



THE DUNCOMBE ARMS  
ELLASTONE · STAFFORDSHIRE

# COVID-19 Policy and Toolkit

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**Amendment Log:**

<b>Update Date</b>	<b>Section/Page(s)</b>	<b>Updated by</b>
<b>May 2020</b>	<b>New Policy Document</b>	<b>Nick Tilley, CSC</b>

## Section 1: **Duncombe Arms COVID-19 Statement**

Duncombe Arms top priority is the health and wellbeing of all our employees, customers and third parties. To minimise the spread of COVID-19 and to ensure that the Pub is a safe place to visit, we are undertaking a number of additional safety measures, these include:

- Enhanced cleaning and sanitising regimes
- Provision of additional hand washing facilities and sanitising stations
- Social distancing measures implemented across the business
- COVID-19 illness reporting procedures for staff, customers and contractors
- Enhanced provision of personnel protective equipment (PPE), where appropriate
- Delivering a certified COVID-19 staff training program across the business
- An ongoing review and verification of our procedures by our Environmental Health Partners Common Sense Compliance Ltd. The Pub needs to carry out a 'COVID-19 assessment.

As a business we will continue to adhere to regional and central government advice and industry guidelines.

Duncombe Arms COVID-19 policy has been implemented throughout the business and is in addition to existing food safety management system and health and safety management system.

Duncombe Arms management will ensure that adequate finances and resources are provided to enable this policy to be implemented and standards verified.

We will continue to review our COVID-19 policy and update as necessary. Your support and cooperation at this time is very much appreciated.

Signed:

Date:

Johnny Greenall

Managing Director

## Section 2: COVID-19 - What You Need to know?

This section of the policy provides information on what you and your teams need to know about COVID-19.

### What is COVID-19?

COVID-19 is an infectious respiratory disease caused by a newly discovered coronavirus. COVID-19 can affect all people of all ages.

### What are the symptoms of COVID-19?

Whilst the COVID-19 virus can affect all people of all ages it does affect people in different ways. Most people infected will develop mild to moderate symptoms and recover without requiring any specific treatment. However, for some people the disease can quickly cause serious health issues and can be fatal. The common symptoms include:

- Fever
- Continuous Dry Cough
- Tiredness.

Other symptoms can include:

- Shortness of breath
- Aches and pains
- Sore throat
- A few people have reported diarrhoea and nausea.

Whilst research into the virus is still ongoing, it is believed that people with underlying health conditions and those over 70 are particularly vulnerable to serious illness.

### How is COVID-19 spread?

The virus is believed to spread mainly from person to person. This can occur when an infected person is in close contact (around 6 feet/2 metres) with someone else or through respiratory droplets produced when an infected person coughs, sneezes or talks.

Also the virus can be spread through surface contamination. This occurs where a person touches a surface with the virus present and then touches their mouth, nose or eyes.

### **Section 3: COVID-19 Arrangements.**

These arrangements set out the control measures that the organisation are implementing across the business to manage COVID-19. It is critical that these procedures are implemented throughout the business to assure the health and welfare of our employees, guests and third parties visiting the Pub.

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## Arrangement 1: Management of COVID-19 Policy

The aim of this COVID-19 policy is to ensure that the organisation minimises its employees, guests and contractors risk of infection whilst onsite. As a business we will adhere to regional and central government advice and industry guidelines. This COVID-19 policy has been based on risk assessment.

The COVID-19 policy is in addition to the business's food safety management system and health and safety management system and provides extra safety measures aimed at reducing the spread of infection.

As a business, all persons have a vital role to play ensuring their social responsibility to reducing the spread of COVID-19.

### Pub Responsibility

At the Pub, the implementation of this policy will be the responsibility of the General Manager. In their absence the Duty Manager will take responsibility. Management will also nominate a COVID-19 lead, who will oversee day-day implementation and coordinate the Daily Opening and Closing Checklist (COVID Form 2)

### Staff Consultation

During the agreement and implementation of this COVID-19 policy the Health and Safety Committee needs to be consulted on the present and further arrangements. There needs to be an ongoing mechanism for employee's feedback on current and future implementation and controls of the COVID-19 policy.

### What to do when you receive your policy?

Upon receiving your COVID-19 policy you will need to complete the following actions:

1. Print a hard copy of the policy and place in a lever arch folder. This should be stored in the manager's office. A five part divider is recommended to separate out the sections as detailed in the index page.
2. An operational lever arch file should be used to file your completed COVID-19 management forms. This folder should be divided into the following sections.
  - Pub setup checklist – COVID form 1
  - Daily opening and closing checklist - COVID form 2



- Staff daily signing in form - COVID form 3
- Food and Beverage daily cleaning form - COVID form 6a
- Bedroom cleaning form - COVID form 6b
- Reception and Communal Areas daily cleaning forms - COVID form 6c
- Meeting and Events Daily Cleaning Form - COVID Form 6d
- Staff Offices Daily Cleaning Form - COVID Form 6e
- Staff training record and certificates - COVID form 7
- COVID-19 Weekly General Manager Internal Audit - COVID form 8
- COVID-19 Monthly Managing Director Internal Audit – COVID form 8

**The CSC team can print and provide hard copies of the policy and operational folders if required. To arrange please contact the CSC Office.**

3. Arrange for the relevant person to sign the COVID-19 statement and display a laminated copies at the Pub entrance and on the staff notice board.
4. Daily Signing in Form – (COVID Form 3) will need to be printed and each department to have a copy, staff must be advised where this is located. Pens to be sanitised after each use. Sanitising wipes to be provided.
5. To review the departmental arrangements and implement the detailed control measures throughout the Pub. This should include printing and laminating posters and displaying, as required.
6. Print and display “Catch it, Bin it, Kill it Poster”, (Poster 4) “Wash Your Hands Poster” (Poster 6) and “Symptoms Poster” (Poster7) in visible locations.
7. To review departmental cleaning Forms (COVID forms 6a-c) and tailor to each department.
8. Ensure that you have purchased/received all the required items for the Pub. See Pub Setup Checklist form (COVID-Form 1) for full details.
9. The Pub Setup Checklist should be used to complete and sign off all setup tasks.

### Staff Training

It is important that all staff receive COVID-19 training before returning to work. Staff training is to be arranged through CSC, the training will be webinar based with regular training slots available for individuals to attend. The training will be certified and once completed training certificates emailed to management. These should be filed in the operational folder and the Staff Training Record form (COVID Form 7) updated.

All staff must be kept up to date on any policy amendments, additional training must be coordinated by the General Manager and COVID-19 lead.

### Policy Review and Assessment

To support with maintaining the required controls the Duty Manager must complete the Daily Opening and Closing Checklist (COVID Form 2). This should then be filed within the operational folder at the end of each day.

A weekly internal audit of COVID-19 procedures is to be undertaken by the General Manager using Internal Audit form (COVID Form 8).

An Internal Monthly Audit of COVID-19 procedures is to be undertaken by the Managing Director using the COVID-19 Internally Audit form (COVID Form 8).

