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Environmental Health
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our Ref: WK 202012157

Dear Mr Tchangoum,
Food and Safety
Team

Date: 27th August 2020

Health and Safety at Work etc. Act 1974
The Management of Health and Safety Work Regulations 1999

Re: The Maestro bar 44-45 Deptford Broadway SE8 4PH

We are currently in receipt of a complaint related to the management of your business in relation to current COVID-19 guidance, It is important that social distancing is maintained and managed throughout the operation of your business, to ensure that Health and Safety of not only your patrons but your staff.

This letter outlines areas which you should address, and provides you with information as to the management of the risk of COVID within your business.

The government's COVID-19 guidelines for employers, are designed to help get businesses back up and running and workplaces operating safely. The guidance is available at <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

Practical steps for businesses are focused on five key points, which should be implemented as soon as it is practical:

1. Carry out a COVID-19 risk assessment

You should ensure the safety of the workplace by:

- carrying out a risk assessment in line with the HSE guidance • consulting with your workers or trade unions
- sharing the results of the risk assessment with your workforce and on your website

<https://www.hse.gov.uk/simple-health-safety/risk/index.htm>

2. Develop cleaning, hand washing and hygiene procedures

You should increase the frequency of hand washing and surface cleaning by:

- encouraging people to follow the guidance on hand washing below • providing hand sanitiser around the workplace, in addition to washrooms • frequently cleaning and disinfecting objects and surfaces that are touched regularly

- enhancing cleaning for busy areas
- setting clear use and cleaning guidance for toilets • providing hand drying facilities — either paper towels or electrical dryers <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>

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3. Help people to work from home

You should take all reasonable steps to help people work from home by: •
discussing home working arrangements

- ensuring they have the right equipment, for example remote access to work systems
- including them in all necessary communications
- looking after their physical and mental wellbeing

4. Maintain 2m social distancing, where possible

Where possible, you should maintain 2m between people by:

- putting up signs to remind workers and visitors of social distancing guidance
- avoiding sharing workstations
- using floor tape or paint to mark areas to help people keep to a 2m distance
- arranging one-way traffic through the workplace if possible
- switching to seeing visitors by appointment only if possible

5. Where people cannot be 2m apart, 1m may be applied only with enhance mitigations to manage transmission risk

Where it's not possible for people to be 2m apart, you should do everything practical to manage the transmission risk by:

- considering whether an activity needs to continue for the business to operate • keeping the activity time involved as short as possible • using screens or barriers to separate people from each other • using back-to-back or side-to-side working whenever possible
- staggering arrival and departure times • reducing the number of people each person has contact with by using 'fixed teams or partnering'

Employers should display a sign in their workplaces to show their employees, customers and other visitors to their workplace, that they have followed the guidance.

Please be advised that a failure to implement measures to prevent the spread of COVID-19 in a workplace, so far as reasonably practicable, may lead to further enforcement action.

I hope this letter will help you implement adequate measures in your workplace but please do not hesitate to contact me if you require any further information or advice on this or any other matter.

Yours sincerely,

Yoland Hosten

Environmental Health Officer

Food and Safety Team