [ ] Check any fuel supplies required are checked to be in good order, and safely turned back on.
- [ ] Make sure emergency arrangements with third parties (e.g. landlords, adjacent tenants, etc.) are back in place with any changes agreed and documented.
- [ ] Ensure first aid stocks are available and in date, with any AED's operable.
- [ ] Put heating and cooling equipment settings and controls back into normal operation.
- [ ] Check any other building service controls are set back to normal operation with service and maintenance in date.
- [ ] Check electrical and/or plant rooms are clear of any combustibles / flammables / etc.
- [ ] Consider the recommissioning of water systems. Ensure you are not at risk of legionella (read more here).
- [ ] Check for any damage, water ingress, damaged pipes, and ensure fences and gates secure (no signs of break in/damage), with no fly tipping or waste build up.

EQUIPMENT & OUTBUILDINGS

- [ ] Start up and check all groundskeeping machinery (where relevant) to ensure proper operation.
- [ ] Source groundskeeping machinery start-up checklists from manufacturer/engineers (where relevant) and undertake all recommended checks before putting into use.
- [ ] Have all machinery manufacturer/service engineer contact numbers (where relevant) and equipment manuals to hand to assist with any start-up problems.
- [ ] Equipment moved as part of dormancy measures inspected for damage or defects.
- [ ] Any battery equipment checked, charged up ready to be used.
- [ ] Resume waste removal contracts to prevent build ups of waste.
- [ ] Take inventory of all tools and small equipment to ensure all present and in good working order.
- [ ] Check grounds and perimeters for any damage, intrusion or hazards which may have developed during dormancy.

OPERATIONAL

- [ ] Re-order any hazardous/valuable stock with reduced levels as part of dormancy measures, ensuring storage and security facilities are in a good state of repair.
- [ ] If any catering facilities are to be provided, ensure catering equipment / extraction ductwork / etc. are properly cleaned and recommissioned.
- [ ] Check Hot Work Permits/Risk Assessments etc. are all updated and in place for return to work
- [ ] Check suitable coverage of trained staff where there is a phased return to work.
- [ ] Ensure adequate number of Fire Marshalls / First Aiders / etc. are back in the business
- [ ] Ensure procedures and property is in compliance with your insurance cover and notify brokers on details of any business changes.
- [ ] Ensure a stock of PPE relevant for the control of COVID-19 (e.g. face masks / gloves) where necessary.
- [ ] Put in place a comprehensive social distancing plan to ensure employee safety.
- [ ] Undertake a full COVID-19 site risk assessment to control any potential exposure to employees or public.
- [ ] Implement COVID-19 awareness procedures to identify symptoms and isolate potential incidents to avoid spread.
- [ ] Review cleaning procedures and adapt as necessary to increase efficacy against the spread of COVID-19.
- [ ] Inform contractors / suppliers / customers that you intend to reopen your premises.

If you have any questions around re-opening your premises safely, or encounter any issues when recommissioning your venue, then the Club Insure Risk Management team can support you to ensure everything goes off without a hitch.

Compliance

In addition to our re-opening checklist above, there are some areas which are bound by compliance. If you've been out of your premises for a while, or had minimal staffing in, it's important to make sure your regular planned preventative maintenance is ready to start back up.

Here's a reminder of things you can carry out in house, or that we can help with to ensure you stay compliant:

- **Cleaning** – not just the regular emptying of bins, cleaning toilets and vacuuming floors, make sure you are ready to decontaminate and disinfect.
- **Water hygiene** – if you've had a Legionella Risk Assessment carried out, you'll be aware of the potential hazards in your workplace. Ensure boilers are reaching the correct temperature, little used outlets have been regularly flushed, and if you aren't sure, arrange for sampling or disinfection to be carried out.
- **Fire safety checks** – have all the fire extinguishers been serviced within the previous year? Are all fire doors working correctly and free from obstruction? Has your emergency lighting been checked to ensure it is working properly and have you carried out any fire alarm tests?
- **Electrical safety** – have your portable appliances been tested, and is your fixed wiring test in date? Portable appliances should be tested annually, or each time they are moved and, in most environments, there should be a five-yearly test carried out on the distribution boards. More details below.
- **Annual reinspection of asbestos containing materials** – if you've not revisited your asbestos management plan for a while, arrange a reinspection of any ACMs you are aware of to ensure there's been no deterioration that could be damaging to your employees' safety and health.
- **Air Hygiene** – have your air conditioning units been left off over the winter or been serviced during the pandemic? When was your duct work last cleaned? More details below.

If you are needing to outsource any elements, check that the contractor coming to site has a COVID-secure Risk Assessment and will be working to the correct protocols on site.

Electrical Safety

Portable Appliance Testing has always been important in a workspace, and the Electricity at Work Regulations are clear on the duty placed on employers to ensure that equipment provided is maintained in a safe working condition. But what if items have been taken home, and what do you do when they return to the office?

The 'portable' element of PAT requirements is key here – it's fine to test a printer, for example, once every 12 or even 24 months if it's plugged in in the corner of the office and never moves. But if it has moved location, it should be tested on each move, so if you are planning on moving back into the office, call us now to arrange testing as quickly as possible. If, on the other hand, employees are still at home a year down the line, and are looking to remain working at home for the foreseeable, now might be the time to arrange another set of testing.

There are two ways of going about this – arrange a day and divide it into time slots for employees to bring their equipment (particularly laptops and chargers) into the office for testing. Alternatively, arrange for an engineer to attend your employees' homes to carry out socially distanced, COVID-secure testing.

Electrical safety when working at home

On the subject of electrical equipment being used within the workplace, it's important to ensure it's still being used safely. Many people have set up a work station in their homes, turning dining rooms into offices, or putting a desk in the corner of the living room or bedroom. But many are also guilty of potentially very unsafe working practices. The National Fire Chiefs Council, alongside Electrical Safety First, asked fairly early on in the pandemic – how safe is your work from home setup?