Once standards have been implemented this will be confirmed by a company executive and verified by a CSC accreditation audit. If approved, the operation will be awarded COVID-19 accreditation status. This will allow the Pub to display the accreditation certificate, window stickers and website logo.



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To maintain CSC COVID-19 accreditation status, a quarterly CSC accreditation audit to verify standards will be undertaken. This will confirm the ongoing implementation of standards.

If standards are not achieved, accreditation will be revoked and the logo must no longer be displayed in any format.

### **COVID-19 Risk Assessment**

This COVID-19 Policy has been based on risk assessment and this document details the controls to be implemented by the organisation. Please refer to the general COVID-19 risk assessment detailed below.

## Control of Substances Hazards to Health Regulations 2002

### COVID-19 Risk Assessment Sheet

COVID-19

Date of Assessment: May 2020

Duncombe Arms:

Assessor's Name:

**EMERGENCY TEL No:** CSC on 01761 235 604

<p><b>Hazards Warning:</b></p> <p style="text-align: center;"><b>Bio-Hazard</b></p>
<p>COVID-19 is a virus from the Coronavirus group. It is a highly infectious respiratory disease affecting the human population.</p> <p>Symptoms include: Fever, dry cough, fatigue, shortness of breath, sore throat, aches and pains. These can lead to pneumonia and death.</p>
<p>The COVID-19 virus is mainly spread via air or hand to mouth/ eye contact via an infected surface.</p>
<p>The likely route into the body will be by breathing in contaminated air or contaminated hands touching the face, eyes or mouth.</p>
<p><b>Key Controls:</b> The COVID-19 Policy document details the controls to be implemented by the organisation and therefore must be referred to as part of this assessment.</p> <p>These include:                  Social distancing, regular and effective sanitisation of surfaces, good personal hygiene standards, regular hand washing/ sanitising, implementing an effective sickness reporting system, isolation of persons with symptoms or having a high risk of being positive for COVID-19 and ensuring a good understanding of the requirements of controls and implementation.</p> <p>Once standards have been implemented, this will be confirmed by senior management and followed by a verification visit by CSC. If standards are being implemented effectively, the operation will be awarded an accreditation certificate, confirming COVID-19 control implementation.</p>
<p><b>Recommendations:</b>                  To refer to the Company COVID-19 Policy and Toolkit and ensure implementation.</p>
<p>General Manager Signature:</p>
<p>Date</p>

## Arrangement 2: COVID-19 Key Control Measures

This arrangement sets out key control measures that will be implemented across the Pub. These measures are vital to reduce the risk of spreading infection and should be reviewed across all departments.

### Control Measure – Staffing Levels and Wellbeing

Forward planning to ensure consideration is given to minimal numbers of staff required onsite to operate the Pub safely. For any staff working from home then monitoring of their wellbeing and mental health is to be considered, and a procedure arranged for keeping in touch with each individual.

### Control Measure - Hand hygiene

Hand hygiene procedures are key in minimising the risk of surface contamination.

The following measures must be implemented:

- Hand sanitising stations to be located at entrance and exit areas of each key thorough fare. This must include the Pub's main entrance area, food and beverage areas, meeting rooms, drinks stations, back of house areas, toilet areas, changing areas, offices and staff entrance and exit areas.
- The sanitiser provided must contain at least a 60% alcohol content.
- Provision of tissues and wipes to be provided at hand sanitising stations and placed strategically around the Pub.
- Communication of hand sanitising points to be laminated and displayed to encourage all guests and staff to use. Hand Sanitising Station poster (Poster 1) to be displayed.
- Lidded, pedal operated bins to be provided for the disposal of any tissues used.
- Only one person to use the hand sanitising area within the 2 metre range at a time.
- A laminated "Wash Your Hands Poster" (COVID Poster 6) to be displayed by all wash hand basins (staff and guest areas).

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Depending on the layout and size of the operation, additional sanitising stations maybe required. You will need to assess the Pub.

Staff must wash their hands on a regular basis. The following rules are to be followed.

- Regular hand washing to be undertaken, including: before and after handling food, blowing nose, coughing or sneezing, touching face/nose/mouth and using toilet.
- Wash hand basins must be provided with hot and cold running water, soap and paper towels.
- When using soap and water, hands must be washed for at least 20 seconds.
- Hands to be dried with paper towels. Towels should also be used to turn taps on and off.
- A lidded, pedal operated bin to be provided for the disposal of tissues.
- Staff should refrain from touching their face whilst working.
- All individual staff to be provided with hand gel sanitiser, these are to be attached to the staff and used regularly.

Hand washing is the best way to control any spread of COVID-19. However, If disposable gloves are to be worn then these must be changed after each task and hands washed. Even with gloves on, face touching is to be discouraged.

### Control Measure - Respiratory Etiquette:

Staff to follow good respiratory etiquette when coughing or sneezing. These rules include:

- When possible, a tissue to be used.
- Tissues to be disposed of in a lidded, pedal operated bin.
- **Catch it, Bin it, Kill it posters (COVID Poster 4) should be displayed around the building.**
- If tissues are not available then mouth to be covered with the crook of the arm.
- Tissues to be strategically placed around the Pub for use by both staff and customers.
- Hands to be washed following coughing or sneezing. Hand sanitiser can be used.
- The area where coughing or sneezing occurred to be sanitised; especially hand contact surfaces.

### Control Measure – Payment Methods

All payments should be made by contactless payment. Cash payments to be discouraged.

### Control Measure – Perspex Screens

Where there is any staff / guest face to face contact required then, where feasible, Perspex screens are to be used. Key areas are likely to include reception and bar. This will act as a shield between staff members and customers. This will be reviewed regularly.

### Control Measure – Staff Personal Deliveries

Staff are not to receive any personal deliveries to work.

### **Control Measure – Contractor Communication.**

Contractors visiting the Pub must have their temperature taken prior to signing in and confirm that they or no one within their household has any COVID-19 symptoms. They must sign the Pub's Daily Signing in Form (COVID form 3). Contractors visiting must ensure that they are made aware of the COVID-19 requirements prior to visiting. When undertaking work the following points should be followed:

- Contractor to contact a Senior Manager to meet contractor prior to entering the premises.
- Contractor not allowed onsite if requirements of signing in form are not met.
- Contractor to use closest entrance to where the works are to take place.
- Detail of work and arrangements to be discussed and agreed with Pub management prior to commencing.
- Where possible area to be cordon off or closed whilst works take place.
- Areas where contractors have been working are to be sanitised prior to re-opening.
- Whilst onsite, contractors are to stay to the areas where they are required to work and not unnecessarily enter other parts of the Pub. Regular monitoring will be required.
- Contractors to sign out once works completed.

### **Control Measure – Use of gloves, masks and aprons.**

The use of any PPE is based on risk assessment. Currently for COVID-19 there is no clear cut rule on the use of PPE, but there may be an expectation by guests and customers in seeing employees wear certain types of PPE; e.g. disposable gloves, aprons and the wearing of face masks.

