

COVID-19 Risk Assessment

CASTLE INN		
Revision number and date:	Date distributed:	
April 20th 2021 Revision 3	April 21st 2021	
Completed by:	Employee representative:	
Name:	Name:	
Glyn Richards	Elin Thomas	
Signature:	Signature:	
Glyn Richards	Elin Thomas	
Completed date:		
20th April 2021		



Licenced premises name:



1. Hazard

This risk assessment template identifies controls to minimise the hazard of COVID-19 spreading in licensed premises.

COVID-19 is an illness that can affect your lungs and airways. Symptoms can be mild, moderate, severe or fatal. It is transmitted from small droplets that are created when infected persons sneeze or cough. These can be directly transmitted to another person or a surface and then transferred if a person touches their eyes, mouth or nose.

A competent person must carry out an appropriate COVID-19 risk assessment to help decide the control measure to implement. This risk assessment template will help you address the risks of COVID-19 and identify sensible measures to control the risks in the licenced premises..

You must consult with the health and safety representative selected by a recognised trade union or, if there isn't one, a representative chosen by one of your team. You must share the results of the risk assessment with your team. If your team is larger than 50 people it must be displayed on your website. If possible, you should consider publishing the results on your website.

The risk assessment should be reviewed if the nature of the operation changes or if government COVID-19 advice changes.

2.	People exposed		
Ple	ase tick 🏈 the people who will be exposed.		
Ø	Employees	Ø	Contractors
Ø	Visitors/Customers	Ø	Members of the public
Ø	Vulnerable groups*	Ø	Extremely vulnerable groups**
0	Other:		
)	
for ind	ulnerable groups are classified by the NHS as modero the annual flu vaccination, for example, those aged ividuals who cannot work from home must be offere tancing.	70 or o	lder, and those who are pregnant. Vulnerable
tho ide	extremely vulnerable groups are classified by the NHS at they are extremely vulnerable and will have receive ntified as extremely vulnerable individuals by their Glast not return to the workplace.	ed a let	ter confirming this. For employees who have beer
	all vulnerable and extremely vulnerable employees claration form has been completed.	please	ensure a specific risk assessment and health
Ple	ase tick to confirm if necessary:		
Α:	specific risk assessment has been carried out	Ø	
А	health declaration form has been completed	0	



Page 2 of 15 RA COVID-19 V1.0

3. Control measures

Read each question below and write in your control measures in the box. You can tick **o** to adopt any of the suggested control measure in the right-hand column.

3.1 Effective personal hygiene

What facilities and/or procedures will you put in place to enhance the implementation of effective handwashing practices by all employees to prevent the spread of COVID-19?

- Sinks & Soap provided at all work stations
- Gloves are not used as COVID-19 PPE. Gloves are only used in the kitchen as part of normal food hygiene process
- Blue roll located at all work stations
- Sanitisers at all entrances and all work areas. Extra sanitisers will be availble in kitchen
- Personal alcoholic sanitisers provided to staff - Team meeting - First Shift
- Hair Tied up Hasn't changed but extra vigilent

- Wash hand basins are provided to ensure that hand washing can be achieved regularly by team, for example bar and waiting staff.
- O If gloves are provided, has training been provided on good practices such as changing between a work task and handwashing after use.
- **②** Wash hand basins to be supplied with soap and an effective means of drying hands.
- **O** Paper towels are used for drying hands.
- **©** Wash hand basins are supplemented with alcoholic hand sanitiser.
- ② Alcoholic hand sanitiser is provided at the entrance of the licensed premises and at suitable locations throughout, for example at the bar, till points, toilets etc.
- **©** Employees carry their own personal alcoholic hand sanitiser for personal use.
- O Gloves are provided & training has been given on their use.

3.2 Social distancing

What procedures will you put in place to ensure appropriate social distancing is maintained between employees in their work space?

