

THE FOX

Operational Plan



The Fox Inn Denchworth.

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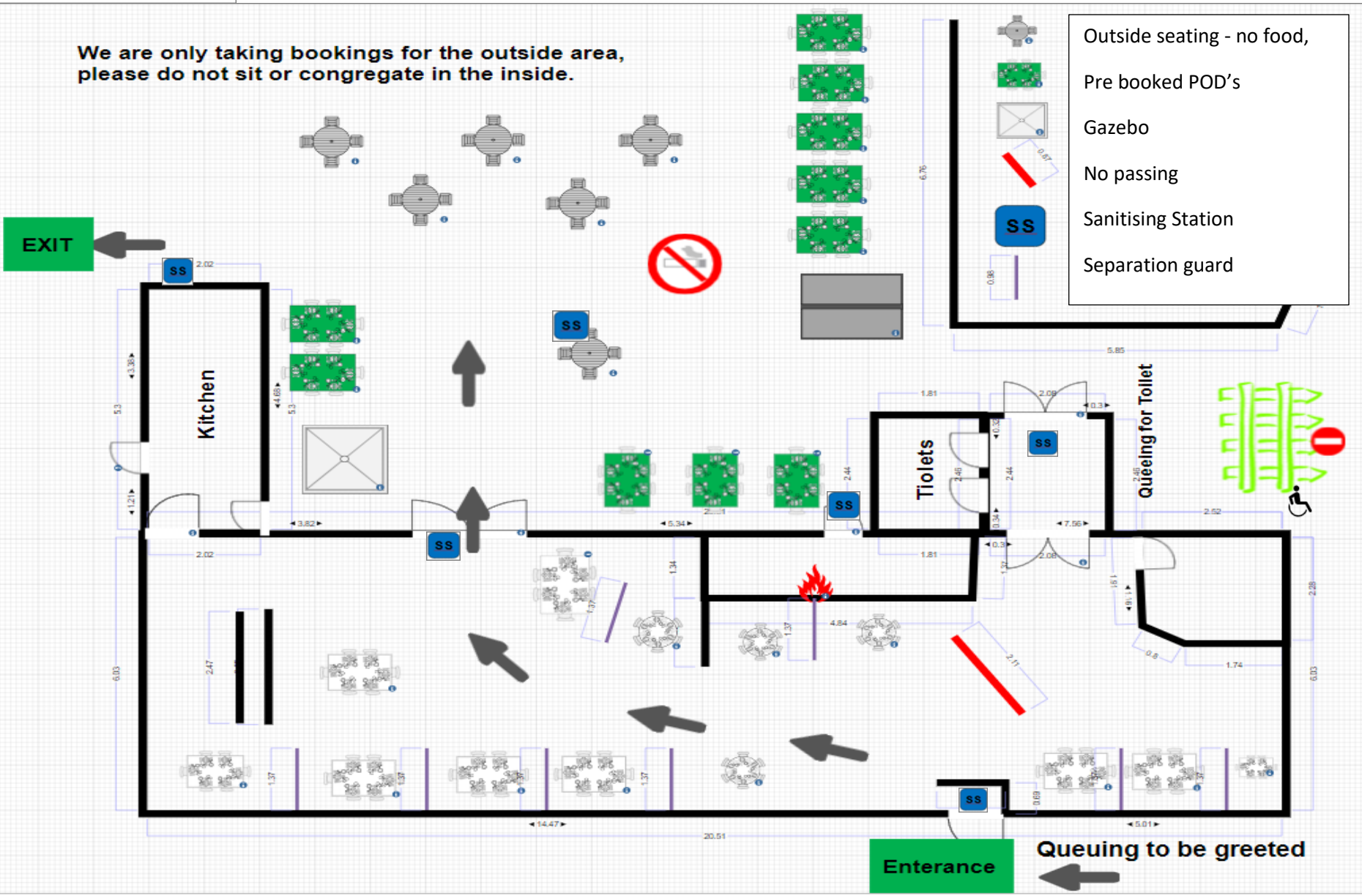
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We are only taking bookings for the outside area, please do not sit or congregate in the inside.

