

NORTHWOOD HOUSE COVID-19 RISK ASSESSMENT FOR LAWN BAR & TEA GARDEN OPERATION

RISK ASSESSMENT NUMBER	C-19_03 v3	ASSESSOR	DJ COOL (MANAGER)	DATE	15th JULY 2020
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Describe the location where the activities are taking place	Northwood House- (Licensed lawn spaces, indoor toilet facilities)
Describe the activities taking place	Main Lawn- Beer garden open to the general public at specific trading hours St Mary's Lawn- Tea Garden open to the public at specific trading hours
Describe the equipment and / or substances being used	Beer garden: Lockable container bar serving alcoholic & non-alcoholic drinks on to lawns. Marquee shade cover (no walls) for bar shelter. Outdoor tables & chairs etc Tea Garden: Self-contained catering trailer (horse-box style) serving light refreshments with adjacent gazebo for cake display. Outdoor tables & chairs etc
Describe the people involved in these activities (others who may be affected)	Northwood House staff / volunteers and visiting customers.

This a specific Risk Assessment for managing the risks related to the Covid -19 virus in the Lawn Bar and Tea Garden at Northwood House. The following areas have been identified and assessed to reduce the risk of transmitting and catching the virus:

Section A: General Covid-19 Considerations:

- 1. Individuals with Covid-19 symptoms/Self isolating**
- 2. Individuals in clinically vulnerable groups**

Section B: Work place-related considerations for staff and volunteers working in the Lawn Bar and Tea Garden:

- 3. Arrival and departure from the workplace**
- 4. Moving around the building in non-public areas.**
- 5. Using shared kitchen, toilet facilities and common spaces**

Section C : Keeping customers and staff/volunteers safe in the workplace (Lawn Bar & Tea Garden)

- 6. Entry & Exit to venue**
- 7. Inside the venue: Moving around and customer seating**
- 8. Inside the venue: Customer service points-Container bar and catering trailers**
- 9. Inside the venue: Customer toilets**
- 10. Accidents/Emergencies**

This Risk Assessment has been produced following consultation with the individuals and then shared with them to ensure everyone understands the Covid-19 safety procedures that are being introduced to protect them from harm. The core principles of the assessment revolve around social distancing, handwashing and using shared spaces responsibly to reduce the potential spread of the virus.

Risk rating matrix:

		Consequence				
		Negligible 1	Minor 2	Moderate 3	Major 4	Catastrophic 5
Likelihood	5 Almost certain	Moderate 5	High 10	Extreme 15	Extreme 20	Extreme 25
	4 Likely	Moderate 4	High 8	High 12	Extreme 16	Extreme 20
	3 Possible	Low 3	Moderate 6	High 9	High 12	Extreme 15
	2 Unlikely	Low 2	Moderate 4	Moderate 6	High 8	High 10
	1 Rare	Low 1	Low 2	Low 3	Moderate 4	Moderate 5

It has been assessed that if none of the controls were implemented as listed in this document, then the risk of transmitting the Covid 19 virus in the work place (for all listed aspects) would be rated as **high** with a risk score of 12 based on the following:

Likelihood 3 (possible) X Consequence 4 (major- moderate to extreme illness for some people, with 15% chance of death*)

Current total UK population infection total: 283,757 recorded infections out of 65.65million UK population= 0.0043% have had the virus

**Current death rate 15% based on those who contract the virus as of 2nd July 2020- 283,757 recorded cases, 43,395 recorded deaths, weighted to most susceptible individuals in higher risk groups)*

By adopting the controls listed below the risk rating has been reduced in most cases to a score of 4 which is “low to moderate”.

Section A: General considerations

1: Individuals with Covid-19 symptoms or self-isolating

What is the risk: Individuals with possible Covid 19 symptoms coming to work at/visiting the venue & spreading the virus to other people.

Who's at risk/might be harmed: staff, volunteers, visitors to the Lawn Bar & Tea garden

Objective: Stop individuals coming to work/visit who either have Covid-19 symptoms or have been advised to stay at home by existing government guidelines.

