



RISK ASSESSMENT SUMMARY REPORT

The following Risk Assessment was carried out for and behalf of the company named below. The assessment was undertaken to assess the company against specific legal acts and regulations and the accompanying pages detail significant finding(s) only.

Risk Assessment Title	Covid-19	Area Assessed	FOH and BOH areas
Name of Company	The Queen's Club		
Premises Address	Palliser Rd, London W14 9EQ		

OBSERVATIONS AND FINDINGS

Only those risks noted at the time of assessment are referenced in this report

Assessment carried out by:	CFS	Company Official: <i>(Director/Manager)</i>	
Name of Assessor:	Matthew Tolley	Name:	
Assessor Signature:	MTolley	Signature:	
Date	03/06/2020	Date:	

ASSESSMENT REVIEW

Assessment Review Date:	Update in guidance and/or information
Remedial Actions Complete? (Yes / No)	

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Hazard	Risk Factor (Before controls implemented)						Existing Controls	Further control measures required	Risk Factor (After controls implemented)					
	A + B + C + D + E =								A + B + C + D + E =					
Hazard & Reason	Severity	Probability	At Risk	Frequency	Group	Total	List all existing controls	Severity	Probability	At Risk	Frequency	Group	Total	
<p><u>Delivery Process (Goods in)</u></p> <p>Goods in staff and supplier delivery drivers are at risk of contracting Coronavirus through interaction with each other.</p> <p>Goods in staff are also at risk of contracting coronavirus when handling incoming goods.</p>	12	8	2	1	1	24	<ul style="list-style-type: none"> - Gloves will be provided and worn by employees - Face coverings will be encouraged - Specific supplier delivery instructions will be emailed and available outside Field Road entrance. <ul style="list-style-type: none"> o Delivery driver contacts relevant staff member via phone, eliminating the need of touching doorbells/ door handles. o Strict social distancing measures will be enforced in this area o Trolley/pallet provided for goods to be checked and left in designated area. (Pre sanitised) o Signing of delivery notes is done electronically where possible or use of own pen. o Trolleys/pallet sanitised after delivery process o Delivery times arranged at specific time to eliminate multiple deliveries arriving at once - Hand wash facilities with suitable soap in place at all times. - Covid signage is erected in this area - No congregating rule and signage enforced in this area. 	4	1	1	0	1	7	

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	A + B + C + D + E =								A + B + C + D + E =					
Hazard & Reason	Severity	Probability	At Risk	Frequency	Group	Total	List all existing controls	Severity	Probability	At Risk	Frequency	Group	Total	
							<ul style="list-style-type: none"> Staff with underlying health conditions which puts them at additional risk to Covid-19, would be required to specify this on their return to work medical clearance document. Additional risk assessments would be required to be completed in accordance with the risk in the workplace, guided by the employee. Encouraging frequency of deliveries, for example by ordering larger quantities less often 							
<u>Stock Management</u> Employees are at risk of contracting Coronavirus through person to person transmission when working in product storage area. Infection could also occur when handling products previously handled by the suppliers Massimo's office also doubles up as a store for dry goods	12	4	2	1	1	20	<ul style="list-style-type: none"> Outer packaging removed where possible and disposed of suitably. Other products such as fruit and veg will be decanted into plastic crates which are cleaned after every use to remove the handling of cardboard. Direct handling of open product (fruit/veg) restricted where possible, handling of boxes only. Gloves will be provided and worn by employees. Face coverings will be encouraged. Allergen areas still in place where required. Internal date labelling/best before/Use by 	4	1	0	1	0	6	

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Hazard	Risk Factor (Before controls implemented)						Existing Controls	Further control measures required	Risk Factor (After controls implemented)					
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Hazard & Reason	Severity	Probability	At Risk	Frequency	Group	Total	List all existing controls	Severity	Probability	At Risk	Frequency	Group	Total	
							<p>dates strictly followed.</p> <ul style="list-style-type: none"> - Products kept off the floor at all times. - Social distancing followed at all times. - One in only rule in place for all storage areas. - Hand sanitising facilities provided and used before and after each task. - Staff with underlying health conditions which puts them at additional risk to Covid-19, would be required to specify this on their return to work medical clearance document. Additional risk assessments would be required to be completed in accordance with the risk in the workplace, guided by the employee. - Only Massimo is allowed in the dry store room. 							
<p><u>Stock retrieval</u></p> <p>Employees are at risk of contracting Coronavirus through person to person transmission when retrieving stock in product areas and the route taken to drop off the goods.</p> <p>Infection could also occur when handling products</p>	12	4	2	1	1	20	<ul style="list-style-type: none"> - Only Massimo is allowed in the dry store room, any dry goods required will be placed on a requisition form and left outside his office for him to prep and get ready for collection outside his office. - Pre sanitised trolley used to transport goods. - Gloves will be provided and worn by employees. - Face coverings will be encouraged. - One in only rule in place for all storage areas. 	4	1	0	1	0	6	

