

## Risk Assessment

### Details

Group	Pizarro Restaurant Group
Site	Pizarro
Title	Pizarro_ COVID -19RiskAssessment
Assessed By	Clara Peseiro Mocinho

Task	Completed date of assessment
COVID-19 Risk assessment 4 - Customer safety	09-04-2021

### COVID-19 Risk assessment 4 - Customer safety

#### Hazards?

- Infection spread by staff with symptoms of COVID-19
- Infection spread by customers with COVID-19
- Infection spread from surfaces and equipment infected with COVID-19

#### Who might be harmed and how?

- Customers
- Staff
- Visitors
- Guests

# COVID-19 Risk assessment 4 - Customer safety

## Controls in place

Physical distancing measures will be in place to permit customers and social groups to physically distance whilst queuing, and whilst inside the premises (see physical distancing risk assessment)
Posters and notices will be displayed detailing the rules in place to prevent the risks of infection from COVID-19 at point of entry and throughout the premises. Such posters will include detail of physical distancing and hand washing arrangements
Customers exhibiting symptoms of COVID-19 will be politely asked to leave the premises for the safety of others.
Hand wash stations in public areas and toilet facilities will be stocked with suitable hand soap, hand drying facilities and 60% alcohol hand gel. Hot water will also be available to all hand wash basins
Where customers cannot use the NHS Test & Trace QR code then their details must be taken and securely held on file for a period of 21 days.
60% alcohol hand sanitising gel stations will be positioned throughout the premises for customers to use. Staff will be encouraged to remind guests of the need to use these gels
Customers will be refused access to the premises if they refuse to check-in via NHS Test & Trace or provide their details manually
All tables will be completely cleared before customers are seated. No tables will be set prior to customers sitting at their table i.e. no cloths, cutlery, crockery, glasses etc. Tables will be cleared and sanitised before seating guests
Contact details and hours of work for all staff will be recorded.
Customers will be encouraged to use contactless payments where possible, without disadvantaging older or vulnerable customers.
Customers are required to wear face masks apart from when they are seated and eating and drinking (unless they are exempt from wearing a face mask). We will display signs reminding staff masks must be worn when using toilets inside the premises.
Staff interaction with customers will be limited, for example table check backs will be suspended.
Tables will be kept clear of any sundry items e.g. table talkers, menu's, flowers etc.
Menu's will be single use, disposable copy only. Where possible mobile phone app use will be encouraged for ordering and menu choices. Digital solutions will include menu allergen information
Recorded background music will be kept less than 85dB at source to avoid customers shouting to make themselves heard.
Social groups of up to 6 people from up to 6 households will only be permitted to sit together. Socialising between separate groups is not permitted. A single household of more than 6 persons will be permitted to sit together.
Food and/or drinks must be consumed whilst seated in any premises (licensed and non-licensed).
Posters must display the updated NHS Test & Trace QR code for their business. The QR code will be displayed at all points of entry. All customers aged 16 years and over will be required to register using the code.
Licensed premises ONLY - Table service for food and/or drink only is required within licensed premises. Guests must not be permitted to order at the bar.
Where door checks include searches of bags or persons, gloves must be worn. Hands must be washed/gloves replaced between each search
Measures will be taken to improve ventilation, for example opening windows and doors or using air conditioning with recirculating function switched off with fresh air drawn in from outdoors

Additional controls required	Action by whom	Action by when	Completion date - comments
Completed date of assessment:		09-04-2021	
Review date	Person completing review	Reason (e.g. annual review, following accident, changes)	
02-10-2020	Clara Peseiro Mocinho	New restrictions in place	
09-04-2021	Clara Peseiro Mocinho	re opening	

## Task: COVID-19 Risk assessment 4 - Customer safety

Trained employees	Training date	Signature

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