What risk controls are currently in place	Current Risk Rating			Are Further Controls Needed?	Date to be completed	Residual Risk Rating		
	L	C	R			L	C	R
<p>Individuals with the following symptoms told they must not enter the premises for work or to visit OR, if they develop the following symptoms while at the venue they must go home immediately:</p> <ol style="list-style-type: none"> 1. <i>New continuous cough</i> 2. <i>New shortness of breath</i> 3. <i>Temperature of 37.7 or higher</i> 4. <i>Anosmia-loss of or change in normal sense of smell or taste.</i> <ul style="list-style-type: none"> • <i>In the case of the workplace- signage has been displayed on the staff entry door and staff/volunteer given verbal instruction. Copies of this RA given to each person.</i> • <i>In the case of visitors: information displayed on website and social media pages pre-warning of the requirement not to visit. Signage displayed at lawn entry points enforcing message.</i> 	1	4	4			1	4	4

<p>Individuals who have been advised to stay at home under existing government guidance should not come into the venue to work or visit, those of which include:</p> <ol style="list-style-type: none"> 1. <i>Those that live in a household or share a support bubble with somebody with the Covid 19 symptoms and are self-isolating.</i> 2. <i>Those that have been told to self-isolate as part of the Government's track and trace service.</i> <p>In the case of the workplace- <i>signage has been displayed on the staff entry door and staff/volunteer given verbal instruction to comply. Copies of this RA given to each person.</i></p> <p>In the case of visitors: <i>information displayed on website and social media pages pre-warning of the requirement not to visit. Signage displayed at lawn entry points enforcing message.</i></p> <p><i>A nominated member from each visiting group will be required to leave their contact details upon entry in order to comply with Track & Trace regulations which we will keep securely for a minimum of 21 days.</i></p>	1	4	4					
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2: Individuals in clinically vulnerable or extremely clinically vulnerable groups

What is the risk: Heightened risk of severe Covid-19 related illness

Who's at risk/might be harmed: People in high risk or extremely vulnerable groups

Objective: To protect clinically and extremely clinically vulnerable individuals when community infection rates are high.

Clinically vulnerable individuals are defined as:

- aged 70 or older (regardless of medical conditions)
- under 70 with an underlying health condition listed below (that is, anyone instructed to get a flu jab each year on medical grounds):
- chronic (long-term) mild to moderate respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis
- chronic heart disease, such as heart failure, chronic kidney disease, chronic liver disease, such as hepatitis, chronic neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), or cerebral palsy, diabetes
- a weakened immune system as the result of certain conditions or medicines they are taking (such as steroid tablets)
- being seriously overweight (a body mass index (BMI) of 40 or above)
- pregnant women

Extremely Clinically vulnerable individuals have severe underlying health conditions and have received a letter from their GP telling them to shield themselves during the pandemic. They are at the highest risk from severe disease and death caused by Covid-19.

Some event volunteers do fall in to these categories and therefore careful assessment of their roles must be taken.

What risk controls are currently in place	Current Risk Rating			Are Further Controls Needed?	Date to be completed	Residual Risk Rating		
	L	C	R			L	C	R
<p><i>In the case of the work place:</i> Clinically "extremely" vulnerable individuals strongly advised not to work while community infection rates are high at to stay at home and shield</p> <ul style="list-style-type: none"> • Clinically vulnerable individuals must take extra care in observing social distancing rules and other related guidance while at work. • Staff & volunteering roles will be carefully assessed for the operation of the Tea Garden and Lawn Bar and the clinically vulnerable will be offered the safest onsite roles to maintain 2m social distancing. • If social distancing cannot be maintained in a particular role and the risk is assessed to be too high they should not work in that role. • The outdoor nature of the operation generally helps to mitigate some risk of spreading Covid-19 for individuals and the lowest risk positions will be outside undertaking stewarding positions on the lawns (greeting/directing customers, taking contact details, clearing and sanitising tables etc), but social distancing of 2m should always be maintained outside where possible between other colleagues and visitors and the wearing of facemasks/shields and disposable gloves will be compulsory for all clinically vulnerable individuals working in any position to help mitigate risk. • Clinically vulnerable individuals should not work in enclosed spaces or customer facing 	1	5	5					