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Hazard & Reason	Severity	Probability	At Risk	Frequency	Group	Total	List all existing controls	Severity	Probability	At Risk	Frequency	Group	Total	
<p>previously handled by the suppliers or other staff within the company.</p> <p>Massimo's office also doubles up as a store for dry goods.</p>							<ul style="list-style-type: none"> - Handing of goods via box only, no directly handling of product. - Social distancing followed at all times. - Hand sanitising facilities provided and used before and after each task. - Trolley sanitised after task has finished - Staff with underlying health conditions which puts them at additional risk to Covid-19, would be required to specify this on their return to work medical clearance document. Additional risk assessments would be required to be completed in accordance with the risk in the workplace, guided by the employee. - When moving goods between areas, pinch points have been identified and restricted to one way only. - Other areas have clear non congregating area signage in place. - The lift is 1x employee only at a time. 							
<p><u>Preparation/cooking</u></p> <p>Employees are at risk of contracting Coronavirus through person to person transmission when working in prep/cooking areas.</p>	12	8	2	1	2	25	<ul style="list-style-type: none"> - Number of chefs initially in the kitchen is sufficient to allow social distancing measures to be followed. Team A and Team B to be implemented. - Chefs will be allocated a specific workstation which they must adhere to. - Hand wash facilities provided and used 	4	2	1	1	0	8	

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Hazard & Reason	Severity	Probability	At Risk	Frequency	Group	Total	List all existing controls	Severity	Probability	At Risk	Frequency	Group	Total	
<p>Infection could also occur when handling products previously handled by the suppliers and other employees within the company.</p> <p>Further risk of infection could occur through un-sanitised work station and/or equipment used in the prep/cooking areas.</p>							<p>before and after each task.</p> <ul style="list-style-type: none"> - Goods to be pre washed where possible. - Equipment for cleaning placed in designated area. - Work stations are sanitised as minimum every 30 minutes. - Floor markings will be placed on the floor for entering and exiting kitchen areas. - Food runner will have a dedicated waiting and pick up point to minimise contact between kitchen and front of house staff. - Added sanitiser points have been erected in the kitchen areas. - All employees required to hand sanitise on arrival to the kitchens. - Menu has been devised to allow Chefs to work at specific work stations and reduce cross over. - Staff with underlying health conditions which puts them at additional risk to Covid-19, would be required to specify this on their return to work medical clearance document. Additional risk assessments would be required to be completed in accordance with the risk in the workplace, guided by the employee. 							

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Hazard & Reason	Severity	Probability	At Risk	Frequency	Group	Total	List all existing controls	Severity	Probability	At Risk	Frequency	Group	Total	
<u>Service</u> Service staff are at risk of contracting Coronavirus through person to person interaction, from fellow employees and/or members.	12	8	2	2	2	26	<ul style="list-style-type: none"> - Employees have been placed in specific teams (Restaurant and Bar team) to reduce overlapping of staff. - Staff rota stored and available for 21 days to assist NHS Test and Trace with requests for the data if needed. This could help contain clusters or outbreaks of the virus. - Employee/members interactions are carried out in well ventilated areas as per government guidance. - Members arrive and leave via separate doors. - Bookings encouraged to manage flow of members. - Reduced service hours to allow employees to arrive and leave safely, also reducing congregation of members around bar areas. - Mid service break for a full clean down of the areas - Hand wash facilities provided and used before the shift starts, before and after breaks and after carrying a task. - Disposable menus handed to members on arrival 	4	2	0	1	2	9	

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Hazard & Reason	Severity	Probability	At Risk	Frequency	Group	Total	List all existing controls	Severity	Probability	At Risk	Frequency	Group	Total	
							<ul style="list-style-type: none"> - No salt and peppers mills on the table, replaced with disposable packets. - No flowers on the table to reduce additional hand contact points - Restaurant steps on service will be reviewed to limit contact with each table. - No buffet service such as the Sunday roast/BBQ. - Disposable napkins will be used, removing reusable serviettes. - Bar stools have been removed to eliminate congregating around the bar. - Separate takeaway options will be provided in areas such as the members bars to reduce traffic in the restaurant. - Staff with underlying health conditions which puts them at additional risk to Covid-19, would be required to specify this on their return to work medical clearance document. Additional risk assessments would be required to be completed in accordance with the risk in the workplace, guided by the employee. - All indoor seating has been configured as per appropriate distancing, and those outdoors have appropriately spaced seating, or room 							

