

BRUACH

BROUGHTY FERRY

COVID-19 GUIDELINES & RISK ASSESSMENT

Date Assessed : 23rd April 2021

The following guidelines & risk assessment explains how Bruach will manage the risk of COVID-19. All government guidelines will be implemented. Bruach will operate as a 1 metre zone, and the mitigations set out by the Scottish Government have been met or exceeded.

PEOPLE EXPOSED TO THE RISK OF COVID-19

- Members of the Public
- Staff Members
- Contractors
- Visitors / Guests / Sales Reps

SPECIFIC HAZARDS

- Spreading of COVID-19 amongst staff

By having no additional controls in place then the risks of someone bringing in the disease and spreading it further is possible

– Risk Level - 9/10

- Spreading of COVID-19 to customers and the wider public community

By having no controls in place this will allow COVID 19 to enter the premises and not be controlled to employees but will spread around the local community and possibly further.

– Risk Level - 9/10

- Increased violence and aggression

The public are not necessarily used to being told what to do in a hospitality environment. If restrictions are in place this may cause issues especially where alcohol is present

– Risk Level - 2/10

CONTROL MEASURES & GUIDELINES

Seating layout

All seating has been positioned in such a way that there is a minimum of 1 metre social distancing between groups. Tables plans have been planned with back-to-back or 90-degree seating to minimise any risk. A maximum capacity has been calculated in line with new Government guidance.

As per the Scottish government's illustrative guidance, our table and seating configurations have been designed to be dynamic so that a 1 metre distance can be maintained between households, including those in the same booking. As each booking will have different seating requirements, this will be managed on an individual basis to ensure distancing can be maintained.

As customers enter they will be greeted by a host at the entrance, contact details will be taken and they will be allocated a table and individual seats. The way of obtaining service will be explained to the customer and customers will be reminded that it is table service only.

Customers will not be permitted to move tables, or mingle with different groups within the building, and if doing so will be politely asked to return to their table. In addition, they will be reminded of the importance of maintaining a 1m distance between those in their own group that are from a different household. As a consequence, customers will be advised that they cannot move seats during their visit.

Maintenance of social distancing (employees and customers)

Bruach is a 1 metre zone, and this will be clearly marked at the entrance to the building. Where possible all employees will maintain 1m social distancing, but this may be reduced in certain situations such as moving furniture, operating the till, and other unspecified tasks. We have implemented mitigating controls in place, such as moveable perspex at the till and floor screen for between tables where requested by customers, enhanced cleaning and hand sanitisation points for the customers.

Waiting staff will ask customers to take their drink from a tray to reduce contact with glassware. Staff will increase the distance that they stand at a table when taking orders. Condiments will be provided in disposable sachets.

Excellent personal hygiene practices by all employees

All staff members wash their hands at the beginning, during and after shifts. They are actively encouraged to clean their hands after every task completed. Contractors and visitors will be instructed to wash their hands on entrance to the site. Customers will be reminded as well with clear sanitiser stations, visible and with posters and regular toilet checks. Good personal hygiene practices is encouraged for home life as well so that good personal hygiene is not just practised at work but at home too.

Face-coverings & PPE

All front of house staff are required to wear a facemask within premises and will have access to disposable gloves and visors if required. Staff will be required to wear face-coverings at all times, with the following exceptions:

- Kitchen staff whilst working in the kitchen
- Any staff performing any tasks outdoors, unless serving customers
- To take a drink of water or other refreshment

Customers are required to wear a face covering whilst entering, exiting and moving around the premises. This includes any visits to the bathrooms. Customers with a medical exemption are not required to wear a face covering.

All suppliers, visitors and contractors will be required to wear a face covering whilst on the premises.

Track and Trace

Upon entry we will require to take the details of every adult customer to assist with Test & Protect. Details required are name and contact number but more details may be provided via our online booking system. Our system allows us to identify which tables were used and the arrival and departure times for every booking and will allow the contact tracing system to accurately trace where appropriate.

We have a Privacy Notice available upon request.

Majority of payments to be taken by contactless method

This will naturally increase as the public are getting used to paying this way. Cash will not be refused but with clear communication from staff at the point of entry we should be encouraging contactless or card payment only. For transaction over £45, customers will be permitted to 'split' their payment to ensure they can use contactless or do not have ApplePay.

