



## **Coronavirus risk assessment - updated 25 September 2020**

It's really important to us that our pubs, bars and hotels continue to offer memorable occasions for every customer and every community – but that we do this with the safety of our teams and customers in mind.

Following the Government's Covid-19 announcement on Tuesday 22 September, we've reviewed and updated our processes and procedures to enable us to keep our beers flowing, and our teams and customers safe.

These changes include restricting opening hours in our pubs and bars to 10pm, operating with table service and ensuring team members and guests wear face coverings. Below is more information about some of our existing measures and the additional changes we've introduced.

We'd like to thank all of our teams, customers and partners for doing their bit to continue to keep everyone safe and well.

### Our pubs, bars and hotels

#### **Thorough training:**

- All of our team members have received coronavirus training on an updated guest journey that is based on table service, to keep everyone safe.
- Daily team member briefings are being held to reinforce the key controls around regular hand washing, personal hygiene, enhanced cleaning regimes and social distancing.

#### **Enhanced cleaning and hygiene measures:**

- Hand sanitiser stations are located at the entrance to our pubs and hotels, and outside the toilets for our guests to use.
- We have enhanced standards of cleanliness in place, with a particular focus on the high-touch points in our front of house areas, toilets and guest bedrooms.

#### **Face coverings:**

- Team members will wear face coverings when they are front of house (taking orders, delivering food and drinks to tables and cleaning). Please note: Team members with medical conditions will be exempt.
- Guests will be required to wear face coverings as they enter, if they get up to use the toilets, using gaming machines, playing pool or darts or making a payment. The only exception is when seated at a table to eat or drink.
- Children under the age of 11 or those with medical exemption are not required to wear a face covering.

#### **Opening hours:**

- Our pubs and bars will close at 10pm. Last orders will be called at 9:30pm.
- Food service will end at 8:30pm.

#### **The rule of six:**

- In England, guests can meet and sit with up to six people from multiple households inside and outside.



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- In Wales, six guests can meet from one household or extended household inside (children under 11 are not counted in the six). Outside, up to 30 people can meet but households must be socially distant from each other.
- In Scotland, six guests from a maximum of two households can meet inside and outside (children under 12 are not counted in the six).
- Additional local lockdown restrictions may apply and limit guests to only meeting with people in their household.

## **New guest journeys:**

- We are serving a reduced menu, so we can operate with fewer people in our kitchens (don't worry, your favourite pub classics will still be available!).
- On entry, one member of the party must provide their contact details to assist NHS Test and Trace. Guests can scan the Marston's QR code, text a number or scan the NHS contact tracing app QR code. We also collect details through the online booking system for our pubs and hotels.
- We're providing full table service. Food and drinks will be ordered and served at the table. Ordering at the bar will not be permitted.
- As well as someone on the door to welcome you and explain any changes, there will be clear signage in and around our sites to help you get to grips with things.
- Contactless payment is encouraged.
- We're continuing to roll out a new online ordering system called Marston's Tap. It is widely available in our food-led pubs and enables guests to order from their table.

## **Social distancing:**

- Every effort is being made to comply with the social distancing guidelines set out by the government.
- Guests will find floor markings and signs to help them stay socially distant from others, for example when waiting to be seated or waiting to use the toilets.
- Some tables are marked as out of use inside our pubs to make sure guests aren't sat too closely together.

## **Health screening:**

- We are screening our team members' health on a daily basis to make sure they are safe to come to work.

## Our breweries, depots and warehouses

### **Thorough training:**

- Regular briefings and guidance documents are issued to keep everyone up to date with the latest government guidance, as well as the symptoms that dictate if someone needs to self-isolate.

### **Enhanced cleaning and hygiene measures:**

- We've increased our cleaning regimes in all relevant areas of the sites, including offices, meeting rooms, production areas, canteens and locker rooms.
- We're giving our teams regular briefings about good hygiene practices, supported by appropriate signage around our sites.
- We've made hand sanitiser units available throughout the sites, ensuring they're located in the most appropriate areas.

### **Social distancing:**

- We're ensuring that those who can work from home continue to do so (e.g. if there is not an operational requirement for them to be onsite), and that any external visitors to our sites are critical only.



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- We are ensuring that anyone onsite is able to socially distance by changing the layout of working/breakout areas.
- We've staggered start, finish and break times to reduce congestion in certain areas.
- We're displaying clear signage to confirm the maximum number of people allowed in certain areas, such as rest rooms, locker rooms and canteens.

## **Health screening:**

- Any contractors and visitors who need to be onsite are completing health questionnaires before they enter.
- We are providing team members with face masks to use, if they wish to wear them.

## Our office

We are also following government guidance at Marston's House, our support centre in Wolverhampton. Everyone who can work from home is continuing to do so; and to protect the small number of essential workers who need to use the office, we've introduced enhanced cleaning and social distancing measures.

We will continually review these protocols in line with the latest government guidance and industry best practice.