- Outside seating - no food,
- Pre booked POD's
- Gazebo
- No passing
- Sanitising Station
- Separation guard



PLEASE follow our House Rules to help to maintain Safety.

- No Smoking throughout ALL of the premises,
- There will only be table service, no bar service.
- External all tables are 2 meters apart when open facing,
- Internally all tables are 1 meter apart when open facing,
- Do not move any tables,
- Entrance through the front door only, Impaired mobility to use side gate as set out on the plan. 
- Exit via the rear garden to the public car park,
- No exit or entry to the side road gate, 
- Toilets - one in one out and a queuing will be in the private parking area,
- Sanitising stations clearly marked throughout the site, 
- Customers will be greeted at the front door and taken to their table,
- Remain seated where possible,
- Take time to read the notices as they are there for everyone's safety,
- If you have any comments or concerns please speak to a member of the team,
- All of our staff have been trained on new routines to keep you and us safe during COVID19.

Remember this is a first for us too and we are all leaning. 😊

Stephen, Emma and the team welcome you back to the Fox.

We have taken every reasonable and practicable duty of care to install preventative measures at site please help us to help you avoid spreading of COVID-19 and save lives.

PLEASE DO NOT ENTER IF

- You have signs of a fever or high temperature above 38 degrees
- You have a persistent cough or respiratory problems
- You have had contact with any possible source of the virus

If you have met any of the above criteria, please return home and contact NHS / 111 for advice.

If you are safe to enter please do so and follow the guidance below.

- Wash your hands regularly and thoroughly with soap and water or alcohol-based sanitizer, we have sanitising stations around the pub grounds.
- Avoid touching your face with your hands
- If you need to cough or sneeze use a tissue and bin it after use, Tissues are provided at the sanitising stations and bins throughout the premises.
- We have also indicated social distancing using floor signs and various wall signs throughout the premises.
- Please ensure that you keep to the social distancing guidelines as set out by the government whilst visiting us today.
- Please ensure that you remain within your party 'bubble' whilst socialising.
- Only one person at a time leave to use the lavatory.
- Please be patient, kind and look out for each other if you have any feedback, we will welcome your comments.

A full Risk assessment including the 'working safely through COVID -19' addition is available upon request.

Toilets

- Thank you in advance for your patience. We are operating a one in one out process,
- Please queue in the area provided to the left of the toilets (private driveway),
- On you turn please enter the lavatory area and sanitize your hands,
- Please make sure you lock the door behind you,
- On exiting again please sanitise your hands,
- We will be checking the toilets and completing thorough cleaning at specific intervals,
- If the toilets require attention please contact a member of staff, **do not** touch anything, or try to clean them yourselves.

Garden area.

Please be reminded,

- Please use the alcohol-based sanitizer at various locations around the pub grounds.
- Avoid touching your face with your hands.
- If you need to cough or sneeze use a tissue and bin it after use, Tissues are provided at the sanitising stations and bins throughout the premises.
- We have also indicated social distancing using various wall and floor signs throughout the premises.
- Please ensure that you keep to the social distancing guidelines as set out by the Government whilst visiting us today.
1 Meter or above and 2 meters were possible.
- Please ensure that you remain within your parties table, 'bubble', whilst socialising.
- Only one person at a time leave to use the lavatory.
- Please be patient, kind and look out for each other if you have any feedback, we will welcome your comments.

RISK ASSESSMENT (June) 2020 Guidance

Name of Premises & Location:The Fox Denchworth.....

Activity: **Protection against Covid-19**

Potential hazards: **Infection & illness**

1. Coronavirus infection is acquired by 2 principle routes - Whilst Coronavirus symptoms are often mild, it can cause acute illness & in some individuals death. Infection is acquired by 2 principle routes:

- A. Airborne droplets carrying the virus which have been exhaled by an infected person. The risk is greatest when a person is displaying symptoms, but not all infected persons have symptoms. Coughs & sneezes increase infection risk. The virus can enter another person via mouth, nostrils or eyes.
- B. Contamination of hands from touching a surface contaminated with virus particles (because an infected person has coughed or sneezed over it, or passed on the germs with their hands) & then touching your own face (mouth, nostrils, eyes) with your contaminated hands.