<p>positions without keeping a minimum 2m social distancing from other people at all times (eg in the prep kitchen/catering trailer and gazebo/Rotunda) -unless in same family or social bubble. A work rota for volunteers where such partnering can be implemented will be prioritised, with husband/wives/partners working together where ever possible.</p> <ul style="list-style-type: none"> • Individuals who live with other clinically vulnerable people or clinically extremely vulnerable people (or have them in their social bubble) must also be identified and offered lower risk roles. • 								
	1	4	4					

Section B: Work place-related assessment for staff and volunteers in non-public areas

3: Arrival and departure from the workplace

What is the risk: Spreading of the Covid 19 virus.

Who's at risk/might be harmed: Staff members, volunteers, office tenants

Objective: Maintain social distancing and ensure hand washing on arrival to limit the risk of spreading the virus to other people.

What risk controls are currently in place	Current Risk Rating			Are Further Controls Needed?	Date to be completed	Residual Risk Rating		
	L	C	R			L	C	R
<ul style="list-style-type: none"> Individuals advised not to use public or shared transport to or from work unless absolutely necessary (Mitigation should be taken as directed by the Government if this is unavoidable) Individuals to be given slightly staggered shift times to avoid arriving at the work place at the same time. Hand sanitiser station available in the staff entry lobby for sanitising hands which <u>must</u> be done on arrival to the building. Signage on display for everyone entering/leaving the main building via the "staff" back door to: <i>Encourage that hands must be thoroughly sanitised on arrival.</i> <i>Encourage that 2m social distancing must be followed at all times where possible while in the building.</i> <i>Encourage that regular handwashing is required for 20 seconds as one of the best ways of controlling the spread of the virus</i> <i>Encourage that people must cough or sneeze into a tissue and then bin the tissue</i> Daily enhanced cleaning schedule to include key entry pad, alarm keypad and door handles to entry door and office doors by full time staff on operational days. 	1	4	4	•		1	4	4

5: Using shared kitchen, toilet facilities in non-public areas

What is the risk: Spreading of the Covid 19 virus.

Who's at risk/might be harmed: Staff members, volunteers

Objective: Maintaining social distancing when using communal facilities. Enforcing other Covid-19 guidance

What risk controls are currently in place	Current Risk Rating			Are Further Controls Needed?	Date to be completed	Residual Risk Rating		
	L	C	R			L	C	R
<ul style="list-style-type: none"> Stagger break times while on shifts to reduce pressure on communal facilities. Hand sanitiser available in place at staff kitchen and toilet, which must be used upon entry (signage enforced). Staff and volunteers to use designated staff toilets only and not the public toilets. Signage enforcing the 2m social distancing guidelines is achieved as much as possible in enclosed communal spaces. Signage to encourage that thorough handwashing is required after using toilets and kitchen facilities, highlighting good technique. Adequate hand drying facilities are available at all hand washing points, with a preference for paper hand towels over electrical hand driers to avoid the spread of airborne particles. More regular emptying of refuse bins in communal areas and toilets as part of enhanced cleaning schedule. Communal staff kitchen facility with hot drinks facility and fridge opened in the House bar to reduce interaction with other building users (tenants). Requirement to sanitise kitchens surfaces, equipment and touch points after use with sanitiser spray and paper towel provided...with signage to enforce. 	1	4	4	•				

Section C : Keeping customers and staff/volunteers safe in the work place (Lawn Bar & Tea Garden)

In each of the following areas the risks and objectives are:

What is the risk: Spreading of the Covid 19 virus.

