

Risk Assessment Working safely in the hotel during coronavirus (Covid-19) -

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Premises Wayford Bridge Inn

Description of assessment: This risk assessment details all example control measures in place in the hotel to ensure the risk of Covid-19 spreading to staff or customers is as low as practicably possible.

Date of Assessment: 24th June 2020

Date of Review 24th November 2021

Hazard Identification

Below are the hazards that have been identified as having the potential to cause harm to employees and others who could be affected by the employers activities, e.g. the general public, contractors and visitors.

Based on existing Control Measures				Based on new Control measures		
Hazard	Category of Harm	Likelihood of harm	Risk Estimate	Category of Harm	Likelihood of Harm	New Risk Estimate
RISK OF CONTRACTING AND SPREADING SARS-CoV-19						
General non-area specific hazards	Extreme harm	Very unlikely	2			2
Clinically extremely vulnerable employees	Extreme harm	Very unlikely	2			2
Clinically vulnerable employees	Extreme harm	Very unlikely	2			2
Emergencies and first aid	Extreme harm	Very unlikely	2			2
Getting to and from work	Extreme harm	Very unlikely	2			2
Guest arrival and movement around the premises	Extreme harm	Very unlikely	2			2
Corridors, staircases	Extreme harm	Very unlikely	2			2
Housekeeping in hotel bedrooms	Extreme harm	Very unlikely	2			2
Employee breaks and staff canteen	Extreme harm	Very unlikely	2			2
Employees working at reception	Extreme harm	Very unlikely	2			2
Food & beverage delivery and storage	Extreme harm	Very unlikely	2			2
Food and beverage production and service	Extreme harm	Very unlikely	2			2
Housekeeping in public areas	Extreme harm	Very unlikely	2			2
Maintenance activities	Extreme harm	Very unlikely	2			2
Management of contractors	Extreme harm	Very unlikely	2			2
Third party meetings and events	Extreme harm	somewhat likely	3			3
Working in offices	Extreme harm	Very unlikely	2			2
Working outside	Extreme harm	Very unlikely	2			2
Laundry	Extreme harm	Very unlikely	2			2
EMOTIONAL WELLBEING AND MENTAL HEALTH						
Reduced mental health in times of uncertainty	Extreme harm	Very unlikely	2			2

Hazard Exposure

Those who are exposed to each hazard associated with the title of this risk assessment are identified below

Risk of contracting or spreading SARS-CoV-2 : General non-area specific hazards	< 10	10 >
Employees	-	yes
Public	-	yes
Children and Vulnerable	yes	-

Risk of contracting or spreading SARS-CoV-2 : Clinically ex vulnerable employees	< 10	10 >
Employees	yes	

Risk of contracting or spreading SARS-CoV-2 : Clinically vulnerable employees	< 10	10 >
Employees	yes	

Risk of contracting or spreading SARS-CoV-2 : Emergencies and first aid	< 10	10 >
Employees	-	yes
Contractors	yes	-
Public	-	yes
Children and Vulnerable	yes	-

Risk of contracting or spreading SARS-CoV-2 : Getting to and from work	< 10	10 >
Employees	yes	

Risk of contracting or spreading SARS-CoV-2 : Guest arrival and movement around the premises	< 10	10 >
Employees	-	yes
Contractors	yes	-
Public	-	yes
Children and Vulnerable	yes	-

Risk of contracting or spreading SARS-CoV-2 : Corridors, staircases	< 10	10 >
Employees	-	yes
Contractors	yes	-
Public	-	yes
Children and Vulnerable	yes	-

Risk of contracting or spreading SARS-CoV-2 : Housekeeping in hotel bedrooms	< 10	10 >
Employees	-	yes
Contractors	yes	-
Public	-	yes
Children and Vulnerable	yes	-

Risk of contracting or spreading SARS-CoV-2 : Employee breaks	< 10	10 >
Employees	yes	

Risk of contracting or spreading SARS-CoV-2 : Employees checking in customers	< 10	10 >
Employees	-	yes
Contractors	yes	-
Public	-	yes

Risk of contracting or spreading SARS-CoV-2 : Housekeeping in public areas	< 10	10 >
Employees	-	yes
Contractors	yes	-
Public	-	yes

Risk of contracting or spreading SARS-CoV-2 : Maintenance activities	< 10	10 >
Employees	yes	-
Contractors	yes	-
Public	-	yes
Children and Vulnerable	yes	-

Risk of contracting or spreading SARS-CoV-2 : Working in offices	< 10	10 >
Employees	yes	

Risk of contracting or spreading SARS-CoV-2 : Laundry	< 10	10 >
Employees	yes	-
Contractors	yes	-
Public	-	yes

Emotional wellbeing and mental health : Reduced mental health in times of uncertainty	< 10	10 >
Employees	yes	