- Locks fitted to Public toilets. One in one out. Customer tables distanced at 2 metre. Back to back chairs exist on adjacent tables. Customer screens installed 7th Nov 2020
- All front of house staff use mandatory facemasks apart from those exempt.
- Kitchen staff use face visors due to mask safety risk to face. Temperature risk. Communication would also be hindered with use of facemask which could cause a greater risk of accident.
- Bar Visor See additional information
- Staff assigned work areas where possible and advised on non-essential movement Team meeting.
- See additional notes regarding latest April 2021 customer table restrictions

- Wherever possible, social distancing must be maintained. This includes all work areas, entrances, exits, rest areas, customer and staff toilets, bars, seating areas, beer gardens etc.
- **©** Where social distancing cannot be achieved, alter the task so people are stood side to side or back to back.
- Where social distancing cannot be achieved physical barriers (for example perspex screens) have been installed. It is likely that a perspex screen may be needed at till and service points.
- Moreover measures to prevent non-essential movement between work areas.
- **O** Created floor markings to ensure separation.
- **©** Re-designed the flow around the premises.
- Oconsider restricting numbers of customers using the toilets at any one time & implementing a queuing system.
- Schedule team members to work in fixed 'bubbles'.



Page 3 of 15 RA COVID-19 VI.0

3.3 Cleaning and disinfection

What changes will you make to your cleaning and disinfection procedures to ensure they are capable of controlling the potential spread of COVID-19?

Door handles highlighted as a cleaning priority - Team Meeting

- Confirmed Castell Howell chemicals are COVID safe. Data sheets on file.
 Contact time 30 seconds all chemicals
- Customer tables cleaned after every use - Team Meeting
- Cleaning materials located in locked cupboard and stock checked daily
- Anyone displaying symptoms/ confirmed case will result in action from government guidance COVID-19:cleaning in non-healthcare

COVID-19:cleaning in non-healthcare settings

- Staff wash uniform at home Guidance Given Team Meeting
- New Viocide Chemical used by cleaner Iwan Jones & trained individuals - See Reload Bactiver Info sheet & Data sheet
- Staff issued with belongings bag to remain on premises.
- No shared entrace with any other business

- Touch points, such as door handles, keyboards and fridge handles are disinfected regularly throughout the day and as a minimum the start and end of the day.
- OVID-19 and the contact time is adhered to.
- Ensure that all hand contact surfaces are thoroughly disinfected after each guest (for example tables, chairs, juke box, gaming machines etc).
- ② All touch points to be cleaned with hot soapy water as a minimum of once a day.
- O Shared entrances to the business are part of the enhanced cleaning regime. This may require co-ordination with the landlord or other users of the space.
- O Update your cleaning schedule to include frequency of cleaning the toilets, bar, tables etc.
- There is sufficient supply of cleaning materials, recognising increased usage compared to normal.
- If a person displays symptoms of COVID-19 in workplace or there is a confirmed case of someone with COVID-19 having recently visited the premises, then enhanced cleaning following the latest government guidance is undertaken.
- O Colleague uniforms are to be laundered daily either professionally or at the highest temperature possible, above 60°C, as not to impact the uniform.
- **②** Employees avoid wearing their uniform on public transport.
- Personal belongings brought to work must be minimal and stored away in a locker.
- © Ensure that all your team are retrained in the new cleaning regime.
- Onsider a dedicated person to carry out disinfection.

3.4 Personal protective equipment

What procedures will you put in place to ensure existing (standard issue) PPE worn by staff, such as overalls and gloves, are changed and cleaned regularly in accordance with government advice on COVID-19 control?

- One visor issued to every member of kitchen staff on return to work. Training given on Visor management/ cleaning.
- Team members responsible for cleaning of own Visor and must be done in staff room
- No laundering of PPE on site.
- If employees choose to wear a face covering, they must wash hands thoroughly before putting on and removing, avoid touching the face, change the covering if it becomes damp, change face covering at least daily, continue to observe enhanced hand washing, cleaning regimes and social distancing.
- O Review current procedures for laundering PPE to prevent the potential spread of COVID-19.
- O Laundering services or facilities installed within the licensed premises to ensure PPE does not need to be taken home by employees and is adequately cleaned after each shift

Page 4 of 15 RA COVID-19 VI.0 Shield Safety

3.5 Workplace Practices

3.5.1 Deliveries

What changes will you make to your delivery procedures to ensure they are minimising the potential spread of COVID-19?

- Deiveries only permitted in Potwash area, signage instructing delivery driners in area
- Molson Coors, Ystwyth Ales & any other wet deliveries to take place in Cellar only - refreshment break in Garden only
- O The number of deliveries to premises have been reduced, for example by increasing the size of order and reducing frequency.
- O Stop personal deliveries to the premises.
- Have a clear area for deliveries to be marked in the premises and maintain social distancing when delivery is being made.
- Hands are washed thoroughly after handling the delivered items.
- Signage is displayed to indicate the delivery area and informing delivery personal of the control on premises.
- **O** Deleveries are not to come through customer areas when the premises in trading.
- O Ensure suppliers are aware of the controls they must follow at your premises.
- Oconsider how drink deliveries are undertaken, recognising that cellars may have restricted space.