The use of disposable gloves can encourage a false assumption by the wearer that they are personally protected, which will not necessarily be the case; e.g. still touching the face,



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can still spread microbes around if gloves are contaminated; etc. If gloves are to be worn, then they must be changed regularly and hands must be sanitised frequently.

Face masks (unless they are of the correct type and fitted properly) are not efficient at protecting the wearer from COVID-19. There may be some limited benefit of a COVID-19 positive person wearing a mask, as this can reduce the aerosol emitted from breathing, coughing and sneezing. However, employees may feel safer by the wearing of a mask and guests/customers may expect to see them worn.

Note: Wearing masks will encourage hand to face contact.

If the operation requires further advice on the use of PPE for COVID-19 protection, then the CSC helpline can be contacted for guidance.

## Arrangement 3: Departmental COVID-19 Arrangements

This section of the policy sets out the COVID-19 control measures to be undertaken and assessed within each department.

### Department - Reception and Communal Areas:

#### Reception

- Departmental staff to stick to their own working area/department within the Pub and be discouraged from entering areas they do not need to. This includes during break and lunch times.
- When shifts change, handover should be done via phone or video call.
- All staff to sign in using the Daily Signing in Form (COVID form 3).
- All departmental staff to receive COVID 19 training.
- All staff to be provided hand sanitiser that they can keep attached to them. Sanitiser must contain at least 60% alcohol.

#### Reception and Communal Areas

- Hand sanitising stations to be available at Pub entrance, lobbies, communal areas, staff entrance and exit areas; and key thorough fare areas. Laminated Hand Sanitising Poster (COVID poster 1) to be displayed.
- The COVID-19 symptoms poster (COVID poster 7) is to be displayed at Pub entrance / reception area.
- Social Distancing Poster (COVID Poster 5) is to be displayed strategical around the Pub and to include the Pub entrance, lounge areas, bar, restaurants; etc..
- Two Metre non-slip floor markers or stands to be clearly displayed to aid with social distancing.
- Reception staff workstations to be set up at least two metres apart and to have all necessary equipment i.e. pens, paper, printer to hand. Staff stationary should be personalised.

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- Excess furniture in communal areas to be removed, if possible, or spread out to aid social distancing.
- Contactless/Card payments preferable - cash is to be discouraged.
- Perspex screens to be provided at reception desks. If this is not possible a two metre distance marker to be displayed.
- To ensure all communal toilets have hot and cold water, soap and paper towels available; and stocks regularly checked. Lidded pedal bins to be available for disposal of towels. Wash Your Hands Poster (COVID Poster 6) to be displayed.
- Regular sanitising of hand contact points to be undertaken in reception and communal areas. Daily Departmental Cleaning forms (COVID Form 6c) to be completed.
- Guests to be encouraged to make enquires via bedroom telephone to reception, where possible.

### Check-in/Check-out Procedures

- If electronic or remote check in procedures is feasible, then this should be implemented and where possible payment taken via phone.
- Staff supervision at Pub entrance is recommended particularly during busier periods. Entrance door should be opened for guests if not electric. Guests to be advised of the Pub's procedures on arrival. If the reception is busy then a suitable waiting area should be provided.
- Door handling staff must ensure regular sanitising of hands and door handle. If disposable gloves are to be worn then these must be replaced on a regular basis and hands sanitised when gloves are changed.
- If reception area does not allow for adequate social distancing, then consider using a larger/additional area i.e. conference suite, to assist with guest check in/checks outs.

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- Portering to be discouraged. If this service is provided bag handles are to be cleaned with disinfectant wipe prior to handling, hands sanitised and handles wiped again prior to guest receiving luggage back. Porters hands are to be sanitised.
- Reception staff to discuss COVID-19 symptoms with guests checking in. To note that it is not company policy (Unless advised otherwise by regional or central government) to take guests temperature on arrival.
- Reception staff to clearly understand procedure for dealing with any guests who may pose a risk of COVID-19 infection. (Details on procedures are outlined in Arrangement 6 COVID-19 Illness reporting).
- Containers are to be located in the front desk area that are labelled for; sanitised or new pens, used pens and used guest room key cards/keys. Should the guest require a pen then they use from the sanitised container and replace in the used pen container. All used pens must be sanitised after each use. All returned key cards/keys to be placed in used key container. When removed these key cards/keys must be sanitised and then sanitised again prior to reissuing.
- Contactless check out to be undertaken, where possible. Bills are to be presented through the night with a note stating 'no need to check out, your card will be charged and receipt posted. Guests are only to visit reception if a necessity.

### Department - Food and Beverage

#### Food and Beverage Staff

- When shifts change, handover this should be done via phone or video call.
- All staff to sign in daily using the Daily Signing in Form (COVID form 3).
- All departmental staff to receive COVID-19 training.
- All Food and Beverage staff to enter via the most suitable entrance to enable minimal travel through the Pub.

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- Departmental staff to stay to their own working area/department within the Pub and be discouraged from entering other areas. This includes during break and lunch times.
- Kitchen staff to review working areas and stagger work stations in line with social distancing requirements.
- All staff to be provided hand sanitiser that they can keep attached to them. Sanitiser must contain at least 60% alcohol.

### Food Offerings

- The provision of room service for food and drink should be considered as the first option. Room service to be taken to the room on a trolley, where possible. Do not enter the room, the guest is to retrieve their food from the trolley.
- Grab and Go food options should be considered as an alternative to the restaurant area and for conference provision. This can include; pre-boxed food ready to take-away.
- A system to order Grab and Go food via phone or app should be setup and a time for collection provided to the guest. Collection times to be spaced out to avoid crowding.
- If dining areas are to be used then seats and tables must have a clear 2 metre radius from other diners; and consideration given to waiter's 2 metres distancing e.g. time separation.
- Table service only, for all food and drink orders in dining areas.
- Pre-booking must be made for dining areas and bookings spread out to support social distancing.
- Open food self-service buffet counters are to close until further notice.

### Restaurant and Bar Areas

- Hand sanitising station to be available at all restaurants and bars entrance and exit areas. Hand Sanitising Poster (COVID poster 1) to be displayed.
- Social distancing poster (COVID Poster 5) to be displayed at restaurant and bar entrance and exit areas.
- Regular cleaning of hand contact points to be undertaken at least hourly and more frequently depending on foot fall levels. The Daily Departmental Cleaning form (COVID Form 6a) to be completed.
- Card contactless payments preferable - cash is to be discouraged.
- Perspex till screens must be provided at bar and/or restaurant areas where appropriate.
- Diners are to wait at the entrance of the dining area until they are greeted and seated by a member of staff. 2 metre markings to be set out for those waiting to enter.
- Dining periods to be extended to support social distancing.
- A one-way system to be operated within the dining areas, where possible.
- Any bar stools should be removed from the bar until further notice.
- Each table must be cleaned after each use. Table Sanitation posters (COVID posters 2/3) should be laminated back to back and a copy to be placed at each table. Cleaning must include chairs, table, condiments and all items on the table including menus and the sanitation poster.
- Where possible, guests are looked after by one waiter during their dining experience.
- Waiters are not to top up wine and water.