Who's at risk/might be harmed: Staff members, volunteers, visitors

Objective: Implement full list of measures to minimise the risk of transition and protect the health of customers and staff/volunteers based on the latest published Government advice

6: Entry & Exit to venue

What risk controls are currently in place	Current Risk Rating			Are Further Controls Needed?	Date to be completed	Residual Risk Rating		
	L	C	R			L	C	R
<p><i>In the case of customers:</i></p> <ul style="list-style-type: none"> • Maximum group size permitted to enter is 6 including children. <i>-Signage enforced</i> • The entry point to the lawn spaces are managed by staff and customers must not enter without permission from a staff member . <i>-Signage enforced</i> • A limited number of tables and floor “picnic style” spaces may be available for pre-booking, but most are available on a first come-first served basis and then a “one group in-one group out” policy will be adopted to control the safe capacity of the lawn spaces. • A safe queueing area outside each entrance will be clearly marked, with customers asked to queue patiently and in a socially distanced fashion, with a minimum of 2m between individuals not in “a family or social bubble”.- <i>Signage enforced, with painted</i> 	1	4	4	<ul style="list-style-type: none"> • Add lighting to the entry point for additional visibility of the signage and signing procedures towards dusk. • • All lawn stewards should wear a hi-viz vest for purposes of customer identification. 	By opening on 17 th July 2020	1	4	4

markings on the tarmac path to indicate safe 2m distances to guide customers.

- In the queueing area adjacent to the entry gates 2m line markings sprayed on the pavement as “social distancing” guides.
- An A1 sized sign at each entry point to enforce the main rules about visiting the venue. Stewards to refer all visitors to read the sign to confirm they have read the rules of entry in to the venue.
- Individuals with Covid-19 symptoms or self-isolating must not enter ”- *Signage enforced*
- Upon entry all customers must sanitise their hands”- *Sanitiser station provided at entry point and signage enforced*
- At least one person in the social group must give their full name, address and telephone number upon entry for the Government’s Track and Trace system*. Customer details will be kept securely for a minimum of 21 days. *Signage enforced*
*(*Note: customer to complete the “Track and Trace register” after sanitising their hands.)*
- The table that has the Track and Trace Register with be sanitised and wiped down regularly by Lawn Stewards with cleaning materials provided. Paper towel to be disposed of in bin near table and emptied regularly.
- Customers to receive a printed drinks menu upon entry (disposable after each use) to save need for having permanent table menus).
- Social distance signage immediately visible following entry to enforce the guidance.

Signage enforced

- Stewards to enforce social distancing and other key messages verbally on entry.
- Once all the designated tables and grass seating is taken in the venue, no other customers are permitted to enter the venue and a “one group in-one group out” policy enforced by stewards.

General Note:

-Children under 18 will not be permitted to enter unless with a parent or guardian.
-A “Challenge 25” policy is adopted at the venue with regards to alcohol and other strict conditions are imposed to minimise behaviour that would jeopardise the public safety measures we have put in place. We reserve the right to refuse entry to the venue or to eject anyone unable to provide photo ID (passport or driving licence) if so requested, or if they appear to be intoxicated or are exhibiting behaviours and/or actions that are not permitted by the measures set out here.
-Well behaved dogs on leads welcome.

Exit:

- Customers to exit via the designated exit point adjacent to the entry point with one way system with 2m social distancing measures in place. Pedestrian barriers keeping customers apart. This allows the one group in-one group out policy to be monitored correctly by the entry steward.

In the case of the workplace (Lawn Stewards):

- Stewards to maintain minimum 2m distance from customers and other stewards as they enter.
- Sanitiser available for regular hand sanitisation at covered entry point.
- Stewards to carefully monitor tables and grass seating spaces to ensure rules are being observed.
- Stewards to clear down tables after each group leaves, disposing of plastic glasses, paper menus and other rubbish using black bin liner. Tables and seating to be sprayed down with designated food sanitiser, left for 1 minute and then wiped over with a paper towel before another group is permitted to sit at the table.
- Stewards to wear blue nitrile gloves for performing table clearing tasks. Face coverings while working outside and if 2m social distancing is maintained is not compulsory, although face masks are provided and can be used if the steward so wishes.
- Stewards to sanitise hands after contact with 1) Track and Trace Register and pen... 2) After wiping down table top. 3) If requesting customer ID (for Challenge 25 purposes)
- Stewards given the option to wear PPE (face covering/ nitrile gloves) if they wish to do so, but the risk has been assessed that when working outside in the fresh air with at least 2m social distancing in place and hand sanitisation is readily available, then this is

