

MHP COVID-19 RISK ASSESSMENT

Hazard	Identified Risk	Likelihood	Risk Level	Controls Measures in place	Review of Control Measures Actioned By & Due Date
Customers infected by COVID -19	<ul style="list-style-type: none"> • Staff, contractors and/or customers could become infected with COVID-10. This could result in serious illness and/or death. • Business impacts due to close out periods for cleaning. • Staff shortages. • Reputational damage. 	Low	Moderate - while there are only a few local cases the risk to persons and business could be severe.	<ul style="list-style-type: none"> • Frequent cleaning of regularly touched surface including counters, handrails, doors, till, phones, keyboards and EFTPOS facilities. • Staff trained in COVID safe best practise completed by all staff • Customers/Staff are requested to not enter the venue if feeling unwell or experiencing symptoms. • Customers/Staff maintaining Physical Distancing • Offering prepayment of set menus • Contact tracing: Encourage all guests to sign in. • Cleaning and disinfecting checklists in accordance with guidance from Safe Work Australia and Public Health Authority. • <i>Digital and single use menus</i> • Signage advising of COVID-19 Social Distancing Plan. • Handwashing/ Sanitising signs throughout the venue and sanitiser is made freely available in easy to access areas. • We prefer contactless payment signage • Signage and education of staff about staying home if unwell. • Incident reporting for staff or patron illness • Altering rosters to minimise exposure • Staff Health checks prior to starting work • Protecting vulnerable staff and customer • Contractor Protocol • Minimise contact with delivery drivers where possible/ or allocate deliveries to one staff member and area. • <i>Mandatory Mask Wearing</i> • <i>Staggered and reduced dining times,. Ensuring each table is cleaned and sanitised before next use.</i> 	<ul style="list-style-type: none"> • <i>Should we temperature check all customers before they enter the venue?</i> • <i>Mandatory Mask Signage Required throughout the venue and entrances for when we reopen to the public. Also, to be added to online booking widget and confirmation email sent to Customers so that they are aware prior to arrival.</i> • <i>Should masks be available for purchase by customers if needed?</i>
Staff and or contractors	<ul style="list-style-type: none"> • Staff, contractors and/or customers could become 	Low	Moderate - while there are only a few local cases the	<ul style="list-style-type: none"> • Frequent cleaning of regularly touched surface including counters, handrails, doors, till, phones, keyboards and EFTPOS facilities. • Staff trained in COVID safe best practise 	

<p>infected COVID-19</p>	<p>infected with COVID-10. This could result in serious illness and/or death.</p> <ul style="list-style-type: none"> • Business impacts due to close out periods for cleaning. • Staff shortages. • Reputational damage. 		<p>risk to persons and business could be severe.</p>	<ul style="list-style-type: none"> • Customers/Staff are requested to not enter the venue if feeling unwell or experiencing symptoms. • Customers/Staff maintaining Physical Distancing • Offering prepayment of set menus • Contact tracing: Encourage all guests to sign in. • Cleaning and disinfecting checklists in accordance with guidance from Safe Work Australia and Public Health Authority. • <i>Digital and single use menus</i> • Signage advising of COVID-19 Social Distancing Plan. • Handwashing/ Sanitising signs • We prefer contactless payment signage • Signage and education of staff about staying home if unwell. • Incident reporting for staff or patron illness • Altering rosters to minimise exposure • Staff Health checks prior to starting work • Protecting vulnerable staff and customer • Contractor Protocol • Minimise contact with delivery drivers where possible/ or allocate deliveries to one staff member and area. • <i>Mandatory mask wearing in place</i> • <i>Masks have been made available to staff</i> • <i>Temperature Checks for staff available.</i> • <i>Staggered and reduced dining times, ensuring each table is cleaned and sanitised before next use.</i> • <i>Communicating with all contractors regularly regarding updates or changes to our procedures.</i> 	
<p>COVID-19 from onsite performers (Bands. DJ's, Musicians):</p>	<p>Staff, contractors and/or customers catching COVID-19 (could result in serious illness or death)</p>	<p>Low</p>	<p>Moderate - while there are only a few local cases the consequences may be severe.</p>	<ul style="list-style-type: none"> • <i>Health Check prior to start of shift.</i> • <i>Cleaning and Sanitising equipment available.</i> • <i>All performers to be contacted before shift via email to be taken through procedure and what to expect.</i> • <i>Performers to enter the venue using separate entrance to customers.</i> • <i>All equipment to be cleaned down by performer before and after use. Preferred use of the venue(s) equipment where possible.</i> • <i>All personal equipment must be cleaned before arrival.</i> • <i>Music performances should be encouraged to perform outdoors</i> 	