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- Waiters to sanitise hands between each guests and table tasks.
- Where possible, menu options should be in electronic format, on black boards or if table menus used these must be disposable or laminated so they can be sanitised after each use.
- It is strongly recommended single use salt, pepper, ketchup, mayo sachets are provided as oppose to table condiments.
- Free bar nibbles and snacks must not be provided.
- Bill folders are not to be used.

### Food and Beverage - Back of House

- To ensure all wash hand basins have hot and cold running water, soap and paper towels. Lidded pedal bins are to be available for disposal of towels, treddles on the bin **Must Be** working. Wash Your Hands Poster (COVID Poster 6) to be displayed.
- The numbers of staff in locker room areas to be limited in order to maintain social distancing. Area to be regularly cleaned and recorded with hand contact points to be included in the hand contact sanitising regime. COVID communication posters 4, 5, 6 and 7 to be displayed.
- Where possible, staff canteens should be closed until further notice and staff encouraged to bring their own pack lunch. If operating the following provisions will need to be made:
  - Chairs to be spaced out 2 metres and no more than 2 people per table.
  - Sofas removed or usage discouraged.
  - COVID communication posters 4, 5, 6 and 7 to be displayed.
  - Social distancing floor markers and one way system to be provided.
  - Hand sanitising station to be provided at entrance to canteen.
  - All tables, chairs, cutlery and utensils used to be cleaned after each use.
  - Hourly cleaning of canteen area hand contact points to be undertaken and recorded.

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- Hourly cleaning to take place throughout. This must focus on hand contact areas and details recorded on Daily Departmental Cleaning form (COVID form 6)
- Glass wash machines to be drained and sanitised regularly throughout service and to temperature.
- Bar staff must wash hands prior to and after collecting glasses.
- Delivery drivers must not enter the building or kitchen areas.

### Department - Meetings and Events.

#### Meeting and Events Staff

- Departmental staff to stay to their own working area/department within the building and be discouraged from entering other areas of the Pub. This will include during break and lunch times.
- When shifts change, handover should be done via phone or video call.
- All staff to sign in using the Daily Signing in Form (COVID form 3).
- All departmental staff to receive COVID 19 training.
- All staff to be provided hand sanitiser that they can keep attach to them. Sanitiser must contain at least 60% alcohol.

#### Meeting Rooms

- No large gatherings are to be undertaken, this will be reviewed in line with government guidelines.
- Congregating in break out areas should be discouraged. Refreshment/drink stations can be setup in respective meeting rooms. Multiple stations can be setup, if appropriate.
- Room windows, to be opened where possible, to aid room ventilation.

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- Pre-packed Grab and Go option and/or food boxes to be used and brought to delegates.
- Meeting rooms to be cleaned after each use, during breaks and before each use. Cleaning must focus on hand contact points, including; tables, chairs, drink stations, equipment, controllers, door and cupboard handles.
- Delegates should be encouraged to bring their own pens, pencils and paper.
- Hand sanitising stations are to be provided at entrance to meeting rooms.

### Department – Housekeeping

#### Housekeeping Staff

- All housekeeping staff to sign in using the Daily Signing in Form (COVID form 3).
- All departmental staff to receive COVID 19 training.
- All Housekeeping staff to enter via the most suitable entrance to enable minimal travel through the Pub
- Housekeeping staff to stick to their working area/department within the building and be discouraged from entering other areas of the Pub. This will include during break and lunch times.
- All staff to be provided hand sanitiser that they can keep attached to them. Sanitiser must contain at least 60% alcohol.
- Housekeeping staff to be vigilant when working in corridors to maintain 2 metre distance.
- When shifts change handover to be done via phone or video call, where possible. Daily briefing to also be completed via phone or video call.
- Housekeeping team to review working practices; e.g. consider split shifts

### Bedrooms

- Disposable apron to be worn for each normal room clean. Hands to be regularly sanitised during servicing of the bedrooms. Normal PPE provision to be worn when cleaning bathroom and toilets.
- If a guest who has stayed, has COVID-19 symptoms or the condition has been confirmed as positive then the room must remain closed for 72 hours after departure or fumigated using an appropriate viracidal disinfectant. (CoSHH information and assessment need to be provided with a risk assessment/safe system of work for the fumigating procedure). Full cleaning procedure in arrangement 4 of the policy must be referred to.
- Windows should be open when cleaning, to aid ventilation.
- Housekeeping to clean each room ensuring all items detailed on the Departmental Daily Cleaning Form (COVID form 6b) have been covered. Each item is to be detailed on the form.
- All towels to be replaced between guests stays whether or not they have been used.
- All bedding to be replaced between guest stays whether or not it has been used.
- All glassware and china to be removed and replaced with disposable items .
- The throws and cushions are to be removed from bedrooms until further notice.
- Extra pillows and blankets are to be removed until further notice. These can be made available upon guests request
- All non-essential items to be removed from room this includes; pens, note pads, booklets, dining menus etc.
- The room should only be serviced when no guests are in the room.

### Department – Maintenance

#### Maintenance Staff

- All Maintenance staff to sign in using the Daily Signing in Form (COVID form 3).
- All departmental staff to receive COVID 19 training.
- All Maintenance staff to enter via the most suitable entrance to enable minimal travel through the Pub.
- Maintenance staff to stay to the areas they need to within the building and be discouraged from unnecessarily visiting areas of the Pub. This will include during break and lunch times.
- All staff to be provided hand sanitiser that they can keep attached to them. Sanitiser must contain at least 60% alcohol.

#### **Each job to be assessed prior to undertaking, with the following points followed;**

- If work is in a communal area, this is to be undertaken during quieter times of the day. If possible, the area should be cordoned off allowing at least a 2 metre radius.
- If work is being undertaken in a bedroom, this should be completed when the room is unoccupied. If the work is urgent and room occupied, the guest should leave the room whilst works take place.
- The area where work is to be undertaken must be sanitised prior to works commencing and once works have been completed.
- If work requires two or more people then social distancing is to be assessed per job. If 2 metre distance is not possible then arrangements must ensure that appropriate PPE is worn. For e.g. face masks, face visor, disposable gloves and aprons.
- Frequent trips to local hardware stores is to be discouraged. Preferred option is to purchase through the Pub's supplier arrangements.
- All tools and vehicles used must be sanitised after each use.

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### Department – Offices/Team Meetings

#### Office Staff

- To work from home is the first option.
- Remote meetings are the first preference.
- All office staff to sign in using the Daily Signing in Form (COVID form 3).
- All office staff to receive COVID 19 training.
- All office staff to enter via the most suitable entrance to enable minimal travel through the Pub.
- Office staff to stay to the areas they need to within the building and to be from visiting other areas of the Pub. This will include during break and lunch times.
- All staff to be provided hand sanitiser that they can keep attached to them. Sanitiser must contain at least 60% alcohol.
- HOD/Team meetings should ideally take place via phone or video call.