- More than two thirds of those currently working from home are using extension leads or adaptors, and 38% of them have more appliances plugged into one than they usually would.
- More than 1 in 3 are unaware of the risks of overloading plug sockets, or how to check whether they are doing so. Overloaded sockets present a very real fire risk.
- 44% of those currently using extension leads or adaptors admit to 'daisy chaining' them together – use a simple socket calculator to see where you might be going wrong **here**.

TIPS FOR WORKING SAFELY FROM HOME

- Don't charge electrical items on beds. Always charge on a hard, flat, non-flammable surface. Avoid overloading sockets and extension leads, use an online socket calculator to check
- Keep your workstation tidy. Many may be working in a small workspace and it's important to keep your hot and cold drinks away from electrical items
- Be mindful of cables, they can present a trip hazard to you and others in your home
- Don't 'daisy chain' extension leads. If your cable doesn't reach, don't plug it into another adaptor. Move your workspace closer to the socket or use a longer lead.
- Be mindful at lunchtime. With many of us cooking lunch at home for the time being, it's important not to get distracted by emails or work calls that may result in the hob being left on, unattended.

Source: Electrical Safety First

Ventilation

The HSE and CIBSE have published some really useful guidance on ventilation and air conditioning during the pandemic, and anyone who has had a call or visit from a HSE inspector or representative recently, to check their workplace conformed to COVID-secure guidance, knows they are particularly interested in ensuring you are aware of the requirements for good ventilation.

The risk of viruses being transmitted via airborne contaminants is greater in areas that are poorly ventilated. You can reduce this risk by providing adequate ventilation – but what is adequate?

Maximising fresh air is really important – either by natural ventilation or mechanical ventilation. Opening windows and doors is the most obvious way of creating a steady air flow, and it's important to remember not to completely close them when spaces are occupied, if that's the only option available.

But as we are now all very aware, the hidden danger of harmful germs and bacteria lies far beyond what we can see. Which is why regular HVAC maintenance and in particular the cleaning of ductwork is especially important – beyond the grates and vents that immediately blow hot or cold air out can be some pretty filthy ductwork. Turning these systems back on, or continuing to use them throughout lockdown, means there's a very real risk of reintroducing stagnant, dusty, bacteria laden air into your workspace.

Ductwork in particular should be thoroughly cleaned by specialists on a regular basis. Air Hygiene is as important as surface hygiene, so if your employees are washing their hands and sanitising their work stations, why not make sure the air they are breathing in is clean as well?

Terrorism in the age of COVID-19

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Protecting your club from terrorism

As businesses begin to reopen across the country, government extensions to licensing and planning laws have meant that more businesses in the hospitality industry have been using the areas outside of their premises to serve food and drink.

However this new way of operating means that businesses will need to be acutely aware of the increased risk to their customers and staff from 'low-tech' attacks from terrorists. Tragically, we have already seen an apparently indiscriminate terror attack on people in a public park in Reading and despite the extended period of lockdown the UK threat level remains at 'substantial', meaning further attacks are likely. As businesses begin to move towards more 'al fresco' drinking and dining it is incumbent on them to modify and upgrade their security procedures to take into account the threats from weaponised motor vehicles and so-called 'lone-wolf' attackers.

Hostile Vehicle Mitigation

The hospitality industry has benefitted recently from government regulations being extended to ensure that 'pavement licences' are easier to obtain, whilst pubs and restaurants are able to use car parks and terraces for dining and drinking as part of their existing seating licences. Furthermore, outdoor markets, car-boot sales and summer fairs no longer require a planning application, meaning that outdoor events will be easier to stage and therefore more frequent across the country.

However this increase in people congregating in the open-air also increases the possibility that terrorists will target these events or areas, perhaps utilising a motor vehicle as a weapon. Sadly these types of attacks are becoming increasingly common given the ease with which they can be undertaken and the concern is that these will form the most likely modus operandi of a terrorist in the future.

Businesses should therefore consider the below as part of their reopening procedures:

- The location of tables and chairs. Are they near to roads used by traffic? Are they positioned near to or between street furniture?
- The direction and positioning of tables and chairs. Are customers positioned to be able to see up and down the thoroughfare?
- The length and type of queues. Are people being forced to stand for lengthy periods against a building? Are there potential routes of escape limited in doing so? Is the queue orientated in the direction of potential vehicle attack routes?
- Hostile vehicle mitigation (HVM) measures. These are used to protect spaces where tables, chairs and queues are likely to be.

HVM measures are structures that are specifically designed to stop vehicle-based attacks. Traditional examples include bollards and security barriers, although businesses, local authorities and security professionals should be encouraged to 'get creative' by using street furniture such as artwork, benches, cycle racks or planters as ad hoc HVM measures. Trees, landscaping, water features and ditches can also be used as inconspicuous barriers, although it should be stressed that certain elements of landscaping may not be permissible in urban areas because of development restrictions.

The ACT app

This is an app created by the UK's Counter-Terrorism police, designed to provide live, real-time information for businesses regarding terror threats. The app provides access to:

- Practical advice and guidance to help you protect your business, plus information on how to respond in the event of an attack.
- Information on Counter-Terrorism Policing's suite of ACT training products, plus access to the online e-Learning package.
- Suite of NaCTSO guidance videos.
- Latest reference documents and publications.
- ACT online reporting form and confidential hotline.
- Emergency response and post-incident guidance.
- Live-time news updates from UK Protect.

