



## **PIPE AND GLASS COVID-SAFE RISK ASSESSMENT**

PIPE AND GLASS, WEST END, SOUTH DALTON, EAST YORKSHIRE, HU17 7PN

UPDATED – 23<sup>rd</sup> SEPTEMBER 2020. VERSION 3.

### **UNDERSTANDING OUR OBLIGATIONS**

The safety and wellbeing of both our team and our guests is of paramount importance to us. We are committed to ensuring that the Pipe and Glass is a COVID-safe environment for our staff and customers.

Through careful planning and consultation of government guidance we have implemented new COVID-safe measures and practises throughout the Pipe and Glass, details of which can be found below. These practises will be subject to continual review and, where necessary, amended in line with the ever-changing nature of the circumstances.

This document is undertaken in collaboration with our pre-existing risk assessments and is an extension of our already stringent hygiene and safety practises. Although not exhaustive, we hope that this document will encourage our guests to feel confident in visiting the Pipe and Glass and we look forward to welcoming you back for a comfortable, safe and enjoyable visit.

Any further clarification or queries can be directed to [email@pipeandglass.co.uk](mailto:email@pipeandglass.co.uk)

### **THE HAZARD**

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

People can appear healthy but can transmit the virus to others, therefore precautions must be taken on the assumption that everyone has the virus.

## THE RISK

The transmission of COVID-19 is thought to occur mainly through respiratory droplets generated by coughing and sneezing, and through contact with contaminated surfaces.

## OUR CONTROL MEASURES

The below document outlines the control measures taken by the Pipe and Glass to minimise the risk to staff and customers in relation to our business activity and premises during COVID-19.

ACTIVITY OR LOCATION	CONTROL MEASURES
<b>Employee Wellbeing and Safety</b>	<ul style="list-style-type: none"><li>• All staff to receive full the risk assessment prior to their return to work. Followed by comprehensive training on the Pipe and Glass COVID-safe procedures, ensuring staff understand the transmission routes and how our amended practises will prevent these. This training is supported by signage placed around prominent locations within the building.</li><li>• Employees have the opportunity to discuss any concerns in relation to safe working practises with their manager at any time.</li><li>• All staff to declare wellness to work and have their temperature tested and recorded at the beginning of every shift.</li><li>• Operate with a reduced team throughout the business to allow for social distancing. Side by side or back to back working is promoted in the short periods that complete social distancing cannot be observed.</li><li>• Staff to wear clean uniform to each shift and excellent personal hygiene reiterated. Particularly, the need for regular, thorough hand washing and the avoidance of touching eyes, nose or mouth.</li><li>• Additional hand wash sinks and sanitiser dispensers have been installed to support the increased frequency of hand washing.</li><li>• Staff will be provided with face coverings to wear during their shift.</li></ul>
<b>Movement Around The Premises</b>	<ul style="list-style-type: none"><li>• Social distancing guidelines should be observed on the premises at all times.</li><li>• Customers will be required to wear face coverings, except when seated at their table.</li><li>• Customers will be asked to remain at their table throughout their meal (except to use the toilet) in order to reduce movement around the premises.</li><li>• Amended pathways through the building, including food service routes, entrances, exits and access pathways to the toilets have been introduced.</li><li>• As always, children will be welcome at the Pipe and Glass. It will be reiterated to the adults within the party that they are responsible for the children adhering to social distancing.</li><li>• Where possible, doors will be fastened open to reduce touch points and allow natural ventilation.</li><li>• No crossing on the staircase between the ground floor and the private dining suite.</li></ul>