#### Office Space

- Where possible items to be individually personalised, e.g. pens, staplers, keyboards etc.
- Desks to be reviewed with 2 metre spacing provided between chairs. Desks should be positioned to enable individuals to face away from each other, where this is not possible then a screen must be used.
- Office areas must be sanitised every hour. This must focus on hand contact points, including; mouse, keyboard, desk, chair, printers, photocopiers, any stationary used, telephone, tablets devices, folders and door and cupboard handles.

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- Hand sanitising station to be setup at office entrance and staff to use prior to entering and exiting.
- When possible open external windows to aid ventilation.

## Arrangement 4: - Cleaning Arrangement

Cleaning procedures are key in reducing the spread of COVID-19. Viruses and bacteria can be transferred by an infected person to a surface, this then has the potential to remain on the surface for a period of time;

- Glass 5 days
- Wood 4 days
- Plastic and stainless steel 3 days
- Cardboard 24 hours

Anyone touching an infected surface can potentially become infected by touching their face and particularly their mouth, nose and eyes.

Should a surface become infected then it can be removed by thorough cleaning/sanitising with suitable cleaning chemicals.

As part of the organisations COVID-19 policy enhanced daily cleaning procedures are to be implemented. Details are included within the departmental arrangements.

### **Cleaning procedure if a COVID-19 symptomatic individual has been onsite**

Should a member of staff become symptomatic whilst onsite or a guest display or advice of symptoms of COVID-19, then the following cleaning procedures must be followed.

Areas that the individual has passed through must be sanitised focusing on hand contact services.

All surfaces that the symptomatic person has come into contact with must be cleaned and disinfected, including;

- Objects that are visibly contaminated with body fluids.
- Any potential high risk areas that the individual came into contact with. E.g. door handles, table, grab rails.
- If a guest who has stayed in a room and has COVID-19 symptoms or the condition has been confirmed as positive then the room must remain closed for 72 hours

after departure or fumigated using an appropriate viracidal disinfectant. (CoSHH information and assessment need to be provided with a risk assessment/safe system of work for the fumigating procedure).

The following cleaning arrangements must be followed for potentially infected areas.

When cleaning potentially infected areas the following guidelines must be followed:

- Use disposable cloths or paper roll and disposable mop heads, to clean all hard surfaces, floors, chairs, door handles and sanitary fittings.
  
- Cleaning chemical must either be;
  - A combined detergent disinfectant solution at a dilution of 1,000 parts per million available chlorine
  - A household detergent followed by disinfection (1000 ppm av.cl.). Follow manufacturer's instructions for dilution, application and contact times for all detergents and disinfectants.
  - Ensure that all chemicals that are used have the respective technical data sheet and CoSHH risk assessment completed.
  - Keep windows open to ensure good ventilation.
  - Use protective gear, such as masks, disposable gloves, goggles and disposable aprons.

### **Procedure to make Hypochlorite Concentrations.**

- Use cold water to dilute bleach
- Use a measuring jug to measure accurately the volume of bleach required  
For household bleach containing 5.25% sodium hypochlorite, the methods of dilution are as follows: ( if percentage varies then adjustments will need to be calculated);
- For general environmental cleaning, use 1 in 99 diluted household bleach, that is, 10ml of household bleach into 990ml of water  
Concentration 500 ppm
- For cleaning surfaces or articles contaminated with vomitus, excreta or secretions, use 1 in 49 diluted household bleach, that is, 10ml of household bleach into 490ml of water  
Concentration 1000 ppm

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- For cleaning surfaces or articles contaminated with blood spillage, use 1 in 4 diluted household bleach, that is, 10ml of household bleach into 40ml of water  
Concentration 10000 ppm

### Points to note while using diluted household bleach

- Avoid using bleach on metals, wool, nylon, silk, dyed fabric and painted surfaces.
- Don't touch the eyes. If bleach has spilled into the eyes, rinse with water immediately for at least 15 minutes and consult a doctor promptly.
- Since chemical reaction may lead to accident, bleach must not be used together or mixed with other household detergents
- Besides, bleach should be stored in a cool and shaded place and out of reach of children.
- The active ingredient of bleach decomposes with time.
- Diluted bleach should be used within 24 hours after preparation.

**Do note that during this time bleach can be used, and COVID-19 cleaning overrides your current Health and Safety Policy.**

- Avoid creating splashes and spray when cleaning.
- Any cloths and mop heads used must be disposed of and should be put into waste bags as outlined below.
- When items cannot be cleaned using detergents or laundered, for example, upholstered furniture, steam cleaning must be used

### Personal Protective Equipment (PPE) for cleaning a potentially infected area.

The minimum PPE to be worn for cleaning a general area where a person with possible or confirmed COVID-19 is disposable gloves and an apron.

If the area is visibly contaminated with bodily fluids then the need for additional PPE will be required, for e.g. goggles and face masks. The facemask should be of at least an N95 or FFP2 standard.



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Hands should be washed with soap and water for 20 seconds after all PPE has been removed and the 60% alcohol gel.

A COVID-19 emergency cleaning kit must be available onsite at all times. To summarise this should include:

Cleaning Kit	PPE
Disposable Cloths	Gloves
Disposable Mop	Apron
A suitable disinfectant as detailed above	Goggles
Virucide Sanitiser	Facemask – N95 or FFP2 minimum
Bio disposable waste bag	

Any suspected illness must be recorded on the COVID-19 Illness Reporting form (COVID Form 4) and details uploaded onto Complyforce. Your senior management team must also be notified.

### Waste/Emptying Bins

All PPE, cleaning materials and tissues used when cleaning areas of suspected COVID-19 spread must be treated as a biohazard and be disposed accordingly.

Bin liners containing suspected COVID-19 contamination waste, must be double bagged and stored safely away for 72 hours prior to putting out in normal waste. Gloves, disposable apron and goggles to be worn when emptying tissue bins. Do not push down on bags – just seal/tie.

## Section 5: COVID-19 Illness Reporting.

It is important that any suspected or confirmed COVID-19 cases are quickly and effectively managed. This includes any staff, guests or third parties who are symptomatic or have a confirmed cases of COVID-19.

### Staff Health and Reporting Procedures:

During this period we will be enhancing the monitoring of staff health and implementing daily signing in procedures. These controls will include.

- It is a recommendation that staff take their temperature prior to leaving home and travelling to work if possible. If not then temperature must be taken on arrival, prior to signing in.
- No staff to attempt travel to work or to sign in if any of the following apply.
  - Recorded a temperature of above 38°C (100.4°F).
  - They have a consistent cough.
  - They have had a positive COVID-19 test.
  - Anyone within their household has any of the above symptoms or has a positive COVID-19 test.

**Should a member of staff not be able to attend work or sign in due to COVID-19 symptoms or a positive test then the COVID Illness Reporting form (COVID Form 4) must be completed?** Details should also be noted on Complyforce and a Senior Manager informed.