After the recent attack in Reading, users of the ACT app received an instant message directly from Counter-Terrorism Policing and were provided with regular updates as the situation developed. Clearly information during an ongoing situation can often become confused or exaggerated, with social media only stoking the concerns of those in the vicinity of the incident. The ACT app however provides authoritative advice for businesses in the immediate aftermath of an attack and regularly updates them as to the severity of a scenario as it develops.

In order to sign up for ACT, download the Urim app in **Google Play** or **App Store**. Then email ct@highfieldelearning.com to request a user name and password.
Please note access is for business/professional use only.

Employees

Sadly the recent lockdown measures have seen an increase in redundancies across many sectors. However, in addition to following good employment practice procedures as part of the redundancy process, businesses will need to be mindful that those individuals who have left the company may retain sensitive information about operations, the layout of premises and security codes/passwords. Obviously any redundancy has the capacity for causing friction between the parties involved and therefore it is crucial for businesses to operate effective exit controls when an employee leaves the company. Furthermore, businesses should in general be circumspect about sharing sensitive information to employees in roles that may not require this level of knowledge.

In addition, the usual HR processes for new staff may be more difficult to complete, with interviews being conducted remotely and references taking longer to obtain. Nonetheless best practice should be observed as much as possible to ensure that each candidate is subject to the appropriate vetting processes.

The reopening of businesses post-lockdown may mean that there are fewer members of staff on site, perhaps with less understanding of relevant security procedures. As such, an organisation should seek to make sure that all staff on site are aware of company security policies as well as any relevant changes to the same. A business may need to introduce more technological measures if they have fewer staff available to monitor the security of systems and premises.

Financial pressures may cause businesses to use unknown or untested suppliers if they are able to offer cheaper goods or services. However any new supplier will bring with them increased risk and companies should continue to adopt a stringent vetting process to ensure that they are not engaging with businesses who may have a lax approach to the security of their information.

Other considerations

Each business should make efforts to have visible and effective operational and physical security, both as a tool and a deterrent. Whilst this will ensure a reduction of anti-social behaviour and an increase in general safety for customers, it will also act as a disincentive to those individuals who might be considering an attack on the premises. Terrorists, even on a 'low-tech' basis, will often conduct 'hostile reconnaissance' on a location before an attack is conducted and therefore conspicuous, robust security measures may cause them to rule out your business location on the basis that it is an inauspicious prospect for an attack.

Furthermore, staff should be trained to recognise suspicious behaviour in the vicinity. As well as conducting 'hostile reconnaissance', a terrorist in the lead-up to an attack will be unlikely to obey parking rules or other road traffic norms. Furthermore, they may act nervously or in an atypical way whilst on the premises. Staff should be trained to identify unusual behaviour that could be linked to an impending terrorist attack – even a small amount of advance warning can be crucial for employees and customers alike.

USEFUL LINKS:

Centre for the Protection of National Infrastructure

Government support for business

National Counter-Terrorism Security Office

National Centre for Resilience Learning and Development

MI5

Wellbeing Support

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An introduction to wellbeing

Wellbeing is, quite simply, a feeling of all being well.

The importance of wellbeing has increased significantly in the last decade or so, as people begin to understand the true importance of a holistic state of happiness throughout key areas of their life. To achieve true wellbeing, people must be satisfied in their Physical, Mental, Social and Financial wellbeing.

Working or volunteering in the the leisure & hospitality can have a negative impact on wellbeing for a number of reasons. However, with the correct training and guidance, managers can identify clear ways to make a difference to their employees.

Why does the leisure & hospitality industry have a negative impact on my staff or volunteer's wellbeing?

Many studies have shown that working in jobs with high stress and disruptive shift patterns can cause significant health problems, such as higher risk of heart problems and cancer. Customer service roles, which incorporate many roles within the night-time economy, are some of the most stressful jobs in the UK.

And now more than ever, your staff may be experiencing anxiety, nervousness and uncertainty about their future, in the wake of COVID-19 and the profound effect it's had on our industry.

That means it's more important now than ever, to protect your team, and support them to ensure you have a positive, productive team, who can represent your venue in its best light, and keep customers and members coming back.

AS EASY AS 1,2,3...
3 TOP REASONS TO IMPLEMENT A WELLBEING STRATEGY

1. Support your employees... and your customers

Employees who feel valued at work are significantly more likely to do their best for their business. This includes improved productivity and generally much better service.

A happy employee often equals a happy customer.

2. Retain and attract the best employees

Strong employee wellbeing leads to higher employee retention rate, plus you'll also be able to attract the best talent as potential employees will want to work for you.

Employee dishonesty and theft is a big problem in the night-time industry, and employee wellbeing can help reduce this. Employees who feel engaged and happy at work are much less likely to steal from their employer.

3. Prevent absenteeism and presenteeism

Better overall wellbeing reduces the amount of sick days an employee needs to take.

HSE statistics show 15.4 million working days are lost as a result of time off from depression, stress and poor lifestyle choices (costing British businesses £61bn).

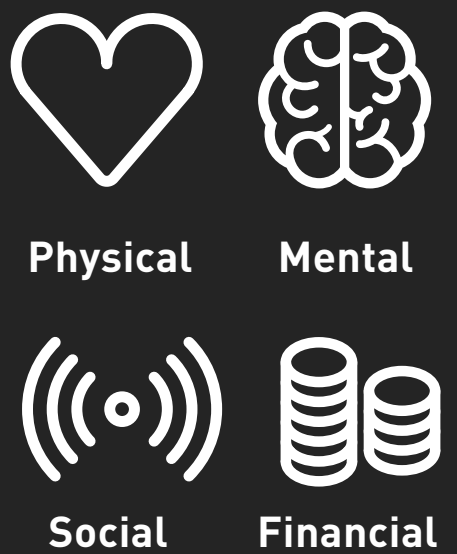
A lot of these problems can be combatted by promoting wellbeing initiatives in the workplace.