2. Protect yourself from infection in 2 principle ways - Assume everyone is infected:

- A. SAFE SOCIALISING - Social distancing – as far as possible, keep the minimum distance advocated by government from all other people. This will reduce risk that you inhale airborne virus particles from an infected person.
- B. WASH HANDS REGULARLY. Ensure all team members wash hands frequently & vigorously using soap and water for 20 seconds in which they have been trained. They should avoid touching their face. This should be monitored throughout & take teams to task when not employed. Regular reminders will help employees adopt this safe behaviour.

EFFECTIVE HANDWASHING WITH SOAP & WATER IS YOUR BEST DEFENCE AGAINST INFECTION

3. Looking after your team - Effective precautions must be employed which will significantly reduce transmission of the virus between people

- A. All team members must complete in house Coronavirus Training before returning to work & on recruitment. This will make them aware of the controls within this RA (Risk Assessment). No team members may work unless they have completed the training.
- B. Should a team member develop symptoms whilst at work, they should be sent home immediately to self-isolate. ** Insert your business procedures here **

4. **Keep virus out of the building** – The Virus will only enter the building with another human. Either because they are infected or carry the virus on their hands. It is unlikely to be on stock delivered to the pub/restaurant.
 - A. Display a conspicuous sign that persons can read before entering the building, instructing persons with Covid-19 symptoms not to enter the building.
 - B. Brief team members not to come to work if they have symptoms, or have had symptoms in last 7 days OR someone in their household has had symptoms in previous 14 days.
 - C. Before each team member starts a shift, take their temperature. If above 37.8C, that individual must immediately return home & self-isolate.
 - D. Erect hand hygiene stations at both customer & team member entrances, together with signage requiring all persons on entering the building sanitise their hands. Team members must wash hands thoroughly & in accordance with their training, on arrival at work.
 - E. Unless travelling alone in a private vehicle, team members must not travel to work in their work clothing. They should change on arrival at work washing hands before & after changing. If changing clothes is impractical, e.g. due to lack of facilities, they should wear outer clothing over their workwear which can be removed on arrival.
 - F. Team members must not work at more than one pub. Do not loan staff out to other pubs.

5. **Contractors** – You should instruct contractors to attend outside of trading hours when possible. If they are required to attend during trading hours, you should request they do the following:
 - A. Make an appointment with ** insert nominated person/title.
 - B. Call from car park/street on arrival so that access can be arranged, maintaining social distancing & coming into contact with minimum number of people.
 - C. Wear a face covering mask whilst in the building.
 - D. Beer deliveries will require access to cellar & then cellar vacated whilst stock is being delivered. Or alternatively social distance whilst delivery takes place. If possible, leave stock for 24hours or more before handling.
 - E. Always wear disposable gloves or wash hands after handling newly delivered stock.

Risk Assessment control table: The following table is a checklist for your risk assessment. If you answer “no” for any item you should provide further information on what alternative actions you are able to take to mitigate the risk.

	Control implemented (please tick Y/N)	Yes	No	If a control has not been employed, what alternative control / actions taken to resolve
1.0	CUSTOMER			
1.1	Customer encouraged to pre-book tables.	Y		All tables allocated with numbers and pre booking training given to team
1.2	Walk-ins permitted if tables are available.	Y		Allocation of tables have been set aside for walking's Training given to team.
1.3	Vertical drinking will not be permitted, although customers may use high tops in bar area.		N	No vertical drinking permitted
1.4	Put tape on floor parallel to bar to ensure tables & chairs do not encroach within the safe social distance of anyone working behind the bar.		N	No customers at the bar table service only
1.5	Need to manage door during peak periods to ensure customers are not bunching inside the pub. Queuing at entrance or in car park might be necessary & social distancing may need to be encouraged via the door host.	Y		Pre booking and time and table allocations to remove queuing
1.6	Trade area must be set up to maintain social distancing, some tables & chairs removed or clearly marked as out of use.	Y		As per plan
1.7	A single customer entrance has been identified with a separate exit door to ensure one-way flow of customers. Signage makes this clear.	Y		One-way system Operational plan
1.8	Alternative access point may be necessary for persons with impaired mobility. Ensure a plan is in place & team are aware of this.	Y		Side entrance
1.9	Customer toilets are managed for single entry or sufficient urinals, hand wash sinks & toilet cubicles are taken out of use to maintain social distancing.	Y		Single entry and locking mechanism on the toilet.
1.10	Pinch points where social distancing cannot be maintained have been identified & suitable precautions employed. **Insert detail controls below or make a note if there are no pinch points	Y		Pinch points identified as Kitchen and bar area. Any staff in these areas should be kept to a minimum. <ul style="list-style-type: none"> • Bar only one person at a time. • Kitchen max 2 persons and masks / visors to be worn at all times. • Thorough hand cleaning on exit and entry and at regular intervals. Every 20 mins. • Staff have individual timers to help identify the 20 mins is up,
1.11	If possible, open windows etc. to increase flow of external air into building.	Y		As part of Opening / closing process.