- Anyone displaying any of the above symptoms must isolate at home for at least 7 days and until clear of all symptoms.
- Isolation must be extended to 14 days if symptoms relate to another person within their household or until the affected individual receives a negative test.
- Should the second individual experience any noted symptoms at any point during the 14 days then they must isolate at home for 7 days from start of symptoms and until clear of all symptoms.
- Staff to sign in at the start of each shift on the Daily Signing in form. (COVID Form 3)

- Where possible staff to avoid travelling to work on public transport.
- Should a member of staff experience symptoms during their shift they must leave the area and be isolated in an appropriate isolation room if possible, or sent home, public transport should not be used. The required cleaning procedures will need to be followed as detailed within the cleaning arrangement.

### **Guests Displaying Symptoms:**

For any guests displaying or notifying management of symptoms then they must be isolated. If they are a resident then this will be their bedroom, for non-residents then a suitable room should be identified for the guest to isolate.

The COVID-19 Illness Reporting form (COVID form 4) should then be completed and details logged onto Complyforce.

The appropriate cleaning regime detailed in the cleaning arrangement will then need to be followed.

### **RIDDOR Reporting of COVID-19**

COVID-19 has been classified as reportable under RIDDOR when:

- An unintended incident at work has led to someone's possible or actual exposure to COVID-19. This must be reported as a dangerous occurrence.
- A worker has been diagnosed as having COVID-19 and there is reasonable evidence that it was caused by exposure at work. This must be reported as a case of disease.
- A worker dies as a result of occupational exposure to coronavirus.

It is important that any potential or confirmed COVID-19 illness to an employee, guest or third party is investigated and reviewed prior to RIDDOR reporting. Any incident must be discussed with CSC and Senior Management to review and determine if a reporting is required.

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Should it be determined that a COVID-19 incident does require reporting then it will be the General Managers responsibility to ensure that the accident or event is notified within the correct time period.

## Arrangement 6 – Dealing with Confrontation

Due to the social circumstances of the current COVID-19 situation it is possible that there is an increased risk of confrontation. This maybe a guest verbally demonstrating their dissatisfaction of COVID-19 control measures onsite or to other guests deemed to not be adhering to social distancing measures.

It is important that any such situation is managed professionally and the situation defused. Should confrontation occur then the following points are to be noted;

- Most senior person onsite needs to deal with the situation
- The member of staff involved (being confronted), should be removed from the situation
- Always adopt an approach of firmness and consistency
- Be clear on the company standards so you are able to relay this to the guest, if appropriate
- Ensure physical distance is maintained between yourself and the guest, and try and separate from any audience
- Keep control of your own feelings and emotions
- Do not raise your voice
- If the conflict is between two guests and if safe to do so ask what the issue is concerning. Listen to both parties and aim to defuse the situation
- If in any doubt or assistance is required then contact the duty manager
- Should you feel threatened or in any danger then you must remove yourself from the situation and report the incident to senior management.

**If felt appropriate the company may arrange separate confrontational training.**

# **Section 4: COVID-19 Management Forms**

## COVID-19 - Form 1 Pub Setup Checklist

This form is to support you with setting up and implementing your COVID-19 policy.  
Once setup has been completed the daily review form should then be used.

Duncombe Arms:		Completed by:			Date:	
Check/Action	Check Completed (√)	N/A	Notes / Comments	Completed		
				Initial	Date	
Print COVID-19 Policy and input into folder. Divide into Sections						
Create operational folder with dividers for filing management forms. (See detail in arrangement 1)						
If required CSC can print, bind and post your policy and operational folder. Fee for CSC to provide - £45 +Vat plus P&P						
COVID-19 Statement Signed and displayed.						
Consultation with staff Reps undertaken						
Setup of Sanitising Stations at required areas.						
Sanitising station posters printed, laminated and displayed.						
Daily staff sign in form setup and implemented.						
Set out 2 metre distancing markers.						
Print and laminate table sanitising cards. (Double sided)						
Print, laminate and display hand-washing posters as required.						
Print, laminate and display symptom posters in staff areas.						
All Staff COVID-19 webinar Training arranged and records up to date.						
Items that will be required						
2 metre markers and or tape						
Sanitiser for stations and staff members. (60% alcohol, minimum)						
Perspex Screens						
Tissues.						
Virucide cleaning chemicals (as per chemical supplier or Head Office advise)						
Lidded pedal bins						
Emergency cleaning kit setup.						
Emergency cleaning PPE - Goggles, full length gown, gloves and masks.						
Digital infra-red Temperature Thermometer(s) – for staff						
Additional soap and disposable towel for wash hand basins						
Stretch que barriers for social distancing						
If required is a fogger available with appropriate chemicals.						
<b>Signed General Manager:</b>				<b>Date:</b>		

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## COVID-19 - Form 2 Daily Opening and Closing Checklist

This form is to support you with daily management of your COVID-19 Procedures.

Duncombe Arms:	Department:	Completed by:	Date:		
Check/Action	Check Completed (√)	N//A	Notes / Comments	Completed	
				Initial	Date
Opening Checks – To be completed upon Opening the Pub					
Staff Daily Signing in Forms Available					
Hand sanitising stations setup and well stocked.					
Tissue Bins available and treddles working.					
Distance markers set out as required and not worn.					
Pre-opening cleaning undertaken.					
Laminated poster appropriately displayed					
Pub emergency cleaning kit is onsite and stocked accordingly.					
Is all required PPE available?					
Have all staff been COVID-19 trained.					
Closing Checks					
Suitable stock levels of sanitiser, tissues and virucide cleaning available. (there should be at least 1 weeks' worth of stock onsite)					
Close down cleaning undertaken					
Daily checklist, staff signing in form and Pub cleaning form filed in COVID operation folder					
Have any staff been off sick due to COVID-19 Symptoms, household symptoms or confirmed case?					
If Yes, please confirm illness reporting form completed and details uploaded to Complyforce.					
<b>Brief note of any Staff COVID-19 symptoms or confirmed illnesses reported. (This includes people in their household)</b>					
<b>Notes / Comments extended:</b>					
<b>Signed General Manager:</b>				<b>Date:</b>	

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## COVID-19 Form 3 Staff Daily Signing in

**By signing in I confirm that:**

- I have taken my temperature prior to starting my shift and it does not exceed 38°C / 100.4°F.
- I have not had a new continuous dry cough.
- I have not had a positive COVID-19 test within the last 14 days.
- I am not aware of anyone else in my household experiencing any of the above.

If you cannot confirm any of the above then please do not sign in and return home. You should notify your manager of your absence via phone. They will complete an incident form over the phone and advise you of the next steps.