INTRODUCTION TO WE ARE WELLBEING

WE ARE **WELLBEING**

We Are Wellbeing is a workplace wellbeing provider. Focussing on the four key pillars of wellbeing, the team works with businesses to develop a comprehensive wellbeing programme. Their experts then deliver a range of services, from annual health checks through to regular seminars, training sessions and even 1:1 coaching where necessary.

Club Insure's customers can receive an exclusive discount on all We Are Wellbeing services. This demonstrates Club Insure's commitment to supporting clubs like yours and their people across the country.



ANY QUESTIONS?

If you would like to speak to one of the team regarding any of the subjects covered in this guide, please contact us on 0345 076 6435 or email riskmanagement@club-insure.co.uk

CLUB INSURE
INSURANCE SPECIALISTS

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All Risk Assessments and other templates are meant as a guide and should be adapted accordingly to make them appropriate for your business.

Appendix: Example Covid Risk Assessment

Return to contents

Date:	

Assessors Name:		Reference Number:		Review Date:	Daily (or as per government guidance updates)

Endorsed By:		Signature:		Position:		Date:	

Description of assessment	Coronavirus (COVID-19)

Location Details	

Identified Hazards	Who may be affected	Risk Level before control measures S x L = R				Existing control measures	Additional Control measures required	To be actioned by	Completion date	Final Risk level S x L = R			
		S	L	R	RR					S	L	R	RR
COVID-19 spread to employees from members of public including the spread to the public from employees Health, safety and welfare of employees, clients, and the public. Infection control measures.	Employees Public	5	5	25	VH	• Indoor activities for public are permitted when Government guidelines come in to effect, • Outdoor activities for the public are permitted using up to date Government guidelines. www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do is to be checked daily to amend the list of permitted activities. • Signage displayed at the front of premises displaying contact numbers to enter for contractors. • Access and egress to / between areas are kept managed accordingly i.e., locked. Door staff and employees to explain the social distancing requirements to venue visitors.	• Ensure laminate copy of risk assessment is displayed for all to review. • Where practicable 'busy' areas / narrow corridors should be controlled with 1-way systems, or segregation lines / markings / signage. This may include the use of fire exits providing it does not hinder an escape during an emergency and is accessible to all abilities.			5	1	5	H

EXAMPLE

Identified Hazards	Who may be affected	Risk Level before control measures S x L = R				Existing control measures	Additional Control measures required	To be actioned by	Completion date	Final Risk level S x L = R			
		S	L	R	RR					S	L	R	RR
COVID-19 spread to employees from members of public including the spread to the public from employees *Continued* Health, safety and welfare of employees, clients, and the public. Infection control measures.	Employees Public	5	5	25	VH	• No persons are permitted on site for any activity if they: ○ Have been diagnosed with COVID-19 ○ Have been advised to self-isolate ○ At higher risk due to existing medical conditions. • If any employee feels unsafe or the person(s) taking part in the activity are not adhering to social distancing guidelines, they are encouraged stop the activity and politely ask the person(s) to leave. In an emergency, employees will dial 999 and ask for the relevant service. • Venue capacity should be in accordance with Government guidlines. This includes toilets etc. • Employees to avoid touching eyes, nose or mouth to reduce transmission. • Any person feeling unwell or showing signs / symptoms of COVID-19 in the premise, business, workplace, during an activity etc. will go / be sent home and follow the Government's stay at home guidance. • Common / Shared surfaces such as door handles / taps / toilet seats / changing rooms etc. are regularly cleaned with antibacterial substances.	• Plexi type screens to be utilised at designated areas to reduce the likelihood of contamination. • Posters to be displayed around site advising of 'regular hand washing', 'social distancing' and none entry for those at 'high risk, those that should self isolate and those who display symptoms etc. • Any member of staff that has helped someone who displays **any** of the known symptoms must self-isolate for a minimum of 14-days. • Face coverings should be considered for close proximity situations. • Repeat / update risk assessments and policy to employees AT LEAST monthly until all Government restrictions are lifted. • Issue health assessment questionnaire to any employee returning to work after any time off e.g. off sick, furlough, holiday etc			5	1	5	H

EXAMPLE

Identified Hazards	Who may be affected	Risk Level before control measures S x L = R				Existing control measures	Additional Control measures required	To be actioned by	Completion date	Final Risk level S x L = R			
		S	L	R	RR					S	L	R	RR
COVID-19 spread to employees from members of public including the spread to the public from employees *Continued* Health, safety and welfare of employees, clients, and the public. Infection control measures.	Employees Public	5	5	25	VH	• Separate entrances to allow safe access / egress for employees during business hours are created where practicable. This may include the use of emergency exits providing they do not hinder an escape during an emergency and are accessible to all abilities. Provision of a sufficient amount of waste bags used for disposable hand towels, wipes etc. Disposable bags to be tied off to reduce the spread of COVID-19. • Employee working hours are staggered where practicable • **WHERE POSSIBLE** Electronic payments / invoices should be preferred payment methods. • Employees work in 'specific work areas' or 'teams' if heavy / repetitive tasks are to be completed which will be discussed and determined at the beginning of each shift. • Areas are restricted whilst any employee enters to clean / disinfect areas. • Common / Shared areas such as kitchens and toilets are restricted to minimum numbers, preferably one person at any one time. Antibacterial cleaning of handles etc. to be undertaken prior to employee leaving area. Signage is displayed advising any person using the facilities to wash their hands thoroughly before and after entry and limit the time of usage as low as practicable always observing the current social distancing guidelines.	• RPE and PPE may be used e.g. face masks, disposable gloves, protective glasses / shields etc. Re-usable RPE / PPE and NOT shared between employees. Single use RPE / PPE should be properly disposed of so that it cannot be reused. • Each activity should be risk assessed using the hierarchy of controls and against any sector-specific guidance, mindful that masks (RPE) are the last resort in the hierarchy of controls. • Where it is not possible to follow the 2m social distancing guidelines due to a task (i.e. moving heavy objects), consideration whether the task is essential should be completed and documented in a task specific risk assessment.			5	1	5	H