<p>not a enforced measure at the entry point.</p> <ul style="list-style-type: none">• Stewards to monitor queuing area and enforce social distancing measures verbally if customers not respecting the guidelines.• Stewards to monitor that signage is in place and refer customers to the A1 entry board, asking them to read it before entry so they understand the rules in place to keep everyone safe.• Stewards to ensure all visitors sanitise their hands upon entry and at least one person from each group fills in the Track and Trace Register (ensuring they sanitise hands first)								
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7: Inside the venue: Moving around and customer seating

What risk controls are currently in place	Current Risk Rating			Are Further Controls Needed?	Date to be completed	Residual Risk Rating		
	L	C	R			L	C	R
<p><i>In the case of customers (monitored by stewards-enforced by signage)</i></p> <ul style="list-style-type: none"> No more than 6 people in group may sit at a table or in a designated grass seating space. Note: although more than 6 people from any two households/support bubbles are permitted to meet outside together in law, our policy decision is to always limit this to 6 people. Groups/individuals should not move between tables (and between groups) or grass spaces once allocated by steward. Groups allocated a grass seating area must stay within the marked boundary to maintain social distancing. Groups or individuals not to leave their table or grass seating space unless to use the toilets or visit the bar/catering trailer to purchase a drink/food. If moving to the toilet or bar/trailer customers to use the designated walk ways marked in yellow marker spray and maintain 2m social distancing from other customers and stewards. Tables not to be moved around or together to ensure the correct spacings are maintained. Tables spaced to ensure a minimum 2m social distancing is maintained between 	1	4	4		By opening on 17 th July 2020	1	4	4

<p>individual groups. Table centres marked by circle and cross on lawn in yellow marker spray, with cross at table centre. <i>(All tables centres need to be 5m apart to maintain the correct distancing)</i></p> <ul style="list-style-type: none">• Grass (picnic style) seating areas marked in 5m x 5m blocks (White line marker) to ensure a minimum 2m social distancing is maintained between individual groups. Centre of space marked by yellow circle and cross on lawn in marker spray, with cross at table centre.• Particular attention made to children who must be closely supervised by parents or guardians so they remain seated or within their designated grass seating area- - <i>Stewards to enforce verbally if required</i>• An A1 sized sign placed centrally in lawn spaces to enforce the main venue rules.• No singing, dancing, shouting and overly raised voices permitted on the lawn spaces to reduce airborne transmission of virus. (Background or live music to be played at appropriate level to mitigate this) <p><i>In the case of the workplace (Lawn Stewards):</i></p> <ul style="list-style-type: none">• Stewards to maintain minimum 2m distance from customers and other stewards as they manage the lawn spaces.• Sanitiser available for regular hand sanitisation (at covered entry point).• Stewards to clear rubbish from tables after each group leaves (in normal circumstances) wearing blue nitrile gloves, disposing of								
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<p>rubbish in to black plastic sack. Once cleared of all rubbish tables and chairs must be sprayed over with food sanitiser spray, left for 1 minute before wiping over with paper towel (disposed of in black sack).</p> <ul style="list-style-type: none">• No new group permitted to sit at table until this cleaning procedure has been completed.• If rubbish does build up on a table, stewards may at their discretion clear the table while the customers are present, but a face covering (as well as blue nitrile gloves) must be worn to mitigate the risk of being less than 2m from customers at any given time to perform this task and the task must be performed as quickly as possible.• Once full, black sack to be tied and double bagged and taken to general waste bin for disposal.• After any table clearing/clean down has been performed, gloved hands should be sanitised (to prevent heightened risk of accidentally touching face while working)• Stewards may wish to wear a face covering/shield generally while working in outdoor lawn spaces, but if 2m distancing can be maintained this is not mandatory and it generally discourages unnecessary habit of putting hands to face to move and adjust face covering.• Stewards may challenge any customer to meet our licencing "Challenge 25" requirements but must wear a face shield as well as gloves to mitigate the heightened risk of having closer contact with customer of											
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<p>less than 2m to perform the task. Hands to be sanitised after the task has been performed.</p> <ul style="list-style-type: none">• If wearing a face covering/shield, stewards to be mindful not to touch and adjust the covering unless absolutely necessary...and to sanitise hands before and afterwards if they do. This to include after putting on and taking off the covering/shield.• Change face covering if it becomes damp or wet, disposing of black general waste bin.• If the face covering is disposable, discard it at the end of the shift in to a black general waste bin.• Visor-style see-through face shields should be sprayed over with sanitiser and wiped clean at the end of each shift.								
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8: Inside the venue: Customer service points-Container bar and catering trailers