Duncombe Arms:			Date:	
Staff Name	Start Time	Sign In	Finish Time	Sign out
<b>Sign General Manager:</b>			<b>Date:</b>	

## COVID-19 Form 4 COVID-19 Illness Reporting Form

Duncombe Arms:	Reporting Manager:	Date:
<b>COVID-19 Illness Reporting Form.</b>		
<p>This form must be completed in the event of any member of staff not attending work due to COVID-19 symptoms or due to a member of their household displaying symptoms. Any guest or third party visitors' illnesses / incidents must also be recorded.</p>		
<b>Overview of Compliant</b>		
Name of person affected:	Type of person: Member of staff / Guest / Contractor	
Please provide a brief summary of the incident.		
<b>Illness / incident details</b>		
<b>Reason for incident report</b>	<b>Details of symptoms</b>	
Showing symptoms of COVID-19	Temperature	
A confirmed case of COVID-19	Continuous cough	
A household member has symptoms of COVID-19.	Other (please note)	
<p>Anyone displaying any symptoms must isolate at home for at least 7 days and until clear of all symptoms. Isolation must be extended to 14 days if symptoms relate to another person within their household or until the individual receives a negative test.</p>		
<b>I confirm that isolation requirements have been communicated to the affected individual.</b>		
<b>Sign:</b>	<b>Print Name:</b>	
<b>Additional Details</b>		
Has the individual attended the Pub within the last 7 days?	Was the individual symptomatic whilst onsite?	
If yes, what was the date of last visit to the Pub?	Was any enhanced cleaning of potentially infected areas required?	
<b>Further information and any additional actions undertaken.</b>		
Report Completed By:	Date Completed:	
Signed by General Manager:	Date:	

## COVID-19 Form 5 COVID-19 Return to Work

Duncombe Arms:	Reporting Manager:	Date:
<b>COVID-19 Illness Reporting Form.</b>		
<p>This form must be completed by any staff members prior to returning to work following any COVID-19 related absence. This could be a confirmed COVID-19 illness, being symptomatic or following a household member being symptomatic or confirmed with COVID-19. <b>This form must be completed over the phone.</b></p>		
<b>Detail</b>		
Name:	Proposed return to work date:	
<b>Reason for the absence.</b>		
<b>Reason for the absence.</b>		
Showing symptoms of COVID-19		
A confirmed case of COVID-19		
A household member has/had symptoms or confirmed COVID-19		
<b>Questions if reason for absence was showing symptoms of COVID-19 or a confirmed case of COVID-19</b>		
1. Do you still have a continuous cough?	Y / N	If no date symptoms stopped
2. Do you still have a high temperature?	Y / N	If no date symptoms stopped
3. Have you self-isolated for at least 7 days.	Y / N	Date self-isolation began.
<p><b>If you answer yes to Q1 or Q2 or no to Q3 then do not return to work until symptoms have cleared or 7 day isolation has been completed.</b></p>		
<b>Questions if reason for absence was due to a household member</b>		
<b>Further information and any additional actions undertaken.</b>		
Accepted back to work: <b>YES / NO</b>		
Report Completed By:	Date Completed:	
Signed by General Manager:	Date:	

## COVID-19 Form 6a Pub Daily Cleaning Form – Food and Beverage

All hand contact points both front of house and back of house must be cleaned at least every hour. Cleaning should be more frequent during busy periods.

The individual undertaking the cleaning must initial against each item when cleaned. You can add additional contact points in the spaces provided at the end of the form. HoD to sign off daily.

Duncombe Arms:								Date:				
	Door Handles	Cupboard Handles	Light Switches	Coffee Machine/Drink Stations	Kitchen Equipment	Tables / Chairs	Grab Rails	Sink / Taps	Taps / Toilet Areas			
06:00												
07:00												
08:00												
09:00												
10:00												
11:00												
12:00												
13:00												
14:00												
15:00												
16:00												
17:00												
18:00												
19:00												
20:00												
21:00												
22:00												
23:00												
<b>Floor Cleaning - To be completed twice a day, please sign off once completed.</b>												
<b>Morning:</b> Completed by: Time Completed:							<b>Afternoon:</b> Completed by: Time Completed:					
Signed by HoD Manager:												

## COVID-19 - Form 6b Bedroom Cleaning Form

This form must be completed when cleaning each bedroom.  
The individual undertaking the cleaning must initial against each item when cleaned. You can add additional contact points in the spaces provided at the end of the form.

Bedroom number										
Date										
<b>Item</b>	Initial	Initial	Initial	Initial	Initial	Initial	Initial	Initial	Initial	Initial
Telephone										
Bedside Tables										
Desk Chair										
Safe										
Hairdryer										
Hangers										
Ironing Board										
Iron										
Light Switches										
Lamp and Floor lamps										
Kettle										
Radio										
Minibar handle										
Thermostat										
Air Con Controls										
Refrigerator										
Drawer Handles										
Safe										
TV Remote										
Toilet and tap handles										
Door Handles										
<b>Sign off by Head HouseKeeper:</b>										

## COVID-19 Form 6c Pub Daily Cleaning Form – Reception and Communal Areas

All hand contact points both front of house and back of house must be cleaned every hour.

The individual undertaking the cleaning must initial against each item when cleaned. You can add additional contact points in the spaces provided at the end of the form. HoD to sign off daily.

Duncombe Arms:								Date:					
	Desk/Chairs	Telephone	Light Switches	Door Handles	Cupboard Handles	Keyboard/Mouse	Self/Check in Device	IT Equipment / Printer etc..	Taps / Toilet Areas				
06:00													
07:00													
08:00													
09:00													
10:00													
11:00													
12:00													
13:00													
14:00													
15:00													
16:00													
17:00													
18:00													
19:00													
20:00													
21:00													
22:00													
23:00													
<b>Floor Cleaning – To be completed twice a day, please sign off once completed.</b>													
<b>Morning:</b> Completed by: Time Completed:							<b>Afternoon:</b> Completed by: Time Completed:						
Signed by HoD:													

## COVID-19 Form 6d Pub Daily Cleaning Form – Meeting and Events

All hand contact points both front of house and back of house must be cleaned every hour.

The individual undertaking the cleaning must initial against each item when cleaned. You can add additional contact points in the spaces provided at the end of the form. HoD to sign off daily.

Duncombe Arms:									Date:				
	Desk/Chairs	Telephone	Light Switches	Door Handles	Cupboard Handles	Drink station areas	Toilets	Equipment					
06:00													
07:00													
08:00													
09:00													
10:00													
11:00													
12:00													
13:00													
14:00													
15:00													
16:00													
17:00													
18:00													
19:00													
20:00													
21:00													
22:00													
23:00													
<b>Floor Cleaning – To be completed twice a day, please sign off once completed.</b>													
<b>Morning:</b> Completed by: Time Completed:							<b>Afternoon:</b> Completed by: Time Completed:						
Signed by HoD:													

## COVID-19 Form 6e Pub Daily Cleaning Form – Staff Offices

All hand contact points both front of house and back of house must be cleaned every hour.

The individual undertaking the cleaning must initial against each item when cleaned. You can add additional contact points in the spaces provided at the end of the form. HoD to sign off daily.