3.5.2 Entering and leaving work

What procedures will you put in place to ensure appropriate social distancing is maintained between customers and or visitors?

- No receptionist
- Staff arrival and leaving times staggered on rota
- Social distancing marked where necessary
- Various signage is displayed in premises, hand dryers, notice board, entrance to toilets, Kitchen deliveries, Social distances at entrances, one way arrows, keep your social distance multiple areas, Please do not enter if you have covid symptoms,
- O If there is a receptionist, then they must be socially distanced or a screen placed as a barrier.
- ▼ To facilitate social distancing, stagger times that employees arrive and leave work, reducing congestion at entrances and exits.
- **O** Mark the floor at entrances to show social distance gap.
- O If keypads are used to access building, consider deactivating if security can still be maintained. If key pads are used, ensure they are part of the enhanced cleaning regime.
- Markings placed at the entrance of the building to ensure social distancing is maintained before entering the building and queuing.
- Signage is displayed to inform the guest of social distancing measures and requesting they are observed.
- O Social distancing is maintained at bar areas, consider a queuing system and clear floor marking.
- **②** Table service is offered to reduce congestion at the bar.
- Adequate signage is displayed to request customers to respect social distancing and not enter if they have symptoms of COVID-19.

Page 5 of 15 RA COVID-19 VI.0



3.5.3 Movement within work

What procedures will you put in place to minimise contact between team, visitors and customers within the premises?

- Discouraging non-essential movement -Team meeting
- Table service mandatory at all tables
- Any team meeting will be in small groups and socially distanced.
 Alternatively meetings will be held outside. One to ones held in office or restaurant at distance
- Use of menus using smart phone/ website and QR codes encouraged combined with single use menus
- The front Pub/bar will not be used but will be blocked and open.
- The front Restaurant door is used as an exit only but only when food service and takeaway collection has finished at 8:30. The same area is used as a takeaway collection point up to 8:30
- The rear bar/ beer garden door is used as an entrance and exit at all times.
- See further information regarding Table ordering app, takeaway ordering app and table booking software.

- **2** Reduce movement around building by discouraging non-essential movements.
- **O** Consider the use of table service and payment at the table to reduce guests visiting the bar.
- **©** Restrict teammovements to only essential areas.
- O If lifts are used, restrict number of occupants to increase social distancing.
- O Occupants of lifts to face away from one another and mark floor to indicate this.
- O Lift to be included in the enhanced cleaning regime.
- If meetings must absolutely be held in person, maintain the social distancing and avoid sharing appliances, such as pens and whiteboards. Space meeting room layout to be changed to ensure distancing can be maintained.
- O Meeting rooms are to have enhanced cleaning, with area being disinfected before and after meetings.
- Customers/visitors are to be clearly instructed on flow around the building, either through floor markings or signage.
- O Use of blackboards to communicate menu specials to be minimised, as this will discouarge guests leaving their table and congregating

3.5.4 Communal areas

What procedures will you put in place to ensure appropriate social distancing is maintained between your team and customers?

- individual staff breaks to be taken in beer garden or socially distanced table.
- No communal areas outside bar restaurant
- One person only permitted in all toilets facilities, ladies, gents. The restuarant toilet is out of action to reduce use and movement in restaurant. Exceptions are made for staff use and disabled use.
- Stagger breaks to reduce occupancy of communal areas. If possible, take breaks outside in well ventilated areas
- Seating to be rearranged to aid maintenance of social distancing and reduce face to face interactions.
- O Ensure that the communal areas are included in the enhanced cleaning regime. If there are showers and changing facilities, ensure that they are kept clear of personal items.
- O Reduce the likelihood of guests congregating in communal areas by altering service, for example online check in or providing table service, distancing facilities, for example moving till points apart or use of floor marking to identify the social distancing area.
- Review occupancy limit of toilets to ensure that social distancing can be maintained. Inform guest of revised occupancy of toilets and wait until facilities are available.
- Tacilities to be taped off to ensure social distancing is maintained, for example taping off one urinal if 2 are in close proximity.

Page 6 of 15 RA COVID-19 V1.0



3.5.5 Travelling to work

What procedures will you put in place to ensure employees reduce the spread of COVID-19 travelling to and from work?

