

Coronavirus Risk Assessment

The government guidance document “Keeping workers and customers safe during COVID-19 in restaurants, pubs, bars and takeaway services” was used as the basis of this risk assessment and subsequent procedures / documents.

Overall Hazard – Infection and/or Spread of Coronavirus

Who is at risk?	Controls required	Action/ Specific Control	Relevant Documentation / Training etc	Responsible Person
<u>SANITISATION AND HANDWASHING</u>				
All staff, contractors, deliveries, and customers.	Hand washing facilities with soap and water.	<p>Employees to be reminded on a regular basis to wash their hands for 20 seconds with warm water and soap and the importance of proper drying with disposable towels or Blue Roll.</p> <p>This must be done at least once every 30 minutes.</p> <p>In line with NHS hand washing guidance.</p>	<p>To be recorded on the “Hourly Checklist and Cleaning” Form.</p> <p>FLOW training to be completed:</p> <ul style="list-style-type: none"> - Coronavirus: Staying Safe. - Coronavirus: Personal Protection. - COVID-19 Training: Front of House. 	<p>Site management to enforce and ensure that staff have been trained and completed on FLOW.</p> <p>Ops team to undertake regular checks when on site</p> <p>Audits by Food and H&S Officer.</p>
	Good personal hygiene practices.	<p>Teams to be reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, kill it advice and to avoid touching face, eyes, nose, or mouth with unclean hands.</p>	<p>FLOW training to be completed:</p> <ul style="list-style-type: none"> - Coronavirus: Staying Safe. 	<p>Site management to enforce and ensure that staff have been trained</p>

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		Tissues will be made available throughout the workplace.	- Coronavirus: Personal Protection.	and completed on FLOW. Ops team to undertake regular checks when on site.
	Drying of hands with disposable paper towels or Blue Roll.	Adequate drying essential in good handwashing routine as per NHS guidelines and blue roll and paper towels made available throughout the public areas of the site with other towels removed.	FLOW training to be completed: - Coronavirus: Staying Safe. - Coronavirus: Personal Protection.	Site management to enforce and ensure that staff have been trained and completed on FLOW. Ops team to undertake regular checks when on site.
	Gel Sanitisation to be made available to customers and staff.	Gel sanitiser station to be placed at the entrance to restaurant/bar and at every touchpoint throughout the premises. Staff to check levels of sanitiser hourly and refill when necessary.	To be recorded on the "Hourly Checklist and Cleaning" Form. FLOW training to be completed: - COVID-19 Training: Front of House.	Site management to enforce and ensure that staff have been trained and completed on FLOW. Ops team to undertake regular checks when on site. Audits by Food and H&S Officer.
	Safety when clearing used tables.	Procedure and training written to ensure that safety is maintained when clearing tables with items that have been touched and used by customers.	As per "How to Clear Tables" procedure.	Site management to enforce and ensure that staff have been trained

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			<p>FLOW training to be completed:</p> <ul style="list-style-type: none"> - COVID-19 Training: Front of House. 	<p>and completed on FLOW.</p> <p>Ops team to undertake regular checks when on site.</p> <p>Audits by Food and H&S Officer.</p>
	<u>FRONT OF HOUSE - CLEANING</u>			
<p>All staff, contractors, deliveries, and customers.</p>	<p>Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use.</p>	<p>All tables and chairs to be wiped down with Anti-Bacterial spray and cloth after each sitting.</p> <p>Door handles, light switches, handrails and high frequency touchpoints to be cleaned every hour with sanitiser.</p>	<p>Tables and chairs cleaned as per "How to Clear Tables" procedure.</p> <p>Touchpoints etc to be recorded on the "Hourly Checklist and Cleaning" Form.</p> <p>FLOW training to be completed:</p> <ul style="list-style-type: none"> - COVID-19 Training: Front of House. 	<p>Site management to enforce and ensure that staff have been trained and completed on FLOW.</p> <p>Ops team to undertake regular checks when on site.</p> <p>Audits by Food and H&S Officer.</p>
	<p>Ensure all areas are fully cleaned and disinfected.</p>	<p>Hourly, end of day and COVID symptom cleaning schedules and checklists written.</p> <p>Allow additional time for team to clean down</p>	<p>Cleaning as per "Hourly Checklist and Cleaning", "FOH Daily Cleaning Checklist" and "COVID-19 Case Deep Clean Checklist" procedures as appropriate.</p>	<p>Site management to enforce and ensure that staff have been trained and completed on FLOW.</p>

