



WOODFORDE'S  
BREWERY

# RETAIL OPERATIONS

How we plan to be "Covid Secure"

June 2020

## Everyone has a role to play

Our risk assessment takes into account the safety of everyone, but it also relies on everyone playing their part

## Things may change regularly

The risk assessment will be a working document which will be updated following new government advice or employee feedback on the actions we have taken



## Things to note...

- The guidance is constantly being updated – we will adapt with it
- We cant prepare for every scenario meaning so please be sensible
- Help each other by completing tasks with the lease amount of risk
- Most importantly, if you or someone you have been in contact with has symptoms DO NOT come in to work



# Our risk assessment results

Gloves to be used as much as possible when collecting used glasses & plates

Online training arranged for all team members before return to work

Signage to advise customers to keep safe & support us by following the guidance

One way route with designated entry & exits

Allocating workstations, tills & handhelds to an individual for an entire shift

Breaks to be staggered and taken separately – 1 person on a break at a time

Staff assistance stations created inside & out so customers don't go looking for help

Doors & windows to be open at all times, unless weather is extreme

Attempt to create "team bubbles" where possible

Cutlery to be wrapped on all tables & issued by staff – no help your self

Outside tables to have signs on them advising customers or processes

Assessed our team for any clinically vulnerable people

Positioned 10 hand sanitiser stations around the building

Stay within your own work area i.e no entry to kitchen or going to main office etc

Table service only – no queuing at the bar. Booking advised at all times.

Menu's only for single use – disposed after each customer

Condiments not on tables but available on request and cleaned between each use

Contactless service to be used where possible

Reduced menu in place to ease complexity and reduce no of staff on duty

Creating an area for staff belongings and ensuring no one travels to work in uniform

Designated some back of house store rooms as single person entry only

Card payments only – no cash transactions

Toilets operated on a one in, one out basis. One set of toilets reserved for staff

Goods to be left for 24hrs before being unpacked, where possible

All team members provided with a face mask and filters

Use the phone lines and email as much as possible

# WOODFORDE'S

Completed a risk assessment & shared the results with all stakeholders following the guidance issued by government & HSE

Ensure that all necessary signage is in place for safety measures, hygiene and customer flow i.e entry/exit, one way route & capacity

Work with suppliers to provide all the PPE and chemicals needed to keep the workplace safe and clean, and make sure they are accessible

Train our team on covid secure guidelines before they return to work, and base staffing decision on associated risks of each employee

Schedule our team in a way that helps to reduce unnecessary contact and overcrowding, while putting measures in place to reduce contamination

# OUR PEOPLE

Wear the PPE provided, follow hygiene rules by using sanitiser between each room, washing hands regularly & cleaning work areas more frequently

Set an example for our customers by using the one way systems, hand sanitiser, PPE and maintain a good distance between each other

Reporting if you, or a member of your household, become unwell or is advised to isolate

Communicating our polices and procedures to our customers so they feel safe in our procedures

Be open and honest about the procedures in place by reporting any concerns you have so that we can improve our way of working

# SUPPLIERS

We will ask for a copy of their risk assessments or the processes they have put in place before we allow them to restart deliveries

They must not enter our building at any point and should maintain a safe distance when delivering

Never share a pen with them or use theirs when signing an invoice

Insist that they wear PPE such as gloves and face masks when delivering to our site, and place goods in a designated area that can be left for 24hrs before unpacking

Ensure that any agreed services are provided on time and to the required standards to reduce the number of repeat visits and disruption to the business

# VISITORS

Only visit us if the visit is essential. No unannounced visits will be allowed.

Where possible all visits will take place out of trading hours and all meetings conducted outside

Wear PPE provided to them by us on arrival, use the sanitising stations and follow the route around the building as shown to them as part of a safety briefing

Only visit the area required, and minimise the contact with customers and our team.

Commit to letting us know if they, or anyone they have been in contact with, develop symptoms or are advised to self isolate as part of the track & trace system



# CUSTOMERS

On arrival, and on leaving, use the hand sanitiser and designated entry/exit routes

Follow the one way route around the building and as far as possible, avoid making contact with other guests

Ask for assistance from your table rather than getting up and finding some one to help – we will be making sure someone is on duty in each zone regularly

If you have a face mask, wear it when in crowded areas. This will help others to feel safe and decrease the likelihood of you passing on any illness

At all times, follow the instructions given either from signage or by a member of our team. Repeated failure will mean we will ask you to leave.

## How to raise a concern?

These are unprecedented times with lots of new ways of working

We understand that you are putting yourself on the front line, which for some might be scary or cause them to worry

Each duty manager is there to make sure that the systems and processes are working and for you to raise any concerns

If you ever feel vulnerable or unsafe you should speak to the duty manager immediately

If you are ever unsure about a process you should ask for help. Don't guess, or ask afterwards, as this may cause a problem and put someone at risk

## What happens next?

We will make contact with each team member when it is time for them to return to work, or every 4 weeks to keep in touch



You will complete your Covid-19 training through our e-learning partner and your manager will let you know specific processes in your area of work



Our risk assessment will be reviewed every 3-4 weeks inline with, or following significant change to, government advice. You are invited to feedback your concerns or ideas

**Any questions?**