What risk controls are currently in place	Current Risk Rating			Are Further Controls Needed?	Date to be completed	Residual Risk Rating		
	L	C	R			L	C	R
<p><i>In the case of customers (monitored by stewards-enforced by signage)</i></p> <ul style="list-style-type: none"> • Strict arrangements have been put in place to manage the outside service points for take away drink and food to consume on the lawns to ensure social distancing and good hygiene procedures are observed. • Queueing system put in place using pedestrian barriers/ rope & posts/signage to create one-way system to food/drink order points. • Queuing to take place outside in open air in respect of Tea Garden trailer and Catering trailer at Lawn Bar ... and in respect of Lawn bar under an open sided marquee canopy with 3 high open walls and good airflow to help mitigate risks. • Social distancing enforced in queuing area with 2m line markings sprayed on grass and signage on pedestrian barriers or posts as guidance. • Customers to sanitise hands upon entering the queue, with hand sanitiser in place for all queue lines- <i>Signage enforced</i> • 2m social distancing guidance on pedestrian barrier <i>-Signage enforced</i> • At point of service -signage to prevent customers coming to food service/payment point without being 	1	4	4		By opening on 17 th July 2020	1	4	4

called by service counter staff.
-customers should stand away from the counter by 1m unless paying or taking food from counter. A line will be marked on the grass to encourage this distancing.
-customers to pay by contactless payment if possible.
-customers to exit in the one-way system and head straight back to their table or grass seating area with their food and drink.
-Catering trailers to provide food on eco-friendly disposable plates with eco-friendly disposable cutlery and drinks stirrers.
-catering trailers to provide condiments where required in sachets to prevent customers touching bottles
- bar to provide drinks in disposable plastic glasses where possible, although prosecco and champagne maybe served in glass flutes if plastic alternatives aren't available.
-Stewards to check that sanitiser bottles in queueing areas are replenished as required.

In the case of the workplace:

- Where it is possible to rota it, consider that staff work in teams that work at the same time/shift on a regular basis to help form a work bubble.
- Where it is possible to rota it (especially regarding volunteers in Tea Garden) apply "partnering" to shift patterns where individuals from the same household or social bubble work together on the same shift or on adjacent work stations
- Particular attention to paid to individuals in