EXAMPLE

Identified Hazards	Who may be affected	Risk Level before control measures S x L = R				Existing control measures	Additional Control measures required	To be actioned by	Completion date	Final Risk level S x L = R			
		S	L	R	RR					S	L	R	RR
COVID-19 spread to employees from members of public including the spread to the public from employees *Continued* Health, safety and welfare of employees, clients, and the public. Infection control measures.	Employees Public	5	5	25	VH	• Common / Shared areas such as kitchens and toilets and outside spaces have clear signage showing social distancing advice. Seating/ toilets are taped off to ensure compliance with the guidelines. • Any person(s) entering the premise are advised to: ○ Do so at their own risk ○ Partake in the venues activities alone, with members of their household, or with one other person from outside their household, while practising social distancing and limiting touch. ○ To cough or sneeze into a tissue and put it in a bin. If the person(s) do not have tissues, they are advised to cough and sneeze into the crook of their elbow and wash hands as soon as possible. ○ To wash their hands thoroughly for 20 seconds regularly. Where facilities to wash hands are not available, sanitiser / antibacterial wipes, bottled water, drying facilities etc. are provided. ○ To arrive in the clothes they intend to use so they do not need to use facilities such as changing rooms, toilets etc. where practicable. ○ Where there is no other option except to use the facilities, they are to wash their hands thoroughly before and after entry and limit the time indoors observing the current social distancing guidelines at all times.	• If employees must work in 'teams', they should work side by side or facing away from each other rather than face to face where practicable. • Any fingerprint / touch technology should be temporarily removed / blocked from use to prevent transmission of COVID-19 and if not practicable the fingerprint/touch technology to be regularly sanitised. • Unnecessary displays should be removed to reduce the need for cleaning / browsing / crowding etc. and allow more space to social distance. • Review all 'additional control measures required' columns regularly.			5	1	5	H

EXAMPLE

Identified Hazards	Who may be affected	Risk Level before control measures S x L = R				Existing control measures	Additional Control measures required	To be actioned by	Completion date	Final Risk level S x L = R			
		S	L	R	RR					S	L	R	RR
COVID-19 spread to employees from members of public including the spread to the public from employees *Continued* Health, safety and welfare of employees, clients, and the public. Infection control measures.	Employees Public	5	5	25	VH	• All employees should wash / disinfect hands and face before eating, drinking, smoking etc. • Employees where practicable should bring / consume their own food and drink from home and in a safe, clean area whilst adhering the current social distancing guidelines. Any employee break areas will have seating pre-planned to ensure social distancing is continued i.e. seating will be marked, moved, removed, restricted etc • Any personal rubbish created will be removed by the person it was generated by to reduce cross contamination. Where practicable, one employee will be designated and documented to remove general waste. • Ventilation is increased where practicable to allow flow of fresh air. Refrain from use of aircon that recirculates air as this may increase risk of spread / transmission of COVID-19. • Limit employee meetings and hold outside where practicable and adhering to social distancing guidelines. • Regular announcements are issued to remind everyone on the premise to follow the Government issued social distancing advice and that the use PPE / RPE does not replace or reduce the need to follow the government guidance in relation to hygiene practices.	• Review all 'additional control measures required' columns regularly.			5	1	5	H
Identified Hazards	**Who may be affected**	**Risk Level before control measures S x L = R**				**Existing control measures**	**Additional Control measures required**	**To be actioned by**	**Completion date**	**Final Risk level S x L = R**			

EXAMPLE

		S	L	R	RR					S	L	R	RR
Employees travelling to and from place of work. Shared vehicles / public transport increasing risk of transmission.	Employees	5	3	15	H	• Where possible, all employees travel alone using their own or company vehicle. • All employees sanitise their hands before and after leaving the vehicle. • Employees avoid public transport where practicable. Where public transport is the only option for employees face coverings must be worn. Working hours and travel times are amended to reduce congestion.	• Where employees have no option but to share transport, ensure the following is considered: ○ Share with the same individuals ○ Sit in a seat near open windows to ensure good ventilation where possible.			5	1	5	M

Identified Hazards	Who may be affected	Risk Level before control measures S x L = R				Existing control measures	Additional Control measures required	To be actioned by	Completion date	Final Risk level S x L = R			
		S	L	R	RR					S	L	R	RR
Issuing First Aid Catching / Spreading	Employees Public	5	3	15	H	• Up to date first aid kit and eye wash are available in the premise. • Additional PPE / RPE issued to all first aiders. This will include disposable sterile aprons or coveralls. • Access to first aid provisions limited to trained first aid personnel and / or appointed person(s) only. • First aiders wash / disinfect hands before and after using first aid facilities or applying first aid.	• Consider potential delays of emergency services response due to the current pressure on resources • Emergency plans including contact details should be kept up to date.			5	1	5	M

Identified Hazards	Who may be affected	Risk Level before control measures S x L = R				Existing control measures	Additional Control measures required	To be actioned by	Completion date	Final Risk level S x L = R			
		S	L	R	RR					S	L	R	RR