- Staff advised on PPE required on public transport and changing clothes before starting work. Travelling in cars during lifts.	O If corporate vehicles are used to transport team, reduce number of people being carried to achieve social distance.	
during ints.	If team lift car share then passenger to sit behind driver, not alongside.	
	O Work vehicles to be included on the enhanced cleaning regime.	
	If travelling by public transport, encourage team to wear face coverings and avoid rush hours. Output Description:	

3.5.6 Managing visitors

What additional procedures will you put in place to ensure any essential visitors, for example contractors undertaking equipment repairs or service, do not present a risk of spreading COVID-19 to staff?

- Any reps visiting site will be advised on measures in place on a one to one basis and details recorded on track and trace.	O Discourage visitors to the premises. Where visitors are absolutely necessary, then inform them of the controls on site before arriving.
	Manager to inform visitor of the site specific controls when arriving in site.
	Limit the number of visitors at any one time and consider organising visits when occupancy is low, for example if maintenance is required then undertake early outside of trading hours or peak service times.
	If visitors have to sign in, ask them to use their own pen or have a means of disinfecting pen after each use.

Page 7 of 15 RA COVID-19 V1.0



3.5.7 Home working

How will you assess which employees work from home or return to work?

- No home working	
and the mental g	Employees will only return to the workplace if:
	O They cannot do their job remotely.
	O Where home circumstances mean working from home is not possible.
	O Equipment required to do the job safely is unavailable at home.
	O Employees have been identified as vulnerable or extremely vulnerable individuals.

3.5.8 Working away from the premises

How will you establish procedures for those employees who work remotely?

- No remote working	O Face to face meetings to be avoided where possible.
	O Employees are encourage not to travel on public transport
	O Employees who cannot avoid travelling on public transport must wear appropriate face coverings when using public transport.
	O All employees must observe social distancing at all times and wash or sanitise their hands when they arrive at their destination
	O Prior to a site visit, the employee must ensure that they are not exposed to unnecessary risks at the destination and a copy of the destinations risk assessment should be reviewed.
	O All employees are trained to follow the sickness policy and inform their manager is they display any of the COVID-19 symptoms.

Page 8 of 15 RA COVID-19 V1.0



3.5.9 Managing the workforce

Are there any specific tasks where maintaining social distance between employees presents a challenge, and are additional measures possible which will prevent the spread of COVID-19?

- All shared cutlery, crockery, cups & glasses will be pot washed in a commercial cleaning machine. All glasses will be cleaned in a commercial gass washer
- Any member of staff showing symptoms of COVID-19 or having had contact with a symptomatic individual will be advised accordingly on UK
- All staff will be temperature checked at the start of every shift.
- Government Self isolation guidelines & sickness reporting
- No changes in layout of premises that would increase risk in a fire.

- Fix teams into work groups or shift patterns. This reduces the number of contacts as employees are working with the same people routinely.
- O If materials are passed between employees, for example office supplies or documentation, organise drop off zones where items can be left and then collected.
- All shared cutlery, crockery, cups and drinking glasses must be effectively cleaned and disinfected before use by other persons
- Ensure employees are not incentivised to work if they are feeling unwell
- ☑ Ensure employees are not incentivised to work if they have had contact with a symptomatic individual
- ✓ Content of the Fire Risk Assessment has been updated in this risk assessment to reflect any changes in layout

3.6 Workplace Procedures

3.6.1 Communication and training

How will you ensure all of your employees understand the measures needed to prevent the spread of COVID-19 whilst at work?

- Employees will informed of all control measures and information in risk asessment via team meeting or one to one. These meeting will be recorded.
- Guidelines will be regularly updated as new government informtion is issued and training will be delivered accordingly
- Certificated Return to work COVID training taking place (Business safe) all employess- Staff meeting takes place for all staff in beer garden Wed 21st April 2021 10am

This risk assesment was upated April 2021 see notes section at the end

- ② All employees have read and understand the control measures detailed in this risk assessment
- All employees receive COVID-19 training
- All employees receive regular update training and are informed of the new control measures. If control measures are not followed, the employee is immediately retrained in them.
- All employees complete a COVID-19 Return to Work questionnaire to ensure they are fit to work.
- O All employees understand the symptoms of COVID-19 and the action they must take if they are in contact with anyone that has the symptoms.