<p><b>Customer Communication</b></p>	<ul style="list-style-type: none"> <li>• Customers have access to the Pipe and Glass rules and guidelines prior to their visit through our website and on request via email.</li> <li>• On arrival signage will be displayed at the entrance to the building, guests will be greeted by a member of our team who will reiterate the rules and provide them with a disposable information leaflet for their table.</li> </ul>
<p><b>Food Service</b> Including the restaurant, bar and outdoor dining areas</p>	<ul style="list-style-type: none"> <li>• Guests will be permitted to enter the premises only if they do not have any symptoms of COVID-19.</li> <li>• Guests will be required to sanitise their hands using the dispensers provided, prior to entering the building.</li> <li>• Tables will be available for a maximum of 6 guests, both inside and outside, including the private dining room.</li> <li>• The bar and lounge will not be available for pre or post dining drinks</li> <li>• Arrival times to be staggered to reduce congestion around the entrance of the building with guests asked to arrive promptly and will be shown straight to their table. Early arrivals will be asked to remain in their vehicles until their table time as there will be no facility to wait.</li> <li>• Dining guests to be asked to bring minimal personal items with them into the building including coats and bags as this will have to be kept on their person, no storage will be offered.</li> <li>• Customers will be served by one, or a reduced number of team members, for the duration of their visit</li> <li>• Guests will be asked to pour their own wine and water once it has been placed on the table.</li> <li>• Our menus and wine lists will be laminated and sanitised after every use. These will also be available online for customers to view beforehand, or on their own device during their visit.</li> <li>• Tables will be re-laid once the guests are seated and will feature no additional decoration.</li> <li>• Table service only will be available. Customers will be asked not to approach the bar; no service will be available from here.</li> <li>• When tables are vacated all table items and surfaces, including seating will be sanitised.</li> <li>• Thorough, scheduled and recorded cleaning of all identified high frequency touch points throughout the building. These high frequency points are constantly reviewed and addressed.</li> <li>• Ambient music will be kept to a background level.</li> <li>• Payments will be requested by card whenever possible, either contactless or through the terminal which will be sanitised after each use.</li> <li>• All customers will be required to have vacated the building by 10pm.</li> </ul>
<p><b>Customer Toilet Facilities</b></p>	<ul style="list-style-type: none"> <li>• Sanitiser dispensers have been installed throughout the premises for guest and employee use.</li> <li>• Signage displayed to encourage good hygiene practises after using the toilet facilities.</li> <li>• Contactless sensor taps installed in all toilet sinks and single use hand towels available for hand drying.</li> <li>• Importance of social distancing in toilet areas reiterated through signage.</li> <li>• Thorough, scheduled and recorded cleaning of toilets, including more frequent rubbish removal.</li> </ul>

<p><b>Residential Accommodation</b> Including The Garden Rooms and The Old Lambing Yard</p>	<ul style="list-style-type: none"> <li>• Guests will not be permitted to enter the premises if they display any symptoms of COVID-19.</li> <li>• Unless absolutely essential, staff will not enter the room whilst the guests are also in it.</li> <li>• Removal of room furnishings that cannot be suitably cleaned between guests, including decorative cushions, books and magazines.</li> <li>• A turn down service will not be offered at this time.</li> <li>• All rooms will be cleaned to our usual high hygiene standards with additional sanitising of hand contact points such as door handles, light switches and remote controls.</li> <li>• Pipe and Glass hand sanitisers will be provided in each room for guest use.</li> <li>• Disposable face coverings and gloves available to housekeeping staff.</li> <li>• Rooms to be well ventilated naturally during cleaning.</li> <li>• Room guides will be removed from the rooms, and will be provided to guests electronically.</li> </ul>
<p><b>Recording Procedure</b> In accordance with the government test and trace initiative</p>	<ul style="list-style-type: none"> <li>• All guests and staff will be reminded through prominent signage that if they have symptoms of COVID-19 they are not to enter the premises and to seek medical advice.</li> <li>• If a customer or member of staff has a confirmed case of COVID-19, this will be reported following the procedures outlined by Public Health England.</li> <li>• Tables will be available on pre-booked basis only in the restaurant, bar and outdoor dining. Contact details for the lead guest in each booking will be taken and kept for a minimum of 21 days, stored in-line with Data Protection Regulations. Should a case be reported the lead guest will be contacted as a matter of urgency and they will be made aware that it their responsibility to inform the other guests within their party.</li> <li>• Posters are displayed at entrance points with the QR code to be scanned for the NHS COVID-19 tracing app</li> </ul>
<p><b>Emergency Evacuation</b></p>	<ul style="list-style-type: none"> <li>• In the case of an emergency, evacuation procedures should be followed. However, social distancing should be maintained where it is safe to do so.</li> </ul>
<p><b>First Aid</b></p>	<ul style="list-style-type: none"> <li>• All first aiders provided with disposable face guards and gloves to reduce risk of contamination.</li> </ul>
<p><b>Back of House</b> Including Kitchen, Offices and Stores.</p>	<ul style="list-style-type: none"> <li>• Ensure thorough, frequent and recorded cleaning and sanitising of all working areas.</li> <li>• Workplace bubbles formed to reduce contact between teams working in different areas of the building and business.</li> <li>• Staff to make their own drinks only during the working day, using their own mug or water bottle.</li> <li>• Staggered start, finish and break times implemented.</li> <li>• Staff instructed not to share equipment, including stationary, kitchen utensils and IT equipment, to prevent accidental cross contamination.</li> </ul>

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|  | <ul style="list-style-type: none"><li>• Staff to ensure that their personal workstations including IT equipment and telephones are sanitised at regular intervals throughout the day.</li><li>• Suppliers requested to remain outside of the building when delivering goods. All goods to be sanitised prior to storage.</li><li>• Minimise waiting time at handover points such as drinks collection or hotplate.</li><li>• Disposable face coverings and gloves are available to all staff.</li></ul> |
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