EXAMPLE

Vulnerable groups, 'Increased Risk' There are some clinical conditions which put people at even higher risk of severe illness from COVID-19	Employees	5	4	20	VH	• Medical questionnaires are issued upon employment. • Employees known to be at an increased risk of severe illness from coronavirus (COVID-19) are particularly stringent in following social distancing measures. • Employees with an underlying health condition are "strongly advised" to work from home where practicable as per government guidance. • The company is aware there are some clinical conditions which put people at **even higher risk of severe illness from COVID-19.** These employees may have received letters from the NHS to state that they must self-isolate for 12 weeks. The company will be made aware of any such letter as further control measures may be required as described in the 'Additional Control measures required' section. • Employees are required to notify their immediate manager/supervisor and speak to their GP or care team if they have not been contacted / received a letter and believe they should have been.	• Reissue medical questionnaires to all employees and review. • If an employee's job isn't suitable for home working, or the employee has received an NHS letter, the company may consider offering temporary redeployment to a role that allows home working, or complete a documented risk assessment to identify any additional steps that are required (e.g. reallocating some duties, providing additional PPE / RPE etc)			5	1	5	M

EXAMPLE

Identified Hazards	Who may be affected	Risk Level before control measures S x L = R				Existing control measures	Additional Control measures required	To be actioned by	Completion date	Final Risk level S x L = R			
		S	L	R	RR					S	L	R	RR
Increased risk of Legionella and other waterborne pathogens after an extended period of shut down. Management of water systems to be considered as there is an increased risk of waterborne pathogens in a premise that has stood idle / unused i.e. staff changing rooms not in use leaving a build-up of stagnant water in the shower heads, hoses, cold-water tanks etc.	Employees Public	4	4	16	VH	• Employees maintain awareness of the risks from infections due to waterborne pathogens, including legionellosis, during the COVID-19 pandemic. • All routine control measures and monitoring (cleaning and testing) is continued by a competent employee / responsible person / third party during period of shut down. This includes, but is not limited to, running of cold-water taps, flushing of cold-water tanks, flushing of infrequently used water outlets, cleaning / treating any faucets / shower heads / hoses where inhalable droplets such as the aerosols occurs including equipment used for ventilation and humidification etc., temperature testing (minimum of 55°C is maintained within one minute at all outlets in hot water systems and cold water can be delivered at ≤25 °C within 2 minutes of turning on the outlet), testing for growth and biofilm formation, chlorine levels (where applicable) etc. • Temporary equipment such as mobile hand wash stations which may have not been fully drained and dried before storing are thoroughly disinfected before use as they may be contaminated with waterborne pathogens such as Legionella.	• If no control measures have been implemented for Legionella and other waterborne pathogens, a plan must be in place for recommissioning the water system **BEFORE** opening. • If the shutdown period is used for improvements, alterations to the management of water must be documented. • If the building is still partially in use, take additional measures to keep the remaining occupants safe e.g. drop stored water levels in tanks to maintain <24 hours storage if practicable, flush to simulate use (weekly flushing may not be sufficient), temporarily increase levels of potable water treatment dosing (consider consequences of this such as corrosion and make the decision on balance of benefit) etc.			5	1	5	M

EXAMPLE

Identified Hazards	Who may be affected	Risk Level before control measures S x L = R				Existing control measures	Additional Control measures required	To be actioned by	Completion date	Final Risk level S x L = R			
		S	L	R	RR					S	L	R	RR
Unsafe workplaces after extended shut down periods. Do not rush the process of ensuring your premise is safe to return to. Allow sufficient time to carry out all checks and remedial works sufficiently, prior to allowing people back into the building.	Employees Public	3	4	12	H	• A deep clean of all areas and surfaces is completed throughout the premise **BEFORE** opening and at the end of each day where practicable. Cleaning of common / shared areas is also completed at regular points throughout the day and ensure this is recorded and retained. • One-way routes, staggered work times, access and egress etc. is discussed, documented, and acknowledged **BEFORE** opening. • Any existing pest control is assessed and updated if required **BEFORE** opening. • A workplace inspection has been completed and documented **BEFORE** opening the premise to the public. This included, but is not limited to, safety checks and testing on Gas, Water supplies, Heating, Mechanical and electrical systems (this would include any machinery / equipment), Catering equipment, Fire safety systems (including fire doors, fire alarm systems and emergency lights) etc.	• Ensure any sanitiser, cleaning facilities etc. are stored in the way as described by the manufacturer. • Ensure any substances used on the premise have a site specific and up to date COSHH assessment.			5	1	5	M

EXAMPLE

Guidance Notes

SEVERITY						
	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5
		1	2	3	4	5
		LIKELIHOOD				

LIKELIHOOD	
5	Almost Certain – Very High Risk
4	Probable – High Risk
3	50/50 – Medium Risk
2	Improbable – Low Risk
1	Almost impossible – Low Risk

SEVERITY	
5	Fatality – Very High Risk
4	Severe incapacity – High Risk
3	Absent 3 weeks – Medium Risk
2	Absent less than 1 day – Low Risk
1	Insignificant – Low Risk

1–4 LOW	5–9 MEDIUM	10–15 HIGH	16–25 VERY HIGH
Continue with existing controls. However, monitor for changes. Implement any additional control measures required within the timescales given in the risk assessment.	Requires attention to reduce the rating as well as regular ongoing monitoring. Implement any additional control measures required within the timescales given in the risk assessment.	Requires immediate attention to bring the risk down to an acceptable level. Implement the control measures required within the timescales given in the risk assessment. Continue to review working practices to reduce the probability of an accident to the lowest possible level.	Stop immediately – the risk is too high. Take immediate action to reduce the risk to the lowest level possible.