HAZARDS AND CONTROL MEATHODS TO REDUCE RISK OF SPREADING OR CONTRACTING COVID 19

HAZARD	CONTROL MEASURES IMPLIMENTED
<p>General non-area specific hazards</p>	<p>Where possible employees will work from home. Employees working from home on a temporary basis will be issued with a leaflet on safe working and mental health. Regular contact will be maintained with all home workers</p>
	<p>The complexity of the operation is kept under review and plans for the minimum number of employees needed on site to operate safely and effectively are in place.</p>
	<p>2m social distancing will be maintained wherever possible throughout the whole premises and all work activities for the safety of employees, guests and others. Where we are unable to maintain social distancing, we will consider whether that activity needs to continue for the business to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission whilst adgerering to the 1+ guidelines from the government.</p>
	<p>Wherever possible, employee shifts will be structured to ensure employees work in small groups with the same colleagues and shifts will not overlap. These measures will reduce the risk of transmission where employees are pre-symptomatic (infected and haven't yet developed symptoms) or asymptomatic (infected but will not develop symptoms).</p>
	<p>A safe operating procedure document detailing employee hygiene standards is in place. This has been used to provide information Covid-19 and related instruction on illness, isolation, standards of personal hygiene, social distancing, the activities requiring the use of PPE, the safe use of PPE and the principles of cleaning. A record of training is maintained and employees who not understand English have been supported to ensure everyone has been fully trained. Monitoring of practices is undertaken by management and corrective actions are taken as necessary. Retraining in the SOP will be carried out periodically for all employees, or when changes are made to the SOP; whichever comes first.</p>
	<p>PPE will be required to migitgage certain risks in specific jobs and these are details in the SOP</p>
	<p>Employees will be asked to wash their hands frequently. Washing points are located around the hotel and near common touchpoints. This will also be a requirement for guests entering the hotel.</p>
	<p>Where required clear and simple signage will emphasise the requirements to guests and members of staff.</p>
	<p>Ongoing efforts will be made to reduce the number of touch points that employees, guests and other interact with on a daily basis. The frequency of hand high contact point disinfection in back of house areas and common parts of the premises (excluding guest bedrooms) will take place a minimum of every 2 hours between 07:00 and 01:00</p>
	<p>The disinfectant in use is effective against enveloped viruses. Employees will be trained to use disinfectant safely and with regard to contact time and the use of cleaning materials</p>
	<p>In the event of a suspected case of Covid-19, immediate cleaning and disinfection will take place in the areas where the case identified.</p>
	<p>If an employee or guest tests positive for Covid-19 it should be logged as an incident and then investigated with the findings reported to the relavent authority if required</p>
	<p>All control measures will be monitored by management and steps will be taken to ensure they reflect operational changes in line with Government guidelines.</p>

Clinically extremely vulnerable employees & Clinically vulnerable employees	Where at all possible a risk assesment will be carried of for sush employees as defined by the government. Where possible they will not be asked to come into work and where possible they will be assined low risk jobs. However as a small business is is highly unlikely.
Emergencies and first aid	In case of fire the 2m requirement becomes second to saving life so this will be reiterated to employees/fire marshalls. As with first aid first aiders will have to make on the spot judgements and will be informed of the requirement to have ppe on before instigating first aid treatment.
Getting to a from the workplace	Will be addressed in the employee SOP in a department by department basis. Changes include where feasible Staggered start times, social distancing whilst clocking in and out, hands free clocking in or via app. Uniforms or part of uniforms to be changed/cleaned daily
Guest arrival and movement around the premises	venue will become pre booked only with no entry withouth booking and giving the required details.
	Only persons who need to enter the hotel do so. Signage and hand sanitiser will be provided at entry points. A host will assist guests with queuing to ensure social distancing is observed The lobby host will restrict access if persons inside are unable to ahere to the rules. Floor markings and disc markers to maintain a safe distance.
	Guests to be provided with letters setting out the rules and steps we have taken. They will also be informed of the proveedure to take if they have symptoms. Prior details and no signature registrations to be used where possible.
	Chip and pin machine will be disinfected frequently. Room keys will be disinfected prior to issue. Pens for signing registation cards etc. will be disinfected between each use.
Corridors & staircases	signs and stickers have been provided in the areas which the public move. Where queues are likely further steps have been made.
	Staff have via their SOP been informed the correct distancing protocols when dealing with guests.
Housekeeping - Hotel bedrooms	A safe operating procedure (SOP) detailing the required standard for cleaning and preparation is in place. All relevant employees who clean bedrooms have been trained and training is recorded. PPE and face masks will be provided with training for all relevant employees.
	Evidence of gross contamination (blood / vomit / diarrhoea) will be cleaned using a body spillage kit by housekeeping employees wearing gloves, apron and a face mask.
	Daily housekeeping services will be provided on request only. Where guests require items to be delivered to their room, employees have been trained to maintain social distancing when delivering items to the door. Where cleaning has been requested, the guest must vacate the room and the room must be left empty for 1 hour prior to access by employees. PPE and face masks will be provided with training for all relevant employees.
	Arrangements for personal hygiene and cross contamination between rooms during cleaning are contained in the bedroom cleaning SOP.
	Arrangements for the disposal of waste are contained in the bedroom cleaning SOP.
	Housekeeping tools and trolleys and to be cleaned at the end of the shift along with contact points in the storage areas.
Staff breaks	Hand washing facilities are available in the staff canteen and employees are instructed to wash their hands before eating and at the end of their break.
	Employees are encouraged to take breaks outside rather than within the building.
	Employees are encouraged not to leave the premises mid shift

