

Covid-19 CRATE St James Street Risk Assessment – June 2020, Version 2

CRATE is home to 34 businesses from different sectors of the economy. Most are small businesses employing less than five people and will have conducted their risk assessments without the need for a written version in accordance with government guidelines.

This risk assessment covers CRATE St James Street and the scheme's communal areas including customer access, seating, toilets and related common policies and procedures that apply to all businesses at the scheme.

This document is organised into five parts:

1. Summary of operational changes resulting from risk assessment
2. Specific Covid-19 policies and procedures
3. Covid-19 signage
4. Track and trace
5. Revised site plan

Over half of businesses at the scheme are currently operational and most of those have remained open throughout lockdown, as they have not been deemed non-essential retail services and shops. These businesses cover food and household goods, hot food take-aways, workshops and studios not directly retailing to the public and logistics businesses. These businesses have been following government guidelines for Covid-19 risk mitigation and social distancing. Customer access has been restricted throughout lock-down with the removal of seated areas and businesses limiting customer numbers in shops entirely (by serving at doorways) or reducing customer numbers allowed in at any one time.

Part 1 – Key operational changes from risk assessment

Risk / requirement	Mitigation	Ready for 4/7
Use of public transport	Bike racks created on both sides of scheme	Y
Additional cleaning time	Additional staff / reduced customer numbers	Y
Transmission on communal games	Remove games and replace with single use activities / digital	Y
Transmission on cash	No cash accepted	Y
Transmission on surfaces	Additional cleaning frequency of all surfaces Seven sanitiser station points across ground and first floors Sanitiser in all business units	Y
Transmission on food buzzers	Returned buzzers placed directly in containers for bulk sterilisation	Y
Transmission trays	Tray numbers increased so used on one day only and thoroughly bulk cleaned at end of day	Y
Increased ventilation	Sides of marquee on first floor terrace removed, so open on three sides	Y
Covid-19 alerted for track and trace	Request all customers provide contact details via web - signage placed on all tables Database within Zoho CRM system - records held for 21 days	Y
1m plus seating	Fewer seats / back-to-back on first floor Seating extended to St James Path ground floor Additional standing tables on St James Mews	Y
Excessive customer movement around the scheme	Front stairs to become UP only / Rear DOWN only Untraditional Pub to operate table service Additional signage to guide customers at scheme	Y
Queues build-up as no tables available	Additional bench seating can be utilised	Y
Live music and noise restrictions	Sound system/DJ music restricted to background noise levels	Y
Customer management, e.g. children kept under control	Additional signage More staff in customer areas supervising More single use activities for children	Y
Home working for non-customer contact staff	Home working implemented within CRATE and across many businesses	Y
Staff trained and aware of new procedures	CRATE policies and procedures for operational staff updated	Y
Staff cleaning, hygiene and PPE	Uniforms and work clothes washed after every shift Frequent washing and hand sanitising Use of face masks and gloves optional for staff and provided as requested	Y

Part 2 - Covid-19 policies and procedures

Signage at scheme entry points to reflect:

1. Please follow social distancing
2. Please find a table before ordering food from our food businesses
3. The Untraditional Pub is table service only
4. If you need help or you can't find a table, please ask a member of staff from CRATE or The Untraditional Pub (CRATE and Pillars staff to wear uniforms or lanyards)
5. Signage at sanitiser stations

Flow of people

1. To avoid stair congestion – access to the upstairs is via the front stairs for going up and rear stairs for coming down (this to operate at all times)
2. On the corridor between front and rear first floor terraces, directional arrows will encourage safe passing

Groups, tables and when full

1. Tables arranged in accordance with the revised site layout (following)
 - a. One group per table (reduces risk of confrontation. Note: some of the 220cm long tables in the plan have been split if needed into two sections, with an 80cm wide central no-go zone).
2. Customers to be encouraged to a table that matches their group size
3. In accordance with sector policies and government guidance we will not challenge or question groups on whether they are from the same household or not (and consequently following social distancing *within* the group at any given table), instead we will have social distancing signage on display
4. When all tables are occupied, customers are asked to wait in the area of St James Path or return at a later point. If host or Pillars staff member can locate a table coming free, a "table reserved for waiting group": display can be placed on the table (occupied or empty) – displays in the kitchen or with The Untraditional Pub
5. Where issues occur with seating, a spare table can be taken from the lift area and placed on the rear terrace outside unit 28 (which is left clear for this purpose)

Ordering method for food operators:

1. Normal procedures (returned buzzers should be placed directly in a box and not handled by staff and periodically anti-bacterially cleaned before re-use). Note; Italian Bakery deliver to table and eliminate any handling of a buzzer.