Page 9 of 15 RA COVID-19 V1.0

3.6.2 Manual Handling

How will you review manual handling practices to take into account COVID-19 controls?

- any manual handling will be carried out by one person. Staff advised on manual handling where more than one person is involved
- All deliveries of barrels will be done by suppliers including storage. Moving of barrels will only require one person
- ② All manual handling risk assessment have been reviewed to take into account social distancing measures.
- O All employees have been consulted in the manual handling review and retrained in the new practices.
- Specific consideration to be given to the moving of barrels as this may be a 2 person task. If barrels do need to be moved by 2 persons, the task should be undertaken in social grouping.

3.6.3 First Aid

How will you review first aid procedures to take into account COVID-19 controls?

- First aiders will try to asisst at a safe distance & minimising time sharing a breathing zone
- Tell the casualy to do things but treating them properly is primary concern
- If CPR is needed to reduce risk use cloth over patients mouth and nose while still permitting breathing, only deliver CPR using chest compressions and defidrulator if available. DO NOT use recue breaths
- After delivering 1st aid dispose of gloves
- First aiders Thomas Richards & Elin Thomas reviewed guidlines at:

<u>First aid during the coronavirus</u> (COVID-19) outbreak - HSE news

- The first aid risk assessment has been reviewed to take into account COVID-19 controls.
- O All employees have been consulted in the first aid review and retrained in the new practices.



Page 10 of 15 RA COVID-19 V1.0

3.6.4 Ventilation within the business

How do you ventilate your business to minimise the potential spread of COVID-19?

- Staff will be encouraged to open windows and doors (not fire doors) to ventilate areas regularly subject to weather & security.
- No ventilation sytems or airconditioning exist in premises
- Instruction given to Thomas Richards regarding Bar Fans. Fans must not be turned on during pandemic
- Windows and doors should be left open to encourage ventilation of the space. This action must not impact other safety considerations, for example reduced security as the entrances are not secure or fire doors being propped open.
- O Ventilation systems should be adjusted to achieve the maximum number of air changes possible, whilst maintaining team comfort. If there is a complex ventilation system, then guidance is to be sought from the company's ventilation and air conditioning advisors

3.6.5 Common hand contact points

What procedures will you put in place for hand contact surfaces?

- We are promoting/ encouraging customers to use electronic menus on our website/ QR scan codes and supplying single use menus. Napkins are disposable. Salts & Peppers will be sanitised after every table sitting.
- Tills, PDQ machines & kitchen equipment will be sanitised regularly
- When two people are working the bar staff will work in zones or family/ household bubbles where possible
- Please see information on Integration of table ordering, takeaway ordering apps and table booking softeware in notes section at end

- © Reusable items (for example menus, condiment conainers) are to be replaced with single use disposable items.
- © Regular hand contact surfaces (for example tills, PDQs and kitchen equipment) are to be cleaned between users.
- 💇 If more than one person is working a bar, consider implementing zones so only one person is touching drink dispense equipment, bottles and the till.

Shield Safety Page 11 of 15 RA COVID-19 V1.0



3.7 Review and monitoring

What procedures have you put in place to review and monitor the control measures of this risk assessment?

- Guidelines will be constantly monitired as government information is issued/ changed. Any additions or changes to these guiudelines will result in changes to our working practices accordingly. Produced 8th July 2020 and updated 8th November 2020 and 21st April 2021.- Duty management resposible for control measures
- The risk assessment is updated at least yearly or sooner when the Government guidance changes or work practices change.
- O Monitoring of control measures are undertaken throughout the day and recorded daily in the Safe to Trade App

3.8 Dealing with COVID-19 in the workplace

What procedures will you implement if an employee and / or visitor becomes unwell and displays symptoms at work?

- Any guest of Castle Inn B&B that makes us aware that they are feeling COVID-19 stypmtoms will be asked to leave the premises and follow government guidelines on self-isolation aswell as seeking medical advice on how to best treat those symptoms. Any visitor of the Castle Inn pub & restaurant that becomes unwell and shows signs of symptoms will be given the same advice. All areas that the 'unwell' guest had used will be sanitised afterwards following all government guidlines.
- All employees will complete a return to work form and one to one meeting with Glyn Richards

- All employees that have been exposed to symptomatic person must self-isolate for 14 days or take an appropriate COVID-19 test to establish if they are infected.
- All employees who test positive must self-isolate and follow the sickness procedure.
- All employees must complete a return to work form after self-isolation or completion of a negative COVID-19 test

Page 12 of 15 RA COVID-19 V1.0 Shield Safety

4. Additional information and control measures

Castle Inn Pembrokeshire Ltd has appointed Glyn Richards as Health & Safety representastive.