	<p>The hotel will now have a NO smoking policy during shifts. Staff whom smoke will need to do this before entering the building or after work.</p>
Checking in guests	<p>Guests encouraged and contacted to pre register contact information pre stay to avoid taim spent checking in.</p>
	<p>Guests will be asked to send one person to check into the hotel. Or prefeably make an appointment and staff can check them in at the room.</p>
	<p>The equipment is to be wiped between check inns if more than one staff emmber uses it.</p>
	<p>If customers have mail/parcels they will have to be present to collect it.</p>
	<p>Staff will encourage customers to not enter the building until checked in by a member of their group. Then they can either proceed directly with their bags to the room</p>
Food & beverage delivery and storage	<p>As few server contacts as possible, no charing pens and observation of social distancing.</p>
	<p>Packaging removed as soon as possible for food deliveries</p>
	<p>hands to be sanitised between deliveries</p>
Food and beverage production and service	<p>We operate a 5 star FSA rating this is most important and means that risk in this department is low. Staff will not be allowed to wear their uniforms outside of the building.</p>
	<p>Condiments will be provided in cruets and cleaned after use as will cutlary at a temperature over 82oC</p>
Housekeeping in public areas	<p>Hi use contact points to be cleaned every 1-2 hours</p>
	<p>Public toilets to be cleaned a least twice daily</p>
	<p>There are frequent inspections of public toilets to ensure there are adequate supplies of hand washing facilities and to empty waste bins.</p>
	<p>All employees engaged in cleaning have access to hand washing facilities or hand sanitiser.</p>
Housekeeping in public areas	<p>ventilation systems are subject to regular services and inspection. Ventilation within the premises will be maintained at a suitable level either through the use of open windows or mechanical ventilation.</p>
	<p>Sharing of tools and equipment will be avoided wherever possible or disinfected between users. High contact touch points to be worked on will be disinfected prior to work starting.</p>
	<p>When working on guest bedrooms the occupant(s) must vacate and the room should be left for 1 hour prior to entry. The work area should be cleaned / disinfected prior to work and housekeeping employees will clean and prepare after work has been completed. Due to the nature of the emergency, if it is not possible to leave the room empty for 1 hour, a face covering and gloves must be worn when entering the room and for the duration of the work.</p>
Management of contractors	<p>Essential work only in open areas</p>
	<p>When working on guest bedrooms the occupant(s) must vacate and the room should be left for 1 hour prior to entry. The work area should be cleaned / disinfected prior to work and housekeeping employees will clean and prepare after work has been completed. Due to the nature of the emergency, if it is not possible to leave the room empty for 1 hour, a face covering and gloves must be worn when entering the room and for the duration of the work."</p>

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Working In Offices	maintain social distancing - no hot desking - dividers between desks where possible - touch points disinfected - disinfectants and sanitiser provided.
Working Outside	workers to keep 2m from each other and observe social distancing
	try and keep equipment to one user if multipl users the equipment should be disinfected between users.
Laundry	All used laundry is bagged at source and stored separately to clean items.
	Used laundry is taken offsite
	Staff bagging and moving laundry must wear gloves at all times.
Mental health	Raise awarenes in the workforce of importance of mental health during the crisis and highlight the governments wellbeing documentation.

Glossary

Categories of harm in previous table

Harm	Health impact	Safety Implications
Slight Harm	Nuisance and irritation (e.g. headaches): temporary ill health leading to discomfort (e.g. diarrhoea).	Minor injuries, minor cuts and bruises, eye irritation from dust etc.
Mod Harm	Partial hearing loss, dermatitis, asthma, work related upper limb disorders, ill health leading to permanent minor disability	Lacerations, burns, concussion, serious sprains, minor fractures.
Ex Harm	Fatal diseases, severe life shortening diseases, permanent substantial disability.	Fatal injuries, amputations, multiple injuries, major fractures.

Likelihood Of Harm:

Harm	Health impact
Very Unlikely	1% Chance over a working career
Unlikely	Maybe experienced once during somones career

Likely	A event every 5-6 years during a working career
Very Likely	A once in 6 months event, common

Risk Rating

RISK ESTIMATE	RATING OF RISK	ACTIONS REQUIRED
1	MINOR	No Action
2	TOLERABLE/LIVABLE	Nothing extreme but common sense and adaptation of work methods to mitigate.
3	MODERATE	Work practises address risk and clear efforts made to mitigate
4	HIGH	risk reduction measures and if possible do not carry out task or activity.
5	UNACCEPTABLE	No not proceed until this level of risk is mitigated. STOP

Risk and Likelihood Matrix

Harm	Slight	1	2	3	3
	Moderate	2	3	3	4
	Extreme	2	3	4	5
		Likelihood			