Hand sanitising stations

Hand sanitiser stations have been located at the entrance and throughout the building. Separate hand stations are provided in the bar and back-of-house areas for staff. This with clear posters and signage encourages all our customers and visitors to sanitise their hands as they enter and leave the site, and throughout their stay.

Enhanced cleaning

- All areas of the premises are cleaned regularly, and are deep-cleaned daily and weekly.
- Tables and wipeable seating are fully sanitised between bookings, and we allocate a 15 minute “turn-time” to allow this to happen.
- Hi-risk areas such as the toilets will be cleaned at least every 30 minutes, with a focus on touch surface such as doors opening and handles, taps, flush mechanisms and soap dispensers. Staff will wear PPE when cleaning the restrooms.
- Card payment terminals will be wiped between every use
- Our procedure for setting tables with cutlery and napkins has been changed to reduce contact by staff.

Zoning of working environments

To prevent the risk of cross over and in order to maximise social distancing, where possible working areas will be zoned.

Zone 1 – Kitchen

Zone 2 – Bar

Zone 3 – Restaurant Floor

Zone 4 – Bar Floor

Background Music

Background music will be played throughout the building but the volume will be restricted to ensure that customers do not have to raise the voices which in turn would increase potential spreading.

Reviewing menu and number of covers

To maintain social distancing the menu has been reduced to remove complexity and to allow minimal staffing in the kitchen and behind the bar, where possible.

Reviewing the back bar & operation of service

The bar has 2 separate ice stations, and commonly used products have been centralised on the back bar to reduce staff crossover. An new ordering system has implemented to avoid the number of people required to be behind the bar at any given time.

Maintenance of existing property equipment

All glass washers, dishwashers and hot water are maintained. The appropriate cleaning chemicals are used as per manufacturers guidelines. If faults are discovered then they are prioritised for repair.

Process if employee has suspected COVID-19 symptoms or confirmed case

There is a clear policy and training on what to do if a member of staff has COVID-19, either suspected at work or if they call us from home.

Any staff member that has a confirmed case of Covid-19 or with symptoms will be immediately excluded from work and asked to book a test immediately. The staff member will not be permitted to return to work for 10 days unless they are able to produce a negative test result taken after they have displayed any symptoms.

With any confirmed case we will use the test-and trace system to identify any staff members and customers that may have been in contact with a confirmed case of Covid-19.

Process if a customer has a confirmed case of COVID-19

There is a clear policy and training on what to do if a customer has COVID-19. Any staff member working the day of their visit and in proximity to their table will be excluded from work for 10 days or until they can produce a negative test.

With any confirmed case we will use the test-and trace system to identify any customers that may have been in close proximity with a confirmed case of Covid-19.

Training and changing ways of working

Clear staff training is provided for all members on COVID-19 and how to manage the risks. All staff must complete all Mandatory training in relation to COVID-19 and have been trained on this risk assessment. Training completed is documented and signed for to show full understanding.

Traffic flow and markings to maintain social distance

All guests will be seated at a table, and no seating will be provided at the bar. We will deliver table service for both food and drinks throughout the customer's stay. Due to the layout of Bruach, a one-way system is not practical, however we are fortunate to enjoy a wide entrance, stairwell and hallways. Customers and staff will not be allowed to congregate in communal areas such as the stairwell. Floor markings inside are not deemed to be appropriate.

When we are at maximum capacity, guests without a booking will be asked to queue outside to the left side of the entrance (as you look from the street), and any bookings that cannot be seated immediately will be asked to wait to the right hand side of the entrance.

Ventilation

All areas of the building are appropriately ventilated and weather-permitting windows and external doors will be opened.

Handwash facilities in the bar and kitchen and back-of-house

Hand wash basins are installed in all areas, to allow staff to wash their hands. These are cleaned regularly and maintained with hand soap.

Supply of chemicals

Suitable chemicals have been provided and are used in conjunction with a cleaning schedule.

Violence and aggression

Where customer controls are required (such as social distancing) it is an unfortunate fact that the public do not necessarily like being told what to do and the effects of alcohol differ from person to person, so the likelihood of violence and aggression increases.

We are fortunate to enjoy a clientele and environment that we deem to be low-risk, however all staff have been trained in this regard.