<p>higher risk categories (Clinically vulnerable etc). see section 2 for control points.</p> <ul style="list-style-type: none">• Service point staff and back of house staff to maintain a minimum 2m distance (where ever possible) from customers and other staff as they manage the food and drink service points and back service kitchen areas.• Social distancing markers will be placed on floor in service/back of house areas where staff share spaces while working to enforce the social distancing guidelines• Staff/volunteers to mitigate heightened risk of working inside an enclosed work space where 2m social distancing is difficult to practice all of the time by wearing a face covering/shield at all times. This applies to when serving customers behind the bar or trailer counter and when working in a back service area or kitchen/prep space.• Sanitiser available for regular hand sanitisation in all staff work areas. Hands must be sanitised when starting and finishing shifts and after serving each customer.• Staff to encourage customers to pay by contactless means where possible to avoid increasing risk of transmission from paper money or coins.• Service staff to work at same work station while on customer facing duty and not to swap stations unless unavoidable.• Staff to regularly clean their work stations and till points with designated sanitiser/cleaner spray, wiping over with								
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<p>paper towel, disposing of towel in black general waste bin.</p> <p>Note: Work stations, kitchen and prep areas should be thoroughly cleaned in accordance with normal Health & Hygiene requirements as well as in regards to Covid-19 specific control measures.</p> <ul style="list-style-type: none">• Service staff may choose to wear nitrile gloves while serving customers, but if regular hand washing and sanitisation is being done, then this isn't a stipulation.• Once full, any black sacks from bins to be tied and double bagged and taken to general waste bin for disposal.• When wearing a face covering/shield, staff/volunteers to be mindful not to touch and adjust the covering unless absolutely necessary...and to sanitise hands before and afterwards if they do. This to include after putting on and taking off the covering/shield.• Change face covering if it becomes damp or wet, disposing of black general waste bin.• If the face covering is disposable, discard it at the end of the shift in to a black general waste bin.• Visor-style see-through face shields should be sprayed over with sanitiser and wiped clean at the end of each shift• In back of house/kitchen/prep areas one way systems should be adopted to help manage social distancing measures. Where appropriate to do so, social distancing tape should be applied to floors unless its								
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<p>provides a trip hazard or cleaning issue.</p> <ul style="list-style-type: none">• Moving stock/deliveries:• Always wash/sanitise hands thoroughly after moving stock from a stock room to the service point and visa versa.• Always wash/sanitise hands thoroughly after taking delivery of stock and moving it the stock room. <ul style="list-style-type: none">• Third Party concessionaires:• Must comply to all the risk controls adopted by this Risk Assessment.• Must carry out their own Risk Assessment of their own catering unit and operation to ensure the safety of customers and staff and provide a copy to Northwood House Management.								
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9: Inside the venue: Customer Toilets

What risk controls are currently in place	Current Risk Rating			Are Further Controls Needed?	Date to be completed	Residual Risk Rating		
	L	C	R			L	C	R
<p><i>In the case of customers (monitored by stewards-enforced by signage)</i></p> <ul style="list-style-type: none"> • Strict arrangements put in place to manage the Northwood House public toilets inside the main building to ensure social distancing and good hygiene procedures observed. • Queueing system put in place using pedestrian barriers outside of Rotunda entrance, with separate queuing lines for Ladies/Gents (disabled to join appropriate gender queue). • Queue entry signage to enforce social distancing and 2m markings sprayed on grass in line marker for customer guidance. • Customers to sanitise hands upon entering the queue, with hand sanitiser in place for each queue line- <i>Signage enforced</i> • 2m social distancing guidance on pedestrian barrier -<i>Signage enforced</i> • At point of entry to Rotunda: <ul style="list-style-type: none"> -signage to control ingress of customers, as strict requirement to move inside building to the “internal” waiting area restricted to 3 persons of each sex to meet social distancing requirements inside. -customers signage stating to “Look and Wait” before entering (max 3 person of each sex only inside) and to give way to customers exiting. 	1	4	4		By opening on 17 th July 2020	1	4	4