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Hazard & Reason	Severity	Probability	At Risk	Frequency	Group	Total	List all existing controls	Severity	Probability	At Risk	Frequency	Group	Total	
							<p>for standing.</p> <ul style="list-style-type: none"> - Club F&B guidelines will be under constant review and available to both employees and members. Guidelines will also be provided at each table to instruct Members on safe service practices in place. 							
<p><u>Washing</u></p> <p>Kitchen porters are risk of contracting Coronavirus through person to person interaction.</p>	12	4	2	1	1	20	<ul style="list-style-type: none"> - Hand wash facilities provided including additional sanitiser stations, porters required to wash their hands regularly including after every task. - Gloves worn by porters at all times. - Use of face coverings encouraged. - Porters kept apart to allow safe social distancing, where at times this is not possible, porters will work back to back. - Chemicals provided have been confirmed as being suitable for the task in hand. - Staff with underlying health conditions which puts them at additional risk to Covid-19, would be required to specify this on their return to work medical clearance document. Additional risk assessments would be required to be completed in accordance with the risk in the workplace, guided by the employee. 	4	1	0	1	1	7	

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Hazard & Reason	Severity	Probability	At Risk	Frequency	Group	Total	List all existing controls	Severity	Probability	At Risk	Frequency	Group	Total	
<u>Waste</u> Employees are at risk of contracting Coronavirus through person to person transmission when transporting waste to the waste area Infection could also occur when handling the bin lids previously handled by the waste contractor or other staff within the company.	12	4	2	1	1	20	<ul style="list-style-type: none"> - Waste is transported via trolley/cage where possible - If hand contact is required, gloves are worn and disposed of after the bin bag has been placed in the bin and the lid closed. - Hand wash facilities provided and used after each trip to the waste area. - The route is checked first to ensure it is clear and social distancing measures are followed. - Staff with underlying health conditions which puts them at additional risk to Covid-19, would be required to specify this on their return to work medical clearance document. Additional risk assessments would be required to be completed in accordance with the risk in the workplace, guided by the employee. 	4	1	0	1	0	6	
<u>Cleaning</u> Employees are at risk of contracting Coronavirus through incorrect chemicals being used. Additional risk is also present should measuring equipment be needed to dilute chemicals	12	4	2	1	1	20	<ul style="list-style-type: none"> - Chemicals provided suitable for task in hand. - Cleaning contractor used has provided all suitable chemical information. - Cleaning carried out according to cleaning schedules as a minimum. - Cleaning schedules have been reviewed to ensure frequency of cleaning is sufficient. - Gloves provided and used by all staff. 	4	2	0	1	0	7	

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Hazard & Reason	Severity	Probability	At Risk	Frequency	Group	Total	List all existing controls	Severity	Probability	At Risk	Frequency	Group	Total	
							<ul style="list-style-type: none"> - Chemical pre diluted where possible. - Face coverings are encouraged. - Masks are worn when required by COSHH assessments. - Staff with underlying health conditions which puts them at additional risk to Covid-19, would be required to specify this on their return to work medical clearance document. Additional risk assessments would be required to be completed in accordance with the risk in the workplace, guided by the employee. 							
<u>Staff</u> Employees are at risk of contracting Coronavirus through fellow employees who have not informed Senior Management of any potential symptoms they may well be suffering from or through interaction with potential Coronavirus sufferers outside of work.	12	12	2	2	2	30	<ul style="list-style-type: none"> - Pre medical questionnaire completed by all staff and verified by management before commencing work. This has been updated to include Covid-19. - Retraining in all relevant tasks, Covid hazards and controls discussed. - Covid-19 Training (SSOW's) given to all staff - Gloves provided and the importance of them being worn - Hand wash facilities provided throughout the business. Including additional hand sanitiser points which has clear and visible signage above it. - Signage has been erected throughout the premises. 	4	2	1	1	0	8	

