

Covid-19 Re-opening Guidance for Pubs and Restaurants

The points set out below are intended to act as guidance for pubs and restaurant premises as they begin to make preparations for reopening.

Where there is uncertainty around a particular aspect it is recommended that the business operator liaise with the relevant sections of the Council to ensure that the measures implemented maintain compliance with any pre-existing conditions or legal obligations.

As part of the recovery process the Council has formed the City Services Group to support business within the City and to streamline Council processes and improve access to resources. The City Services section of the Council website may be of use as you start to plan for reopening and it can be accessed online [here](#).

As a business there are a number of factors that will require to be considered prior to reopening. The sections below outline some of the key areas, however, this list is not exhaustive and there may be other things that require consideration.

Documentation Review

- Review of existing risk assessments and policy documents to ensure that they are up to date and to identify and document any new control measures that may be necessary. It is strongly recommended that staff be involved in the process of risk assessment.
- Identify any activities require to be carried out but where physical distancing may not be possible. Where such an activity is identified specific control measures will require to be implemented and the risk assessment process documented.
- Template documents are available for download from the Council website in addition to general food safety and health and safety guidance. These can be found within the Environmental Health pages [here](#).

Staff

- Staff should be made aware of changes to risk assessments and procedures that have taken place on site. This should form part of their training record and be documented.
- Staff should be provided with the necessary Personal Protective Equipment for their role and should not be asked to contribute to the cost of such equipment.
- Staff should be familiar with site rules and distancing arrangements that are in place and should be seen to lead by example.
- Staff should be assigned specific tasks or areas during their shift to reduce the need for movement across the premises. For example, bar staff could be allocated a section of the bar and use only the equipment located within this area. This will reduce the need for cleaning of equipment (measures, bottles etc.) between uses.

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- Consideration should be given to assigning staff to a shift group or cohort. This will reduce the number of contacts and reduce the likelihood of infection spread across the workforce.
- Staff should be aware of the symptoms of Covid-19 and the procedures that are in place should they become symptomatic whilst on shift.
- Staff should be aware of their leave entitlements if they are sick or required to self-isolate.

External Areas (Applicable from 6th July onwards)

- Where the public is to be allowed access to the sanitary facilities within the premises consideration should be given to the route used for access. In the early days of operation it may be necessary to assign a member of staff to act as a toilet attendant to manage use of the facilities.
- Care should be taken to ensure that congestion does not occur outside welfare facilities or service areas.
- When reviewing the layout of the site, accessibility for the elderly, those with mobility needs etc. should be considered.
- Access to internal seating areas should be prohibited until 15th July.
- It may be necessary to consider a reduction in the number of tables that are located within the external area to ensure that there is sufficient space available to maintain physical distancing.
- Consideration will require to be given to setting a maximum capacity for the external area. This may be less than the maximum capacity stated on a premises or occasional licence.
- The maximum capacity should be reviewed in line with government guidance and may increase as we move through the various phases of the Route Map.
- Consideration should be given to the type of furniture that is to be placed within the external area. For example the use of picnic benches may not be practical in terms of versatility. A larger number of small tables that can be joined together or easily moved to accommodate differing group sizes whilst maintaining physical distance from others may be preferable.
- Consideration should be given to the provision of structures that can be used in the event of adverse weather such as gazebos. Where such a structure is to be erected it should be done in a way that ensures that the space remains an external area i.e. does not become wholly or substantially enclosed.
- Where access to an external area is only possible by passing through a licensed premises consideration requires to be given as to how this will be managed and shall be organised in a manner consistent with that deemed appropriate for retail premises with reference made to Scottish Government sector guidance where necessary.

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Definition of External Area

- To constitute an external area the area must not be wholly or substantially enclosed. The definitions of these terms are taken from the Smoking, Health and Social Care Scotland Regulations 2005.

Review of Internal Layout (Applicable from 15th July onwards)

- Access routes should be kept free from obstruction to maintain movement through the premises and where possible a one way system should be introduced.
- Where possible doors should be left open to reduce the need to touch surfaces (excludes fire doors).
- Care should be taken to ensure that congestion does occur outside welfare facilities or service areas.
- Consideration will require to be given to setting a maximum for the premises, it is likely that this will be less than the previous occupancy level.
- The maximum capacity should be reviewed in line with government guidance and may increase as we move through the various phases of the Route Map.
- It may be necessary to consider a reduction in the number of tables that are located within the premises to ensure that there is sufficient space available to maintain physical distancing.
- Signage should be prominently displayed at points of entry reminding those who are displaying symptoms to immediately withdraw from the premises and return to their home to self-isolate and contact NHS if necessary.
- Signage should be prominently displayed at points of entry, and throughout the licensed area, reminding all in attendance to maintain two metres physical distancing.
- Signage should be prominently displayed at points of entry, and throughout the licensed area, reminding all in attendance of the required respiratory etiquette.
- Operators cannot assume that previous layout arrangements will satisfy distancing requirements.
- An increase in the number of stewards may be necessary to control capacity and density of patrons.
- When reviewing the layout of the site accessibility for the elderly, those with mobility needs etc. should be considered.