Duncombe Arms:									Date:				
	Desk/Chairs	Telephone	Light Switches	Door Handles	Cupboard Handles	Kettle	Toilets	Equipment					
06:00													
07:00													
08:00													
09:00													
10:00													
11:00													
12:00													
13:00													
14:00													
15:00													
16:00													
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18:00													
19:00													
20:00													
21:00													
22:00													
23:00													
<b>Floor Cleaning – To be completed twice a day, please sign off once completed.</b>													
<b>Morning:</b> Completed by: Time Completed:							<b>Afternoon:</b> Completed by: Time Completed:						
Signed by HoD:													



## COVID-19 Form 7 Staff Training Record

**All staff must receive certified COVID-19 training:**

Training is undertaken by CSC via video training sessions. Please contact CSC to book members of staff on a course.

Duncombe Arms:			
Staff Name	Course Date	Certificate Number	Staff to sign once course completed.

Additional Form can be used if required.

A certificate will be emailed once completed – Training certificates should be filed in the COVID-19 operational folder.

## COVID-19 Form 8 Weekly Internal Audit Form

This form is to be completed by the General Manager once a week and monthly by Managing Director.

Duncombe Arms:		Completed by:			Date:	
Audit Point.	Satisfactory (√)	Un-Satisfactory (√)	Action Required by Whom?	Completed		
				Initial	Date	
Is the COVID-19 policy readily available and understood by management.						
Are hand sanitising stations setup as required; with poster displayed, sanitiser available and tissues available?						
Has the required levels of staff hand hygiene been observed during audit?						
Are table sanitising cards located on each table?						
Are social distancing posters displayed and visible?						
2 Metre markers/tape clearly set out and visible?						
One-Way System set out and in Operation?						
Are social distancing requirements managed and compliant?						
Are Wash Your Hands posters displayed and visible – 1 at each wash hand basin?						
Are Catch it, Bin It, Kill it, posters displayed and visible?						
Are symptoms posters displayed and visible?						
Is the COVID-19 emergency cleaning kit/PPE onsite and fully stocked.						
Is Pub daily signing in form available and being completed correctly?						
Thermometer available for staff and contractors and temperatures being taken on arrival?						
Daily opening and Closing Departmental Checks being completed and signed?						
Are all daily departmental cleaning forms completed and signed?						
Are sanitising regimes completed satisfactorily?						
COVID-19 Illness reporting being undertaken – if required?						
Have all Pub staff received COVID-19 training?						
Are COVID-19 controls considered satisfactory.						
<b>Signed General Manager or Managing Director:</b>					<b>Date:</b>	

**A Safe Place to Work and Visit**

# **Section 5 COVID-19 Posters**

# Hand Sanitising Station



Hands must be  
cleaned at this point!

Please do not use  
this table

I am  
waiting  
to be  
cleaned

Thank you!



COMMON SENSE COMPLIANCE LTD



THE DUNCOMBE ARMS  
ELLASTONE - STAFFORDSHIRE

This table is safe to  
use!

I am  
Safe  
To Use

Please take a seat!



COMMON SENSE COMPLIANCE LTD



THE DUNCOMBE ARMS  
ELLASTONE • STAFFORDSHIRE

A Safe Place to Work and Visit

# CATCH IT

Germs spread easily. Always carry tissues and use them to catch your cough or sneeze.



# BIN IT

Germs can live for several hours on tissues. Dispose of your tissue as soon as possible. Bins are provided.



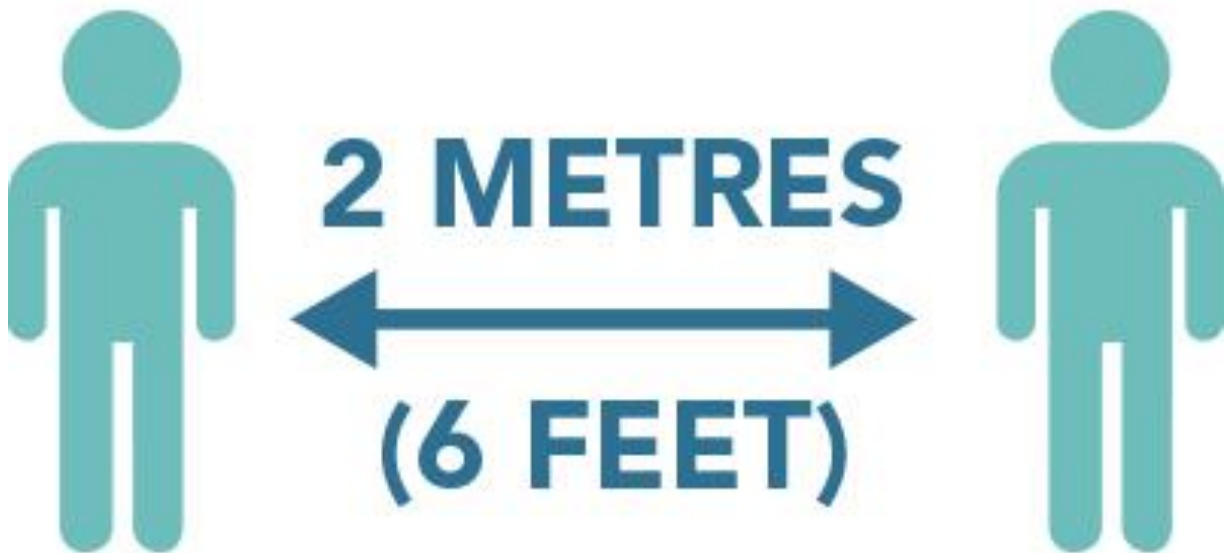
# KILL IT

Hands can transfer germs to every surface you touch. Clean your hands as soon as you can.



# PREVENT THE SPREAD OF COVID-19

For Your Safety Have Implemented  
a **2 Metre Social Distancing** Rule  
at this Pub



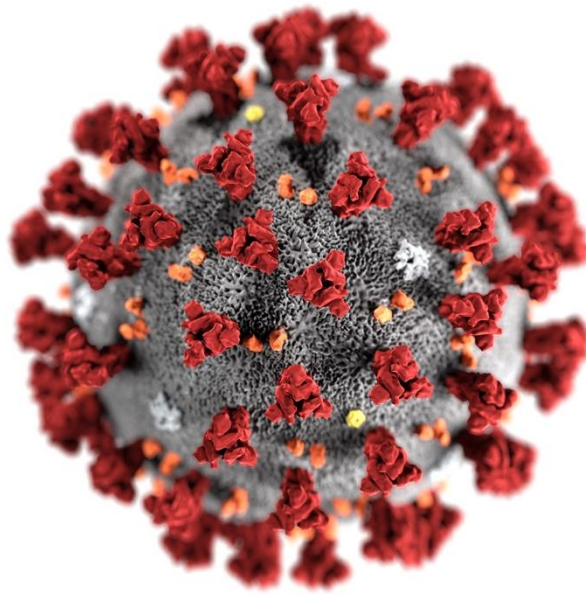
We May Restrict the Number of  
People Entering Reception at Any  
One Time.



# Wash Your Hands More Often for 20 Seconds



# Are you Displaying COVID-19 Symptoms?



If you are displaying any symptoms of COVID-19, please **DO NOT** enter the premises and call reception for advice.