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Hazard & Reason	Severity	Probability	At Risk	Frequency	Group	Total	List all existing controls	Severity	Probability	At Risk	Frequency	Group	Total	
							<ul style="list-style-type: none"> - Illness reporting programme in place, this has been reinforced during training. - Social distancing measures strictly enforced. - Congregating of staff kept to an absolute minimum. - Employee survey issued and any employee concerns have been discussed with Senior Management. - Staff with underlying health conditions which puts them at additional risk to Covid-19, would be required to specify this on their return to work medical clearance document. Additional risk assessments would be required to be completed in accordance with the risk in the workplace, guided by the employee. - A temporary record of members/visitors who have made a table booking will be kept for 21 days. 							
<u>Visitors/Contractors</u> Visitors/contractors are at risk of spreading and/or contracting Coronavirus while on site and carrying their duties. This maybe from person to	12	8	2	2	1	25	<ul style="list-style-type: none"> - Visitors are forbidden to enter work areas at all times until further notice, - Contractors are only allowed on site where absolutely necessary. (Pest control, maintenance, FS Consultant). - Visitors questionnaire completed on arrival and verified by management. 	4	1	0	0	1	6	

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Hazard & Reason	Severity	Probability	At Risk	Frequency	Group	Total	List all existing controls	Severity	Probability	At Risk	Frequency	Group	Total	
person transmission or handling/touching equipment not suitable sanitised.							- Social distancing measures enforced for all contractors on site.							
<u>Laundry</u> Employees are at risk of contracting Coronavirus when handling contaminated work wear or interaction with the laundry contractor.	12	4	2	1	1	20	- Laundry is stored in a designated area and has been designated to eliminate the need for employees to handle other dirty laundry when disposing of their own. - Laundry counting has ceased for the time being to eliminate the need to handle dirty laundry. - Laundry delivery and collection will be undertaken at scheduled times, with a completed visitors questionnaire form.	4	1	0	0	1	6	
<u>Staff canteen</u> Employees are at risk of contracting Coronavirus through person to person transmission either through queuing or interacting with service staff. Transmission could occur through handling of serving equipment.	12	8	2	1	1	24	- Take away meals on offer only (Grab and go style options i.e. pre wrapped sandwiches). - Floor markings placed on the floor to mark out safe social distancing queuing. - Staff are not required to use staff cards after collecting goods, eliminating the need to interact with fellow members of staff. - Vending machine will not be used. - High contact areas will be sanitised every 30-minutes. - Table and chairs removed. - Gloves worn by employees working in the staff canteen area.	4	1	0	0	1	6	

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Hazard & Reason	Severity	Probability	At Risk	Frequency	Group	Total	List all existing controls	Severity	Probability	At Risk	Frequency	Group	Total	
							<ul style="list-style-type: none"> - Hand sanitiser facilities in place. - All employees required to hand sanitise on arrival to the canteen. - Use of face coverings encouraged. - Additional cooking equipment such as toasters and toastie machines moved. 							
<u>Employee changing facilities</u> Employees are at risk of contracting Coronavirus through person to person transmission when getting changed in enclosed spaces.	12	8	1	1	1	23	<ul style="list-style-type: none"> - 2x per male employees allowed at any one time in changing areas. - Female employees will be encouraged to use the ladies dressing room. - Hand wash facilities in place in all changing areas. - Additional lockers in place to ensure all bag, shoes etc are adequately stored away. - All employees required to hand sanitise on arrival to the changing room. - Staff with underlying health conditions which puts them at additional risk to Covid-19, would be required to specify this on their return to work medical clearance document. Additional risk assessments would be required to be completed in accordance with the risk in the workplace, guided by the employee. - All employees will be allocated their own 	4	1	0	1	0	6	

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Hazard & Reason	Severity	Probability	At Risk	Frequency	Group	Total	List all existing controls	Severity	Probability	At Risk	Frequency	Group	Total	
							locker. Encouraged to wear their own clothes when using public transport to commute to work. To change into work clothes when on site.							
<u>Travel</u> Employees are at risk of contracting Coronavirus through person to person transmission when getting to and from work.	12	8	2	2	0	24	<ul style="list-style-type: none"> - The Queen's Club have signed up to the 'Bike to work' scheme to encourage employees to ride to work. - Additional bike racks have been installed to allow safe storage of bikes. - Where possible employees will be allowed to take public transport outside of rush hour times. - Staff with underlying health conditions which puts them at additional risk to Covid-19, would be required to specify this on their return to work medical clearance document. Additional risk assessments would be required to be completed in accordance with the risk in the workplace, guided by the employee. 	4	2	1	1	0	8	

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Severity Rating	Score	Likelihood Rating		Score	At Risk	Time Frequency	Group		Corrective Actions	
Negligible	1	Very Unlikely		0	Individual	Rarely	Employees		20+	Very Urgent
Minor	2	Unlikely		1	Group	Regularly	Visitor/Contractor		15-20	Urgent
Serious	4	Likely		2	All	Continuously	Public including high risk groups (Young person, Expectant Mothers)		10-14	Important
Major	8	Very Likely							5-9	Not Vital
Catastrophic	12	Certain							1-4	Review Only

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