EXAMPLE

Additional comments:

1. This risk assessment needs to be discussed with employees to ensure that they are fully aware of all control measures
2. Employees are to sign an acknowledgement sheet for their understanding of this risk assessment
3. The risk assessment is to be reviewed on an ongoing basis as per government guidance
4. This risk assessment must be approved by the nominated person for health and safety before being issued as a live document

Assessor 1 name:		**Signature:**		**Date:**	

Assessor 2 name:		**Signature:**		**Date:**	

EXAMPLE

I, the undersigned, have been fully briefed on this risk assessment and other control measures in place to reduce the risk of injury to the lowest possible level. I fully understand my duties as an employee to follow the control measures in this risk assessment.				
Employee name	**Job description**	**Date**	**Employee comments / recommendations**	**Signature**

EXAMPLE

Appendix: Example Outdoor Hospitality Risk Assessment

Return to contents

Outdoor Hospitality Risk Assessment

NOTE: Before completing this risk assessment please see guidance notes towards the end of the document.

Date:	

Assessors Name:		**Reference Number:**		**Review Date:**			
Endorsed By:		**Signature:**		**Position:**		**Date:**	

Description of assessment	Outdoor Hospitality – Serving Areas
Location Details	External Areas to the Premises

Identified Hazards	Who may be affected	Risk Level before control measures S x L = R				Existing control measures	Additional Control measures required	To be actioned by	Completion date	Final Risk level S x L = R			
		S	L	R	RR					S	L	R	RR
General Competence Accidents due lack of training and competence	Untrained Employees	4	4	16	VH	• Equipment only to be used by trained, authorized and competent persons unless under supervision for training • Visual pre-use checks completed by user	• Regular safety briefings carried out • The Risk Assessment contents to be communicated to all affected employees and signatures of understanding gained.			4	1	4	L

EXAMPLE

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Every effort has been made to ensure that the information given is accurate and not misleading. However, we cannot accept responsibility for any loss or liability perceived to have arisen from the use of any such information. Only Acts of Parliament and Statutory Instruments have the force of law and only the courts can authoritatively interpret the law.

Outdoor Hospitality Risk Assessment

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Identified Hazards	Who may be affected	Risk Level before control measures S x L = R				Existing control measures	Additional Control measures required	To be actioned by	Completion date	Final Risk level S x L = R			
		S	L	R	RR					S	L	R	RR
Poor ground conditions, slips, trips and falls	Employees Customers	4	5	20	VH	• Area checked thoroughly by management prior to opening • Good cable management • Premises will not open in icy, wet or otherwise poor weather conditions, staff have been briefed on appropriate weather conditions • Accident reporting procedure in place • Trained first aiders and first aid boxes • Spillages are cleaned up immediately • Any areas of damaged flooring, loose carpets or broken tiles etc. will be isolated until repaired • Staff wear suitable footwear	• Regular safety briefings carried out • The Risk Assessment contents to be communicated to all affected employees and signatures of understanding gained.			4	1	4	L

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		S	L	R	RR					S	L	R	RR
Slips, Trips & Falls	Employees / Visitors / Customers	3	4	12	H	• All walkways are to be kept clear of any obstructions • Member of staff to carry out regular `walk rounds` of the area to ensure customers bags and other items are clear of the walkways. • Any damaged areas to be replaced / repaired to minimise risk of a trip. • Any steps are to be highlighted by the use of yellow and black tape or adequate signage to warn of their presence.	Contents of this risk assessment to be communicated to all affected employees and signatures of understanding gained Regular Safety Briefings to take place			3	1	3	L

Identified Hazards	Who may be affected	Risk Level before control measures S x L = R				Existing control measures	Additional Control measures required	To be actioned by	Completion date	Final Risk level S x L = R			
		S	L	R	RR					S	L	R	RR
Slips Trips Falls **Same level** Accidents due to Uneven surfaces, discarded waste, materials and equipment	Employees Visitors	3	3	9	M	• Footwear appropriate to the task and environment is to be worn at all times • Walkways and work areas are kept clean and free from discarded waste equipment and other obstacles • External work areas are kept free of mud, leaves, ice, snow etc.	• Regular safety briefings carried out • Time allowed in work schedule for site tidying • Regular inspections completed by shift supervisor • Cable protectors to be placed over temporary trailing cables			3	1	3	L

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						• Salt supplies are readily available for application to icy paths and roadway • Trailing cords and cables are routinely managed • Good cable management in place, with no trailing cables across potential walkways • Anchoring points to be made visible or to be coned off at all times when in use	where they cross aisles and walkways.					

Identified Hazards	Who may be affected	Risk Level before control measures S x L = R				Existing control measures	Additional Control measures recommended	To be actioned by	Completion date	Final Risk level S x L = R			
		S	L	R	RR					S	L	R	RR
Tipping of shelters, umbrellas or equipment (ie portable heaters)	Children Adults Members of the General Public	4	3	12	H	• Equipment fully anchored as per manufacturing instructions at all times when in use – regular Safety checks carried out during operation • Equipment taken out of use if anchor points are damaged • Bad weather procedure in place to remove equipment where deemed necessary ie high winds				4	1	4	L

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		S	L	R	RR					S	L	R	RR
Loss of Anchoring	Children Adults Members of the General Public	4	3	12	H	• Carry out regular Anchoring checks throughout use • Never attempt to remove any anchors while equipment is in use • Should anchoring failure occur, stop using equipment and create another secure anchor point before placing back into use. • Do not use the equipment in high winds				4	1	4	L

Identified Hazards	Who may be affected	Risk Level before control measures S x L = R				Existing control measures	Additional Control measures required	To be actioned by	Completion date	Final Risk level S x L = R			
		S	L	R	RR					S	L	R	RR
Poor Storage Blocking of Escape Routes	Employees Visitors	4	3	12	H	• The storage of goods on floors to be kept to specific areas with adequate walkways in between. • Fire doors and escape routes to be kept free of obstacles. • All walkways, stairs etc. to be kept free of obstacles.	• Regular safety briefings carried out • Regular area inspections completed by supervisor			4	2	8	M