Ordering methods with The Untraditional Pub

1. Table service – via Goodtill app

Clearing and cleaning tables

1. Hosts to clear and clean tables in the normal way – glasses returned to The Untraditional Pub rear access point (drinks served from access by Pillars staff)
2. All trays taken to the kitchen only where they are thoroughly cleaned at the end of the day before following day re-use
3. Tables thoroughly cleaned once customers have left the table

PPE and tracking

1. To follow any fixed government guidance
2. Hosts discretion on wearing gloves and face masks (CRATE provided)
3. Where gloves are worn, hosts are still expected to wash hands more regularly than previously
4. Tracking app in accordance with industry guidance

Advanced reservations and time limits

1. No reservations as tables very difficult to police – subject to review on first floor. Group advanced reservations for parties of 10+ at discretion of The Untraditional Pub
2. No advance reservations for small groups
3. No time limit on use of table (dwell time is about 90 mins to two hours)

Other matters

1. No re-usable board games
2. Activity sheets and pencils for children being sourced by CRATE (given free)
3. Possible purchase of travel Connect 4 and travel Guess Who from the Untraditional Pub
4. Hand sanitizer points are located around the scheme (see plan) for use by customers and staff
5. Policies and procedures have been updated

Part 3 - Signage (additional to existing)



Part 4 - Track and Trace signage and digital form



HOME WHO'S HERE? BOOK SPACE BECOME A CRATER GET IN TOUCH **VISITED - COVID19**

COVID19 customer visit form

To support the Track & Trace government guidelines please enter an email address and your table number.

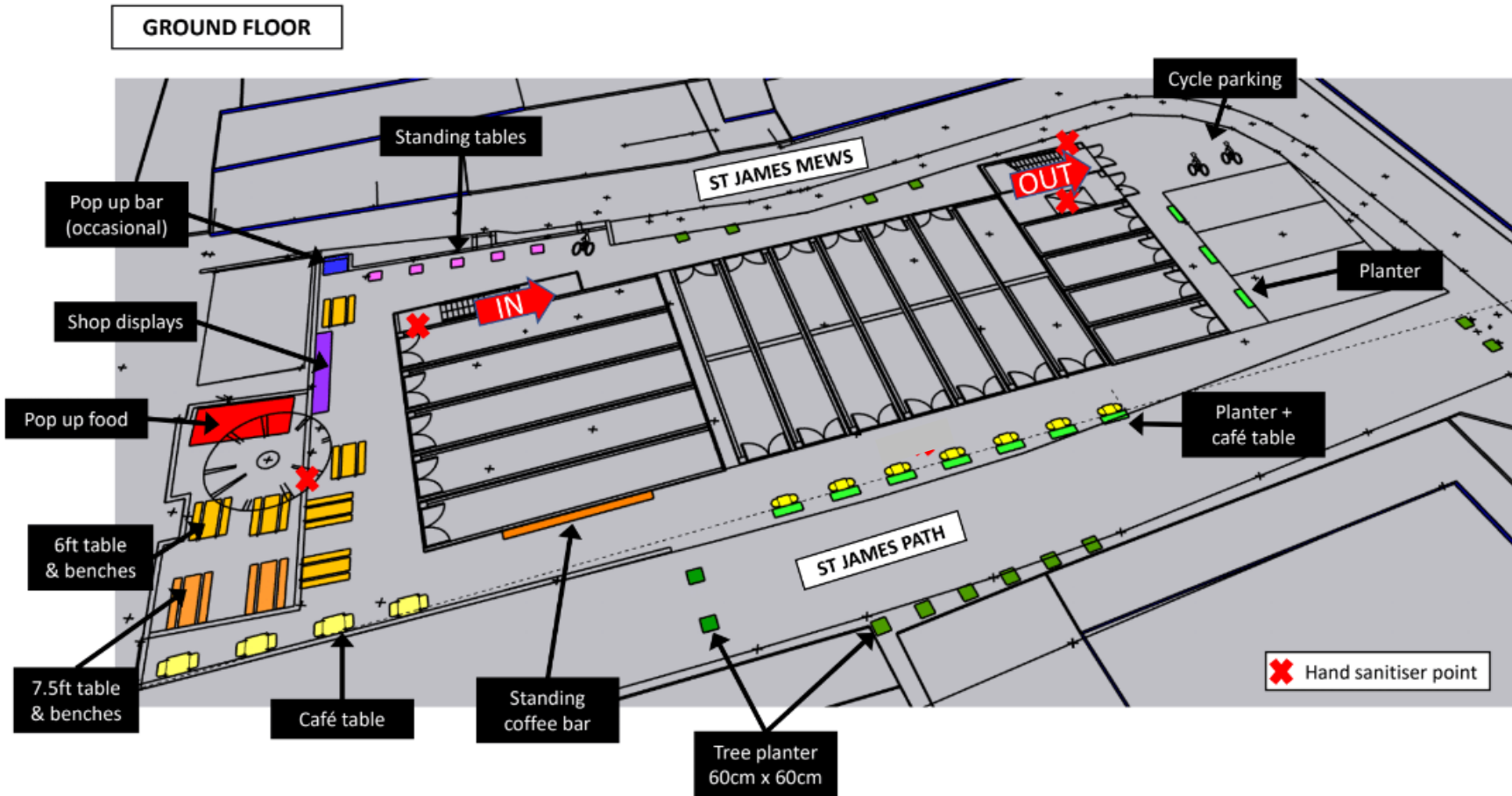
Email address (*)

Table number (*)

Submit

We will keep your email details and the time you submitted for 21 days only in accordance with government guidelines and will not disclose it to any other party or use the information for any

Part 5 - Site Plan



C R A T E .