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	Control implemented (please tick Y/N)	Yes	No	If a control has not been employed, what alternative control / actions taken to resolve
2.0	TEAM			
2.1	Team members can stagger breaks & take them away from customers or at least maintain social distancing.	Y		Individual breaks and social distancing to be maintained
2.2	Team members have been allocated to specific shift teams. Switching between teams should not take place unless necessary and only with approval.	Y		All rota have been reviewed and confirmed
2.3	Team meetings may only be conducted remotely. Any necessary one to one meeting must observe social distancing.	Y		What's app group set up to send and receive communications.
2.4	All team members with a specific workstation. e.g. behind bar or in kitchen, must be set up so that each station is self-sufficient to avoid unnecessary moving around which may compromise social distancing. Staff may occasionally pass each other on the cook-line or behind the bar, but this should be avoided as much as possible. This may mean that only one person is working the bar or one person in the kitchen.	Y		Close down and opening lists are designed to ensure that each station has everything required to complete the role for the day and minimize movement from the designated areas.
2.5	Keep uniforms clean. This gives customers confidence.	Y		Fresh washed uniform daily, nothing to be left at site.
3.0	BAR SET UP			
3.1	Where possible, all drinks will be served to customers seated at tables. Bar tenders should have their own workspace, including dedicated ice bucket, scoop, fruit & tongs. These together with any spirit bottles should be cleaned & sanitised at the end of each shift or on change over. If bar is large enough for 2 people, each space should be marked out with floor tape.	Y		Table service only throughout the premises. Initially we will only be opening outside and have a set number of POD's to book out. One Pod seats up to six persons and there are ten Pod's.
4.0	KITCHEN SET UP			
4.1	Social distancing must be maintained in the kitchen. If this is not possible, then only one person to work there. More preparation & cleaning time may be required outside of trading hours. Where more than one person working in kitchen, each must have their own workstation. Do not mark out sections with floor tape, this may become a trip hazard & will become a dirt trap. Ensure each member of kitchen team understands the boundaries of their workstation & that they have their own dedicated utensils, including temperature probe.	Y		Clearly defined roles for each area including Kitchen / Bar and Front of House. This includes re training of the team to ensure that social distancing is maintained.