Booking System and Queue Management

- Consideration should be given to the implementation of an advanced booking system to allow for staggering the arrival of patrons on site to ensure that physical distancing can be maintained.
- It is recommended that a maximum dwell time be given to bookings i.e. table returned within 2 hours or similar.

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- Licence Holders should give consideration to issuing guidance or site rules to patrons at the time of booking. Consideration should also be given to displaying these within the licensed area. By booking a table an individual is agreeing that their party will comply with all site rules.
- Patrons should be required to confirm that they are symptom-free prior to being granted access to the site.
- Where an advanced booking system is not to be utilised a system of queue management will require consideration. Steps should be taken to ensure that physical distancing is maintained within the queue and to ensure that the queue does not obstruct pedestrian or residential access in the surrounding areas.
- Where queuing within the premises is necessary this must be risk assessed and monitored by management.

Service

- It is recommended that an alternative to bar service be introduced for ordering. This could be through the use of an app based system or by providing table service.
- Where a business determines that queuing within the premises is necessary this activity must be risk assessed and monitored by management. It is recommended that a one way system be adopted and that patrons be clicked in/out by a member of staff to ensure that the capacity of the premises is not exceeded (particularly in adverse weather).
- In order to reduce the transmission of infection that the use of disposables be considered for the service of food and drink on site. Re-usable glasses etc. may only be used where appropriate dishwashing facilities are provided. It is recommended that recyclable or biodegradable disposable cups be used to mitigate the environmental impact of disposable cups.
- Where food is to be provided it is recommended that the use of single use condiments etc. be introduced and that these be made available upon request rather than already being on the table.
- It is recommended that the use of paper/shared menus be discontinued and replaced with wipe clean or single use, disposable alternative. The use of A-boards could also be considered for this provided it does not create an obstruction.

Hand Hygiene

- Adequate hand hygiene facilities require to be provided. In addition to any hand washing facilities required to comply with food hygiene obligations, appropriately located facilities shall be provided throughout the area to facilitate good hand hygiene (e.g. at points of entry)
- It is recommended that readily available hand wash facilities be in place for use by staff only. Consideration should be given to whether there is a need for the provision of a temporary solution in the external area.

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- Where possible, consideration should be given to the introduction of non-hand operable taps.
- A review of the facilities that are in place should be carried out to ensure that there is adequate provision in place and that all facilities are operational with hot and cold running water provided.
- Where taps are push operated consideration should be given to increasing the water running time so that water runs for at least 20 seconds.

Cleaning

- Enhanced cleaning arrangements are required for communal spaces and all high contact surfaces.
- A cleaning schedule for high contact surfaces should be developed and implemented for the site. It is recommended that this be documented and that the document specify the frequency at which particular tasks are to be carried out.
- The cleaning schedule should include tables and chairs, card readers, light switches, door handles etc.
- Plastic table covers or tables with smooth, impervious surfaces should be used in preference to porous tables or fabric table covers to facilitate cleaning and disinfection.
- Cleaning should be carried out using an appropriate chemical and used in accordance with the manufacturer's instructions.

Provision of sanitary facilities

- Access to internal seating areas should be prohibited until July 15th
- Access routes should be kept free from obstruction to maintain movement through the premises and where possible a one way system should be introduced.
- Consideration should be given to siting of hand sanitiser at key points along the route e.g. entrance/exit.
- Signage should be in place to remind patrons of the need to maintain physical distancing whilst inside the premises.
- In the early days of operation it may be necessary to assign a member of staff to act as a toilet attendant to manage use of the facilities.
- Where there are a limited number of facilities available or where internal space is limited consideration should be given to introducing a means of controlling access for example having a key available on request.
- Where paper towels are to be provided for hand drying adequate waste storage facilities will require to be in place.

First Aid Provision

- A review of first aid procedures should be carried out.

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- Protective masks (FFP3, or FFP2 only where the higher grade cannot be obtained) shall be provided at a designated first aid station. In the event of any attendee displaying symptoms of Covid-19 they should be taken to this designated area.

Customer Obligations

- Patrons should maintain good hand hygiene and respiratory etiquette.
- Customers should adhere to site rules.
- Children should be supervised at all times whilst on site.
- Customers should be prepared to remove face coverings/masks upon request to confirm their identity and verify age related sales.

General Considerations

- Sufficient waste receptacles shall be provided to facilitate the disposal of waste - note: litter, as a hand contact item, should be regarded as potentially contaminated material.
- Provide waste receptacles at exit points to allow attendees to appropriately discard gloves, face masks/coverings or other PPE items.
- It may be necessary to review the contract waste collection arrangements for the market to accommodate a possible increase in waste production.
- Unless specified on the conditions of the licence amplified music should not be played within an external area.
- Consideration should be given to surrounding residential properties and noise kept to a minimum.
- Furniture should be removed from the external area at the end of trading and stored securely.
- Unless specified on the conditions of the licence the use of glass should be prohibited in the external area.
- Should the business wish to adapt to provide food they should contact GCC Environmental Health to discuss the requirements in more detail. Email: LESfoodsafety@glasgow.gov.uk

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