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			<p>FLOW training to be completed:</p> <ul style="list-style-type: none"> - COVID-19 Training: Front of House. - Coronavirus: Cleaning and Hygiene. - Coronavirus: Staying Safe. 	<p>Ops team to undertake regular checks when on site.</p> <p>Audits by Food and H&S Officer.</p>
	Cash Handling.	No cash to be taken on site - App or Card payments to be taken only.	Coronavirus Playbook.	Site management to enforce and ensure that staff have been trained.
	End of day full clean down.	<p>Follow the end of day clean down to include spraying of fabrics, wiping of surfaces etc.</p> <p>Sanitiser used throughout.</p>	<p>Cleaning as per "FOH Daily Cleaning Checklist" procedure.</p> <p>FLOW training to be completed:</p> <ul style="list-style-type: none"> - COVID-19 Training: Front of House. - Coronavirus: Cleaning and Hygiene. - Coronavirus: Staying Safe. 	<p>Site management to enforce and ensure that staff have been trained and completed on FLOW.</p> <p>Ops team to undertake regular checks when on site.</p> <p>Audits by Food and H&S Officer.</p>
	<u>ACCOMODATION - CLEANING</u>			
Housekeeping staff, contractors, and customers/guests.	Rooms to be fully cleaned and disinfected.	Allow additional 30minutes per room for cleaning so housekeeping is not rushed.	As per "COVID-19 Housekeeping Procedure".	Site management to enforce and ensure that staff have been trained and completed on FLOW.

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		Revised Housekeeping procedure written including further sanitising methods, how to remove items touched by guests and PPE required. Sanitiser to be provided for the Housekeepers.	FLOW training to be completed: - Coronavirus: Cleaning and Hygiene. - Coronavirus: Staying Safe.	Ops team to undertake regular checks when on site. Audits by Food and H&S Officer.
	Limit surfaces which cannot be easily disinfected.	Remove all soft furnishings which will not be laundered after each use such as cushions, throws etc.	As per "Pre-Opening Checklist".	Site management to action and ensure that items are removed as part of pre-opening checks and actions. Ops team to make checks before opening.
	Minimise entry to bedrooms and possibilities for cross contamination.	No room service will be available. No room make-up service for guests staying longer than one night unless requested.	As per "COVID-19 Housekeeping Procedure" and Coronavirus Playbook.	Site management to enforce and ensure that staff have been trained on this.
	Communicate rules and best practice to customers.	Customers to be advised of requirements of the site upon booking.	Revised booking terms and conditions updated and provided for agreement prior to confirmation of bookings.	Marketing and booking teams at head office to ensure this is up and running prior to opening and accepting bookings.
	Communication to Housekeepers	Site management to walk all housekeepers through new checklist/cleaning schedule and their new PPE requirements prior to starting.	As per "COVID-19 Housekeeping Procedure".	Site management to enforce and ensure that staff have been trained and completed on FLOW.

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			<p>FLOW training to be completed:</p> <ul style="list-style-type: none"> - Coronavirus: Cleaning and Hygiene. - Coronavirus: Staying Safe. 	<p>Ops team to undertake regular checks when on site.</p> <p>Audits by Food and H&S Officer.</p>
	<p>Overnight guests coming down with symptoms.</p>	<p>Procedure for how to deal with suspected case which includes 3 day "quarantine" of the room and subsequent cleaning.</p>	<p>As per "Guest Suspected Case of COVID-19" procedure.</p> <p>FLOW training to be completed:</p> <ul style="list-style-type: none"> - Coronavirus: Cleaning and Hygiene. - Coronavirus: Staying Safe. 	<p>Site management to enforce and ensure that staff have been trained and completed on FLOW.</p> <p>Ops team to undertake regular checks when on site.</p> <p>Audits by Food and H&S Officer.</p>
	<u>SOCIAL DISTANCING – FRONT OF HOUSE</u>			
<p>All staff, contractors, deliveries, and customers.</p>	<p>Reduce the number of people in any service area to comply with the gap recommended by the Public Health Agency.</p>	<p>Tables and chairs to be laid out a suitable distance from each other with screens installed between any settings which break the current Public Health Agency social distancing rule.</p> <p>Signage reminding customers to keep apart will be displayed throughout the site and Cirrus teams should remind customers to stick to these rules.</p> <p>A one-way system for customers will be operational throughout the estate where possible. On entry, customers should be shown</p>	<p>As per Coronavirus Playbook and "Pre-Opening Checklist".</p> <p>FLOW training to be completed:</p> <ul style="list-style-type: none"> - Coronavirus: Cleaning and Hygiene. - Coronavirus: Staying Safe. 	<p>Site management to enforce and ensure that staff have been trained and completed on FLOW.</p> <p>Ops team to undertake regular checks when on site.</p>