				<ul style="list-style-type: none"> • <i>Singers and performers should be 5m away from patrons, 2m away from each performer</i> • <i>Mandatory Mask wearing on arrival, before and after performances.</i> • <i>Performer to complete health check and not attend the venue(s) when feeling ill or have been a confirmed close contact with anyone awaiting a COVID test or anyone who has tested positive, until cleared to do so.</i> • <i>Staggered set times.</i> • <i>Dancefloor should be clearly marked with max number of guests as per government restrictions at the time.</i> • <i>Contractor Protocol</i> 	
<p>Customers not following guidelines such as ignoring regulations, becoming aggressive or behaving in an unacceptable manner.</p>	<ul style="list-style-type: none"> • Physical or psychological injury to staff. • Staff, contractors and/or customers could become infected with COVID-10. This could result in serious illness and/or death. • Business impacts due to close out periods for cleaning. • Staff shortages. • Reputational damage 	Moderate	High. Abrupt changes to the way we do business and deliver our product.	<ul style="list-style-type: none"> • Staff training (working with aggressive customers). • Responsible Service of Alcohol Protocols • Processes are in place to ban abusive and violent customers from the venue. • Call 000 if you are in danger or you need Police, Ambulance or Fire • Staff and customers education. House Policy and Patron Code of conduct • Staff trained in COVID safe best practise • Altering rosters to minimise exposure • Customers/Staff maintaining Physical Distancing • Signage advising of COVID-19 Social Distancing Plan. • <i>Floor markers in place to remind customers when queuing</i> • <i>Controlled flow of customers with specified entries and exits.</i> 	

<p>Vulnerable People in the workplace</p>	<ul style="list-style-type: none"> • Vulnerable workers, contractors and customers are at a greater risk of more serious illness with COVID-19. • Staff, contractors and/or customers could become infected with COVID-10. This could result in serious illness and/or death. • Business impacts due to close out periods for cleaning. • Staff shortages. • Reputational damage. 	<p>Low</p>	<p>Moderate - while there are only a few local cases the consequences may be severe.</p>	<ul style="list-style-type: none"> • Vulnerable customers are encouraged to not visit our venues until it is safe to do so. We do ask them to notify us through the booking process so that we can offer an appropriate alternative if practicable. • Frequent cleaning of regularly touched surface including counters, handrails, doors, till, phones, keyboards and EFTPOS facilities. • Staff trained in COVID safe best practise • Customers/Staff are requested to not enter the venue if feeling unwell or experiencing symptoms. • <i>Vulnerable guests are seated away from other where possible.</i> • Customers/Staff maintaining Physical Distancing • Offering prepayment of set menus • Contact tracing: Encourage all guests to sign in. • Cleaning and disinfecting checklists in accordance with guidance from Safe Work Australia and Public Health Authority. • <i>Digital and single use menus</i> • Signage advising of COVID-19 Social Distancing Plan. • Handwashing/ Santising signs • We prefer contactless payment signage • Signage and education of staff about staying home if unwell. • Incident reporting for staff or patron illness • Altering rosters to minimise exposure • Staff Health checks prior to starting work • Protecting vulnerable staff and customer • Contractor Protocol • Minimise contact with delivery drivers where possible/ or allocate deliveries to one staff member and area. • Offer work from home opportunities for staff if practicable. It is noted that this is not always a viable option. • Redeployment of staff to other areas of the business if there are opportunities available and the staff member has the appropriate skill set and experience. In some instances, skill sets could be trained. 	
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<p>Social Distancing not being met</p>	<ul style="list-style-type: none"> Increased risk of infection for individuals and COVID-19 in the workplace. 	<p>Moderate</p>	<p>Moderate</p>	<ul style="list-style-type: none"> Signage and a clear outline of how capacity is being monitored. Makes customers feel more at ease and better understanding. Use markings/ rope to direct flow and movement of customers. Outline where people need to queue (entry and payment areas) and how far to stand apart. Assign workers to specific stations and stagger start times. <i>Mandatory mask wearing for all staff and customers.</i> <i>Specified entries and exits to the venue to control who enters the venue and when.</i> 	
<p>Poor Hygiene Practices in Customers, staff and contractors</p>	<ul style="list-style-type: none"> Could result in serious illness or death. The business could be forced to shut temporarily and discourage future patrons. 	<p>Moderate</p>	<p>Moderate</p>	<ul style="list-style-type: none"> All staff must wash/sanitise their hands after eating, coughing, sneezing, using the bathroom or when changing tasks and potentially contaminating areas. Hand washing signage in all bathrooms and throughout the venue. All staff and customers to use hand sanitiser upon entry. Soap and sanitiser to be checked regularly. Hand sanitiser stations set up in numerous easy to access areas. <i>Manager and all other staff monitoring the health of each other and customers</i> <i>Mandatory Mask Wearing for all staff and customers.</i> <i>Contactless delivery and payment wherever possible.</i> 	
<p>Persistent use of latex gloves and or hand sanitiser.</p>	<ul style="list-style-type: none"> Dermatitis/ aggravated skin. 	<p>Moderate, many staff will not have used hand sanitiser regularly before</p>	<p>Moderate, effected individuals may have a significant reaction</p>	<ul style="list-style-type: none"> Change gloves as often as possible and remove gloves where possible. Staff are encouraged to wash hands with soap and water for 20 secs where possible as an alternative to hand sanitiser in non-medical situations. Moisturize as often as possible. 	