This COVID-19 risk assessment is additional to Castle Inn's health & safety policy statement 13th August 2019.

Bar Visor: The public bar has been fitted with a high level visor. This is fitted the full length of the bar at head height. A serving space has been left to pass drinks/ snacks to the customer. This will protect the customer and server and will mitigate risk against contraction of anything contagious that could be passed from customer to server and vice versa.

New customer screens were installed 8th November 2020 in the bar and restaurant areas. These screens are to mitigate risk and create barriers where a 2m distance is not possible.

Cash Handling: Although cashless payment will be promoted a COVID-19 cash handling process will be implemented with all staff. Anything handled during any type of payment will be cleaned regularly.

We have reviewed the physical space available at Castle Inn, we have defined the number of customers we are able to host at one time (94 inside as of 8th November). This number will be reviewed as and when regulations and guidlines change. All customers will have a seat and be socially distanced whilst in the premises.

* New Opening 26th April will be outside only. Expected indoor opening 17th May* *Beer Garden Seating Capacity 100*

We have signage in place to communicate to customers changes to the premises applicable to COVID-19 in line with guidance. Notices are displayed at entrances, toilets, notice board. The curent Social distancing measurement is displayed throughout the business.

New guidelines and measures published post firebreak November 2020 for pubs, cafes and restaurants. Castle Inn updated it measures 8th November 2020 & April 2021 for 26th April opening.

The risks and measures contained in this assessment should be combined with the document 'Castle Inn - New & updated Measures Post Firebreak 9/11/20'
April 2021:

- New Table ordering app implemented primarily for garden and bar use to reduce customer contact
- New Takeaway ordering app implemented
- New Table booking app implemented to reduce customer visits to book tables
- All three apps above accessible via website www.castleinnpembs.co.uk Guidance Notes & Documents Used Used:
- UK Hospitality Cymru updated April 2021
- Return from Furlough Leave Wellbeing checkin AX Insurance
- Gov.wales website
- business-live.co.uk website

New April 2021 Table Resterictions Are:Max 6 people on table from 6 households (children<11yrs not counted), larger single households accepted, single households with support bubbles accepted, bookings from larger groups on muliple tables will not be taken.





5. Risk assessment training

Complete to demonstrate evidence that all employees have been trained in this risk assessment

Name	Job title	Date of Training	Signature
Thomas Richards	Manager	21/4/21	Thomas Richards
Gemma John	Chef	21/4/21	Gemma John
Alison Richards	Owner Head Chef	21/4/21	Alison Richards
Charlotte Richards	Marketing Assistant	09/07/2020	Charlotte Richards
Ania Zmundzinska	Food & Beverage Assistant	21/4/21	Ania Zmundzinska
David Varney	Kitchen Staff	11/07/2020	David Varney
Diane Davies	Food & Beverage Assistant	21/4/21	Diane Davies
Elfie Dale	Food & Beverage Assistant	11/07/2020	Elfie Dale
Georgi Morris	Bar Staff	21/4/21	Georgi Morris
Joanna Evans	Food & Beverage Assistant	TBA	Joanna Evans
Kirsty Richards	Food & Beverage Assistant	21/4/21	Kirsty Richards
Lauren Rosser	Food & Beverage Assistant	21/4/21	Lauren Rosser
Lucy Morgan	Kitchen/ Front of House	TBA	Lucy Morgan
Helen Thomson	Kitchen Staff	21/4/21	Helen Thomson
Iwan Jones	House Keeping	21/4/21	Iwan Jones
Jackie Francis	House Keeping	21/4/21	Jackie Francis
Jamie Payne	Kitchen Assistant	21/4/21	Jamie Payne
Josh Liddle	Kitchen Assistant	21/4/21	Josh Liddle
Owain Howells	Kitchen Assistant	21/4/21	Owain Howells
Anthony Kinsella	Chef	21/4/21	Anthony Kinsella
Ela Llewellyn	Waitress	Nov 2020	Ela Llewellyn
Chris Merritt	Kitchen Assistant	21/4/21	Chris Merritt
Tom Hole	Food & Beverage Assistant	21/4/21	Tom Hole







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