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		<p>to their seat, informed of the one-way rule and location and use of their areas designated loo's.</p> <p>Staff do not have to follow the one-way system but should be mindful of crossover with customers.</p>	<ul style="list-style-type: none"> - Coronavirus: Service After Lockdown - Coronavirus: Customer Service. - Coronavirus: Personal Protection. 	<p>Audits by Food and H&S Officer.</p>
	<p>Review Booking times and patterns to ensure table placements and number of people are controlled.</p>	<p>Booking slots with limited time on tables put in place.</p> <p>Walk in customers will be limited to ensure there are sufficient team members to cover all required cleaning and safe serving requirements.</p>	<p>As per Coronavirus Playbook.</p> <p>Revised booking terms and conditions updated and provided for agreement prior to confirmation of bookings.</p> <p>FLOW training to be completed:</p> <ul style="list-style-type: none"> - Coronavirus: Staying Safe. - Coronavirus: Service After Lockdown - Coronavirus: Customer Service. 	<p>Marketing and booking teams at head office to ensure this is up and running prior to opening and accepting bookings.</p> <p>Site management to enforce and ensure that staff have been trained and completed on FLOW.</p> <p>Ops team to undertake regular checks when on site.</p> <p>Audits by Food and H&S Officer.</p>
	<p>Communicate rules and best practice to customers and staff</p>	<p>Staff to be reminded daily of the importance of social distancing both in the workplace and outside of it.</p>	<p>As per Coronavirus Playbook and "Site COVID-19 Agreement Plan".</p>	<p>Marketing and booking teams at head office to ensure this is up and running prior to</p>

		<p>Customers to be advised of requirements of the site upon booking.</p> <p>Designate areas of service and always ensure communication between the team to minimise crossover.</p> <p>Management on site to agree with staff a plan to minimise staff crossover and write plan down before opening.</p>	<p>Revised booking terms and conditions updated and provided for agreement prior to confirmation of bookings.</p> <p>FLOW training to be completed:</p> <ul style="list-style-type: none"> - Coronavirus: Staying Safe. - Coronavirus: Service After Lockdown - Coronavirus: Customer Service. 	<p>opening and accepting bookings.</p> <p>Site management to enforce and ensure that staff have been trained and completed on FLOW.</p> <p>Ops team to undertake regular checks when on site.</p> <p>Audits by Food and H&S Officer.</p>
	Revised smoking policy.	<p>Stop customers from wandering from tables or going outside from inside area to smoke by having each Site Manager designate smoking tables outside and incorporate ash trays within their table clean down procedure.</p>	<p>As per Coronavirus Playbook and "Pre-Opening Checklist".</p>	<p>Site management to enforce and ensure that staff have been trained on this.</p>
	Customers queuing for takeaways.	<p>Takeaway collection times to be staggered as much as possible to prevent crowding.</p> <p>Designated areas in car parks / outdoor areas to be created for takeaway customers to wait. If weather does not permit, then customers may wait in their vehicles.</p> <p>When takeaway demand is busy and there are people waiting to collect their food the designated takeaway collection point must be monitored by site management to ensure that there are no crowds forming.</p>	<p>N/A</p>	<p>Site management to enforce and ensure that business levels are monitored.</p> <p>Ops team to undertake regular checks when on site and organise for delivery of bollards or signage as required if the need arises.</p>

		If it is apparent that further organisation is required such as bollards and/or signage then site must inform Ops manager to arrange.		
	<u>PPE</u>			
All staff.	Assessment of whether gloves are required.	<p>Gloves only required for certain cleaning activities which will be stated in the cleaning procedures.</p> <p>Staff must be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely.</p> <p>Where front of house staff is allergic to Latex, they can wear the back of house Vinyl gloves.</p> <p>Managers to ensure an adequate supply is always kept on site.</p> <p>Staff to be reminded that wearing of gloves is not a substitute for good hand washing.</p>	<p>Cleaning with gloves as per “How to Clear Tables”, “Housekeeping Cleaning Checklist” and “COVID-19 Case Deep Clean Checklist” procedures as appropriate.</p> <p>As per Coronavirus Playbook.</p> <p>FLOW training to be completed:</p> <ul style="list-style-type: none"> - COVID-19 Training: Front of House. - Coronavirus: Cleaning and Hygiene. - Coronavirus: Staying Safe. - Coronavirus: Personal Protection. 	<p>Site management to enforce and ensure that staff have been trained and completed on FLOW.</p> <p>Ops team to undertake regular checks when on site.</p> <p>Audits by Food and H&S Officer.</p>
	Assessment of whether masks are required.	Assessment made with regards to current government guidelines – not required by all staff.	As per Coronavirus Playbook, “Housekeeping Cleaning	Site management to enforce and ensure that staff have been trained