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Outdoor Hospitality Risk Assessment

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Identified Hazards	Who may be affected	Risk Level before control measures S x L = R				Existing control measures	Additional Control measures recommended	To be actioned by	Completion date	Final Risk level S x L = R			
		S	L	R	RR					S	L	R	RR
Waiting on tables	Employees Visitors	3	4	12	H	• Care to be taken when carrying food or hot drinks in the area • Spillages are cleaned up immediately				3	1	3	L

Identified Hazards	Who may be affected	Risk Level before control measures S x L = R				Existing control measures	Additional Control measures recommended	To be actioned by	Completion date	Final Risk level S x L = R			
		S	L	R	RR					S	L	R	RR
Handling Broken Glass & Crockery	Employees .	4	3	12	H	• Only carry what can be transported safely. • Do not overload yourself or balance items precariously. • Do not rush. • Staff training and awareness • First aid kits and trained first aiders provided	Consider using plastic glasses			3	1	3	L

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Identified Hazards	Who may be affected	Risk Level before control measures S x L = R				Existing control measures	Additional Control measures recommended	To be actioned by	Completion date	Final Risk level S x L = R			
		S	L	R	RR					S	L	R	RR
Excessive Noise	Members of the Public .	4	3	12	H	• Any occupants to buildings which are in the vicinity to be made aware of the possibility of noise. This may be by letter drop.	• Consider signage being displayed around to ask customers to be respectful of the local area with regards to noise.			3	1	3	L

Identified Hazards	Who may be affected	Risk Level before control measures S x L = R				Existing control measures	Additional Control measures recommended	To be actioned by	Completion date	Final Risk level S x L = R			
		S	L	R	RR					S	L	R	RR
Collision with pedestrians / vehicles	Member of the public .	4	3	12	H	• Tables adequately spaced and hospitality area 'cordoned' off • Staff to monitor to ensure customers stay in the permitted area and do not encroach into public space • Customers belongings i.e. handbags etc kept close to them to reduce tripping hazards for third parties.	Consider using a barrier (ie retractable barrier belt) to physically identify the area that customers are allowed to use.			3	1	3	L

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		S	L	R	RR					S	L	R	RR
Electricity Provision of power	All	5	5	25	VH	• All equipment to be connected by a qualified electrician. • Power supply linked to the club, but if for whatever reason this is unavailable a generator shall be used • Generators will be earth bonded and serviced by authorised personnel. • All generators to be sited in a suitable area and to be isolated from the public. • All electrical equipment will be waterproof and have RCD or similar protection for the end user. • Cable ramps will be used where cables cross public/traffic areas. • Suitable firefighting equipment to be available • Fixed wiring inspection in place • Trailing cords and cables are routinely managed	• Regular safety briefings carried out • The Risk Assessment contents to be communicated to all affected employees and signatures of understanding gained.			5	1	5	M

Identified Hazards	Who may be affected	Risk Level before control measures S x L = R	Existing control measures	Additional Control measures recommended	To be actioned by	Completion date	Final Risk level S x L = R

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		S	L	R	RR					S	L	R	RR
Fire	Employees Visitors Children	5	5	25	VH	• Fire evacuation procedure in place and all employees aware • Fire extinguishers throughout the building • Fire exits to facilitate quick escape in the event of a fire • Electrical testing of fixed wire systems and PAT testing of equipment • Combustibles kept to a minimum and rubbish bins regularly emptied • No smoking allowed in or near to the building or heating appliances and designated smoking area highlighted and enforced. • Electrical items (such as portable heaters) switched off at night • All electric points are PAT annually with any defects repaired or replaced before next use				5	2	10	H

EXAMPLE

Guidance Notes

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Outdoor Hospitality Risk Assessment

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SEVERITY						
	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5
		1	2	3	4	5
		LIKELIHOOD				

LIKELIHOOD	
5	Almost Certain – Very High Risk
4	Probable – High Risk
3	50/50 – Medium Risk
2	Improbable – Low Risk
1	Almost impossible – Low Risk

SEVERITY	
5	Fatality – Very High Risk
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3	Absent 3 weeks – Medium Risk
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1	Insignificant – Low Risk

1–4 LOW	5–9 MEDIUM	10–15 HIGH	16–25 VERY HIGH
Continue with existing control, however monitor for changes. Implement any additional control measures required, within the timescales given in the risk assessment.	Requires attention to reduce the rating as well as regular ongoing monitoring. Implement any additional control measures required, within the timescales given in the risk assessment.	Requires immediate attention to bring the risk down to an acceptable level. Implement the control measures required, within the timescales given in the risk assessment and continue to review working practices to reduce the probability of an accident to the lowest possible level.	Stop immediately – the risk is too high. Take immediate action to reduce the risk to the lowest level possible.

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Outdoor Hospitality Risk Assessment

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Additional comments:

1. This risk assessment needs to be discussed with employees before they operate the plant/equipment to ensure compliance with all control measures through their understanding
2. Employees are to sign an acknowledgement sheet for their understanding of this risk assessment
3. The risk assessment is to be reviewed on an annual basis, or sooner if changes are made to the plant/equipment or working practices, or after an accident/near miss
4. This risk assessment must be approved by the nominated person for health and safety before being issued as a live document

Assessor 1 name:		**Signature:**		**Date:**	

Assessor 2 name:		**Signature:**		**Date:**	

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Outdoor Hospitality Risk Assessment

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I, the undersigned, have been fully briefed on this risk assessment and other control measures in place to reduce the risk of injury to the lowest possible level. I fully understand my duties as an employee, to follow the control measures in this risk assessment and the method statement.				
Employee name	**Job description**	**Date**	**Employee comments/recommendations**	**Signature**

EXAMPLE

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