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	Control implemented (please tick Y/N)	Yes	No	If a control has not been employed, what alternative control / actions taken to resolve
	KITCHEN SET UP CONTINUED			
4.3	Record here, number who can work in kitchen. Do not include staff collecting food for service.	Y / 2		As above re training has been completed for all the team to adhere to new social distancing guidelines.
4.3	Put utensils though pot wash machine between shifts.	Y		As per Training and shift procedures
4.4	Do not share pens when completing due diligence paperwork.			As per Training and shift procedures
4.5	Disposable gloves should be worn for taking in food deliveries & then discarded once this task is complete. Remembering to wash hands after use.			As per Training and shift procedures
4.6	Only one person in walk in storage space at a time.			As per Training and shift procedures
4.7	Do not allow delivery drivers to enter the BOH (Back of House) area.			As per Training and shift procedures
5.0	HAND SANITISER DISPENSES			
5.1	Should be installed FOH (front of house) and BOH (back of house).	Y		As set out on Operations plan
5.2	At customer & team member entrance.	Y		All Sanitiser stations are marked on the plan and all staff have been trained.
5.3	Adjacent to working till, one for team & another for customers.	Y		Available for team, as no customer till - all table service and contactless.
5.4	BOH in location for frequent use.	Y		At all entry and exit points.
6.0	REDUCE CONTACT			
6.1	Display signage encouraging customers to use contactless payment or on Order & Pay digital platform if available.	Y		Table service and on payment all contactless were possible. All guests informed on booking.
6.2	Identify a single till where customers can order & pay for food. Put tape on floor to identify social distancing requirements.		N	Table service and on payment all contactless were possible. All guests informed on booking. The staff till is also behind the bar and sectioned off so that it is two meters away from any customer.
6.3	Any operational tills must be protected with a plexiglass screen & hand sanitizing gel. The PDQ machine & printer should be on the customer side of the screen. If plexiglass screen not available, use face visors, or social distancing should be maintained throughout the transaction (amend accordingly).		N	Table service and on payment all contactless were possible. All guests informed on booking. Upon payment the PDQ will be put down for the customer to complete the transaction and to avoid any contact. Face masks will also be worn and new/ clean gloves for each transaction, This includes full cleaning / sanitising of the PDQ machine after each transaction. reducing any risk.
6.4	Any cash transactions should be through the gap in the screen or if no screen ask customer to place cash on the counter and step back following social distancing throughout the transaction (amend accordingly).		N	Any cash payment will be taken using a tray from the tables outside. As with the card payment all PPE and cleaning process for the staff and of the tray will be completed.

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	Control implemented (please tick Y/N)	Yes	No	If a control has not been employed, what alternative control / actions taken to resolve
	REDUCE CONTACT CONTINUED			
6.5	Customers will be expected to remain seated; food & drink will be taken to their table or if customers are being served drink at the bar social distancing must be observed. The server moves back from the bar once placing drinks at the collection point (amend accordingly).	Y		Table service only
6.6	Team members will need to be FOH to deliver plated food & drinks to tables & to collect used crockery & glassware. In such circumstances social distancing cannot be maintained. Keep contact time with customers to a minimum. Ensure adequate face masks/coverings are available should team members wish to wear them.	Y		On booking and being seated the customers are asked to move all used plates and glasses to the end of the tables from where they will be collected by a team member again in the required PPE (Face mask and Gloves).
7.0	TABLE SET UP & TURNING			
7.1	Tables will be left empty between customers.	Y		On finishing each table has a sign that will indicate. Dirty, Cleaning in process or cleaned.
7.2	Cutlery & condiment sachets will be brought to table at same time food is served.	Y		All cutlery will also be in individual sleeves/ Napkins.
7.3	Single use napkins only & disposable sauce sachets. No reusable bottles.	Y		
7.4	Clear, clean & sanitise tables & chair backs (where customers may have touched them) between each party of customers.	Y		Full cleaning process for each Pod after each sitting.
7.5	If necessary, return table & chairs to safe distance from others.	Y		Site plan completed and all tables and chairs are a safe distance and set out as per guidelines.
7.6	Use glass trays to collect empty glasses. Do not put fingers where customers mouths have been.	Y		All team have been trained on glass and plate collection and service.
7.7	Always wash hands after clearing tables & glassware.	Y		All team have been retrained on hygiene.
7.8	A pedal bin with close fitting lid, must be provided for staff to dispose of face masks & disposable gloves.	Y		Bins are located at various points around the building.
8.0	CLEANING MONITOR			
8.1	Touching of some surfaces is unavoidable. Frequent cleaning with suitable sanitizer will kill the virus if it is on the surface	Y		At the end of every day the whole site will be cleaned using a dehumidifier.
8.2	Use your nominated cleaning sanitiser.	Y		Agreed and signed off products only to be used and data sheet available as per COSHH guidelines.
8.3	Increase frequency of cleaning of all surfaces that are frequently touched. These include door push plates & handles, till buttons, card machines & office keypads, toilet handles & all taps, hand dryers, tables, chairs & AWP machines. During busy periods, a dedicated person allocated to this task will increase customer confidence.	Y		All staff are trained and timers for each member of the team will ensure that all areas are cleaned regularly and a sign off sheet will be used to check compliance.

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If you have any questions, then please feel free to get in touch.

We look forward to seeing you all soon.



All the Best

Steve, Emma and the Team at the Fox.