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		<p>Exceptions (as per policies) include:</p> <ul style="list-style-type: none"> - Masks can be provided if the site teams assess the risk and feel that they are close enough to guests to need masks. - Kitchen staff when there is not the opportunity to social distance such as a small kitchen. - Housekeeping. - If handling suspected or confirmed case items or waste. 	<p>Checklist” and “Suspected or Confirmed Case of COVID-19” procedures.</p> <p>FLOW training to be completed:</p> <ul style="list-style-type: none"> - Coronavirus: Staying Safe. - Coronavirus: Personal Protection. - COVID-19 Training: Front of House. - COVID-19 Training: Back of House. 	<p>and completed on FLOW.</p> <p>Ops team to undertake regular checks when on site.</p> <p>Audits by Food and H&S Officer.</p>
	PPE should be disposed of in a safe way.	Once removed, all items to be placed immediately in a general waste bin.	<p>FLOW training to be completed:</p> <ul style="list-style-type: none"> - Coronavirus: Staying Safe. - Coronavirus: Personal Protection. 	<p>Site management to enforce and ensure that staff have been trained and completed on FLOW.</p> <p>Ops team to undertake regular checks when on site.</p>
	<u>WASTE</u>			
All staff and waste collection contractors.	No segregation of waste is required for PPE unless a confirmed or suspected case occurs on site.	<p>Where a confirmed or suspected case occurs, all waste should be placed into a designated, covered waste disposal unit and left for at least 72 hours before putting out for collection.</p> <p>Waste collectors to be notified.</p>	As per Coronavirus Playbook and “Pre-Opening Checklist”.	Site management to enforce and ensure that staff have been trained.

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				<p>Ops team to undertake regular checks when on site.</p> <p>Site management to ensure contact with waste collection service.</p>
	<u>DELIVERIES</u>			
All staff and external delivery staff.	Suppliers should be informed of revised delivery procedures.	<p>Managers to designate and communicate safe drop-off points for suppliers.</p> <p>No signatures can be provided, delivery drivers can take photos to prove delivery.</p> <p>Designate delivery times and communicate to staff to limit cross over.</p> <p>Decant products from packages as per delivery procedure.</p>	As per Coronavirus Playbook, "Pre-Opening Checklist" and "How to Unpack Deliveries" procedures.	<p>Site management to enforce and ensure that staff have been trained.</p> <p>Ops team to undertake regular checks when on site.</p> <p>Head of Food and Site Management to ensure that delivery companies/staff are aware.</p>
	<u>KITCHEN</u>			
All staff, contractors, deliveries, and customers.	Minimise contact with customer facing staff from front of house.	Each site to create a safe system of works between front and back of house and agree before site opens.	As per Coronavirus Playbook and "Site COVID-19 Agreement Plan".	<p>Site management to enforce and ensure that staff have been trained.</p> <p>Ops team to undertake regular checks when on site.</p>

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	Safe handling of dirty dishes from customers.	Dirty dishes to be put into warm soapy water within a container and dealt with safely once time to wash up.	<p>As per “How to Clear Tables” and “Dirty Dishes” procedures.</p> <p>FLOW training to be completed:</p> <ul style="list-style-type: none"> - Coronavirus: Staying Safe. - Coronavirus: Personal Protection. - COVID-19 Training: Front of House. - COVID-19 Training: Back of House. 	<p>Site management to enforce and ensure that staff have been trained and completed on FLOW.</p> <p>Ops team to undertake regular checks when on site.</p> <p>Audits by Food and H&S Officer.</p>
	PPE	<p>Masks will be available but are not required as standard unless the kitchen does not allow for adequate social distancing.</p> <p>In practice this may mean where there are several staff members in the kitchen to allow adequate service or where a kitchen may be too small to allow social distancing.</p>	<p>As per Coronavirus Playbook.</p> <p>FLOW training to be completed:</p> <ul style="list-style-type: none"> - Coronavirus: Staying Safe. - Coronavirus: Personal Protection. - COVID-19 Training: Back of House. 	<p>Site management to enforce and ensure that staff have been trained and completed on FLOW.</p> <p>Ops team to undertake regular checks when on site.</p> <p>Audits by Food and H&S Officer.</p>
	Update HACCP	HACCP revised and updated documents produced as required to cover additional cleaning, safety procedures as well as takeaways.	New HACCP documents:	Site management to enforce and ensure that staff have been trained