<p>-customers have clear view through double open doors to view space inside.</p> <p>-customers to move in when space allows (so that no more than 3 people of each sex are inside)</p> <ul style="list-style-type: none">• Inside the Rotunda/main corridor<ul style="list-style-type: none">-Male and female queuing lines to outside edge of room, with egress channel back to lawn through centre, divided by pedestrian barrier to allow for adequate social distancing between all customers.-Social distancing demarcation on the floor for both queuing lines-signage to halt the ingress of customers past the doors into the main corridor-Steward on duty in main corridor to operate one in-one out system, inviting customers forward from rotunda queue after one customer exits the corridor to leave the building.• Inside toilets<ul style="list-style-type: none">-Maximum 2 gents and 2 ladies can beside each toilet area at one time, with a "one in-one out" policy being operated by a steward to control the flow of customers in and out.-disabled toilet is designed only for use by one person and thus has a maximum limit already in place. However, a disabled person may need the assistance of a carer, so on these occasions that is permitted.-at busy times the disabled toilet can be used to help reduce pressure on the other toilets if required (a judgement if that's for gents or ladies will have to made appropriately by the steward)								
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<p>-Gents and ladies doors to be propped open for added ventilation and visibility.</p> <p>-customers to sanitise hands before entering either toilet (sanitiser station in toilet corridor) <i>Signage enforced</i></p> <p>-2m social distancing, thorough handwashing techniques encouraged while in toilet areas. <i>Signage enforced</i></p> <p>-Floor marker tape at gents urinal to force gents to either end of trough to maximise distancing. <i>Signage enforced</i></p> <p>-Stewards to halt ingress of customers every hour to undertake a thorough clean down of the toilets, spraying over and wiping down with designated sanitiser & paper towels: taps, sinks, hand driers, toilet bowls, flush handles and any other touch points.</p> <p>-Steward to fill in cleaning chart on the wall and initial the cleaning</p> <p>-Stewards to check that hand towels are topped up</p> <ul style="list-style-type: none"> • Stewards to check that sanitiser bottles in queueing areas are replenished as required. <p><i>In the case of the workplace:</i></p> <ul style="list-style-type: none"> • Stewards to maintain minimum 2m distance from customers and other stewards as they manage the rotunda and corridor spaces. • Stewards to mitigate heightened indoor risk by wearing face mask/shield at all times as well nitrile gloves. • Stewards to operate the one in-one out system, calling customers forward from rotunda building after one customer leaves 								
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<p>through the rotunda exit channel.</p> <ul style="list-style-type: none">• Sanitiser available for regular hand sanitisation (at toilet entry point).• Stewards to temporarily stop ingress of customers (approx. every hour or shift change) to give toilets a thorough clean down as specified above.• Stewards to use designated sanitiser/cleaner spray, leaving for one minute on surfaces before wiping over with paper towel, disposing of towel in black plastic sack.• Change nitrile gloves for new pair after cleaning, disposing of old pair in black sack. Sanitise hands between glove change.• Once full, black sack to be tied double bagged and taken to general waste bin for disposal.• Steward to sign toilet cleaning register and time of clean• When wearing a face covering/shield, stewards to be mindful not to touch and adjust the covering unless absolutely necessary...and to sanitise hands before and afterwards if they do. This to include after putting on and taking off the covering/shield.• Change face covering if it becomes damp or wet, disposing of black general waste bin.• If the face covering is disposable, discard it at the end of the shift in to a black general waste bin.• Visor-style see-through face shields should be sprayed over with sanitiser and wiped clean at the end of each shift								
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10: Emergencies and first aid

What is the risk: Spreading of the Covid 19 virus.

Who's at risk/might be harmed: Staff members, volunteers, visitors being treated for first aid or providing treatment

Objective: Mitigating Covid risks when applying first aid to an injured person. Reminding that the preservation of life in emergency situations take priority over covid-19 related guidance.

What risk controls are currently in place	Current Risk Rating			Are Further Controls Needed?	Date to be completed	Residual Risk Rating		
	L	C	R			L	C	R
<ul style="list-style-type: none"> In the event of first aid provision, fire or an emergency situation the individuals are made aware that they don't have to comply with social distancing guidelines if it would be unsafe to do so or it would cause a heightened risk to life. If administering emergency first aid and social distancing is not possible, individuals to mitigate some risk by using PPE if available and practical to do so including disposable gloves and face coverings. Individuals to thoroughly wash for 20 seconds or more hands immediately after administering first aid to a patient. Record of patient to be keep in first aid book as normal but may be used to assist with track and trace if required. 	2	4	8	<ul style="list-style-type: none"> Face masks to be added to all company first aid kits to mitigate risk. Check first aid kit for standard PPE stock 		2	4	8

ASSESSOR SIGNATURE	<i>DJ Cool Esq</i>		
MANAGER	DJ Cool	MANAGER SIGNATURE	<i>DJ Cool Esq</i>
REVIEW DATE	1 st August 2020, or as government guidelines dictate if sooner.		