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			<ul style="list-style-type: none"> - Daily Closedown Cleaning and Checklist - Dirty Dishes - Takeaway Bolt-on Pack - Posters - How to unpack deliveries <p>FLOW training to be completed:</p> <ul style="list-style-type: none"> - Coronavirus: Staying Safe. - Coronavirus: Personal Protection. - COVID-19 Training: Back of House. - Coronavirus: Service after Lockdown. - Coronavirus: Cleaning and Hygiene. 	<p>and completed on FLOW.</p> <p>Ops team to undertake regular checks when on site.</p> <p>Audits by Food and H&S Officer.</p>
	<p>Ensure the kitchen is a clean environment.</p>	<p>Revised and additional HACCP items (see above).</p> <p>Allow 1 hour to do a full clean down at the end of the evening.</p>	<p>As per Coronavirus Playbook and “Daily Closedown Cleaning and Checklist”.</p> <p>FLOW training to be completed:</p>	<p>Site management to enforce and ensure that staff have been trained and completed on FLOW.</p>

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	Ensuring clean dishes are handled with care.	Ensure hands are washed or sanitised before putting away crockery.	<p>As per "Dirty Dishes" procedure.</p> <p>FLOW training to be completed:</p> <ul style="list-style-type: none"> - Coronavirus: Staying Safe. - Coronavirus: Personal Protection. - COVID-19 Training: Front of House. - COVID-19 Training: Back of House. 	<p>Site management to enforce and ensure that staff have been trained and completed on FLOW.</p> <p>Ops team to undertake regular checks when on site.</p> <p>Audits by Food and H&S Officer.</p>
	Uniform could be contaminated on the way to work.	Chef and any back of house staff in a uniform should change into chef whites on site.	<p>As per Coronavirus Playbook.</p> <p>FLOW training to be completed:</p> <ul style="list-style-type: none"> - Coronavirus: Staying Safe. - Coronavirus: Personal Protection. 	<p>Site management to enforce and ensure that staff have been trained and completed on FLOW.</p> <p>Ops team to undertake regular checks when on site.</p> <p>Audits by Food and H&S Officer.</p>

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	Communication	<p>Clear communication prior to opening via FLOW training modules.</p> <p>Reminder posters to be put up on site.</p>	<p>As per Coronavirus Playbook.</p> <p>FLOW training to be completed:</p> <ul style="list-style-type: none"> - Coronavirus: Staying Safe. - Coronavirus: Personal Protection. - COVID-19 Training: Back of House. <p>Posters:</p> <ul style="list-style-type: none"> - Kitchen Staff - Washing Up Area - Hand Washing 	<p>Site management to enforce and ensure that staff have been trained and completed on FLOW.</p> <p>Ops team to undertake regular checks when on site.</p> <p>Audits by Food and H&S Officer.</p>
	<u>OTHER ITEMS CONSIDERED</u>			
All staff, customers, and visitors to the site.	Front of house staff changing clothes at start of shift.	<p>Currently no government requirement for changing clothes:</p> <p>"Changing clothes in workplaces should only be considered where there is a high risk of infection or there are highly vulnerable people, such as in a care home. If you need to change your clothes, avoid crowding into a changing room."</p> <p>https://www.gov.uk/government/publications/staying-safe-outside-your-home/staying-safe-outside-your-home</p> <p>Recommend to staff that they change and wash their clothes when home to minimise risk but this is low.</p>	N/A	N/A

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	<p>Checking staff for temperature before starting shift.</p>	<p>All sites will have their own infrared forehead thermometer which must be used on all staff members on their arrival at work.</p> <p>No work activities may commence before they have been checked.</p> <p>Temperature records to be completed daily for all staff.</p> <p>Any high temperatures to be dealt with as a suspected case.</p>	<p>As per Coronavirus Playbook. "Suspected or Confirmed Case of COVID-19" and "Staff Temperature Recording" procedures and forms.</p>	<p>Site management to enforce and ensure that staff have been trained and for completing records.</p> <p>Ops team to undertake regular checks when on site.</p> <p>Audits by Food and H&S Officer.</p>
	<p>Staff who are classed as vulnerable, shielding, or high risk.</p>	<p>All members of staff who are identified by the current government guidance on who is required to shield will not be permitted to work until guidance is updated to deem it safe for them to do so.</p> <p>Once they are given permission to return to work a risk assessment for that individual and their job / duties will be created by the H&S Manager. This will outline any additional steps required before than can return to work.</p>	<p>Once required a risk assessment will be written per member of staff.</p>	<p>Site management to ensure that staff do not attend work unless their restrictions are lifted and to notify Ops and H&S when they intend on returning to work.</p> <p>Individual risk assessment by Food and H&S Officer.</p>

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