

COVID-19 RISK ASSESSMENT

Level	
Low	Be vigilant
Med	Mitigation considered
High	Action taken to operate safely

CM Whyte - 01/07/20

Area	Risk of spread	Level	Control measures
General	Staff & guests	H	Minimum number of staff to be on site to operate safely and effectively
		H	2m social distancing will be maintained wherever possible throughout the whole premises and all work activities for the safety of employees, guests and others. Wall markings to signal 2m distancing
		H	Handwashing in line with govt guidance, disinfecting gloved hands to be in line with this guidance and at same frequency
		H	Personal PPE provided
		H	Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area, tables/chairs, tills, card machines using appropriate cleaning products and methods.
		H	Hand sanitiser with advice notices provided at all guest entry and exit points and around the hotel to be used when moving between areas
		H	Customers advised that cashless payments only accepted in all areas of hotel
		L	Promote the measures being taken to combat Covid-19 by staff and hotel - display for customer peace of mind
		H	Signage on entrance: customers to use sanitiser provided, maintain social distancing & not to enter if they have Corona Virus symptoms
Reception	Hotel arrivals and departures	H	If staff help guests with luggage, maintain social distance, and use hand wash or hand sanitiser immediately afterwards
		H	Take temperature check with contactless infr-red thermometer of all arriving guests, visitors and staff
		H	Remove all unnecessary pens and stationery
		H	Screen off reception staff from guests and visitors
		H	Change to contactless online check in, leave key in room and give guests map to find room
Housekeeping	Bedrooms	H	Handwashing in line with govt guidance, disinfecting gloved hands to be in line with this guidance and at same frequency
		H	Staff provided with PPE - gloves, face masks and visors to use as preferred
		H	The staff will not provide cleaning or housekeeping services during the stay
		H	Create check list of all hand contact areas for disinfecting. List shall include but is not limited to: Light switches; Bedside tables; Remote controls; Taps; Flush handles and toilet seats; Door handles; Hair dryer handles; Irons, boards, & trouser press; Safe buttons; Wardrobe doors; Mini bar handle; Kettle & lid; Air-con/heater controls
		H	Room collateral to be kept to a minimum. All papers and magazines, pens etc removed from bedrooms
		H	Glasses & crockery to be removed and washed in a dishwasher (not the room sink)
		H	
F&B	Bar, dining & reception rooms	H	Crockery/glasses to be disinfected at 80C degrees in glasswasher
		H	Cloths and sponges etc used for cleaning to be changed daily and similarly used materials disposed of safely on a daily basis. Tea towels used for drying to be changed daily and washed at temperatures above 60°C
		H	Regular intensive clean down of all surfaces between guests using sanitiser sprays
		H	Tables and chairs all reset to minimum 2m social distancing in all dining rooms, bar, terrace and pool area
		H	Staff to be provided with PPE - gloves, face masks and visors to use as preferred
		H	Table service only in the bar and sneeze screen in place to keep the minimum safe distance from the server as well as from other customers
		H	Empty glasses to be collected from tables by staff and customers discouraged from returning empty glasses to the bar
		H	Clean bar tops every hour and table surfaces immediately after use. and regular touchpoints including door handles, push plates, PDQ machines, at least every hour.
		H	Order & service at table, observing social distancing
		H	Plates and glasses to be picked up only by staff to return to kitchen
		H	Whenever staff come into contact with items used by customers they must wash hands (or sanitise if washing not an option)

		H	Use of individually wrapped condiments & sauces taken to customers on request
		H	Payment should minimise contact by use of contactless or charge to hotel room
		H	Make use of open windows and doors to facilitate air flow
		H	Limit the number of staff who are customer facing, amending working practices to achieve this if necessary
		H	Restaurant opening hours extended to spread the load
		H	Breakfast buffet removed - items to be selected from menus
		H	Contact with trays/napkins/menus to be kept to a minimum - single use menus for each guest to be binned after use
	Room service	H	Manage expectations - social distancing means tray will not be brought into room
		H	Staff to wash hands before picking up tray to take to guests
		H	Use of butlers' trays, folding luggage rack etc., disinfected first when delivering meals if possible, to keep tray from floor.
		H	Staff to knock on the door, leave the tray and move back, the guest can then take the tray and once the door is closed, staff retrieve the stand
		H	Staff to wash/sanitise hands immediately afterwards
		H	No cash tips to be taken
		H	Collected trays to be taken to relevant area and disinfected, cutlery and crockery immediately placed in dishwasher, linen in line with new housekeeping standards. Staff to wash their hands immediately after touching trays
	Cellar	H	Use of disposable gloves/aprons to be used and disposed of in conjunction with current guidelines
		M	Wash hands before entering and on leaving cellar, normal practices to be maintained by one staff member only
Kitchen		M	Maintain social distancing 2m+ at all times - reduced staffing in place
		M	Limit kitchen access to the fewest number possible to operate the business - reduced staffing in place
		M	Minimise interaction between kitchen staff and other works including when on breaks
		M	Wall markings to signal 2m distancing
		M	Minimised access to walk in pantries, fridges and freezers, cold stores etc. to head chef only
		M	Limited number of staff in contact with external bodies e.g. delivery drivers, customers collecting foodstuffs
		M	Staff provided with PPE - gloves, face masks and visors to use as preferred
		M	Reviewed and reduced menu options to support working restrictions
Toilets		H	Additional regular cleaning & disinfection of toilets and high touch points in bathrooms and toilet areas
		H	Signage advising residents to use own bedroom toilets not general ladies & gents
		H	Wall markings to signal 2m distancing
Outdoor areas	Terrace	M	All tables and chairs and benches laid out a 2m plus spacings
		M	Signage to encourage social distancing
	Pool area	M	All loungers laid out at 2m plus spacings
	Outdoor pool	M	Restrict usage of pool to one family or two bubbles of no more than 6 guests
Deliveries & workmen		H	Maintain social distance and use digital forms of delivery verification
		H	Deliveries to be made to the bench outside of the back of kitchen area - no kitchen delivery staff to enter kitchen. Signs in place
		M	Storerooms or move to 1 member of staff at a time
		M	Order larger quantities of goods where possible to reduce the number of deliveries
		H	Hand sanitiser provided at all entry and exit points / wash basin at back kitchen entry point
		H	No cash on delivery, all payments to be made electronically and suppliers advised of this
Suspected Covid-19 case		H	If guest has symptoms of Covid-19 or is asymptomatic but declares the need to self isolate, they should be advised to check out and return home to self-isolate according to current government guidance. If the guest shows acute symptoms has breathing difficulties or their life is at potential risk, seek medical help immediately
		H	Where a guest is unable to check out, then the following guidelines must be followed:
		H	The guest must stay in their room and not visit any public spaces including meeting rooms, fitness centre, concierge lounge or restaurants

- H Arrangements should be made for meals / food to be provided to the room, for example via room service deliveries as per protocols previously stated or use of local food delivery services
- H Food should be served with disposable plates and cutlery, nothing to be returned to the kitchen
- H Arrangements should be made to ensure the guests are able to make requests for service or assistance remotely (e.g. through the hotel operator, telephone or by text) instead of doorknob menus or face to face communication
- H The staff will not provide cleaning or housekeeping services during the stay
- H Hotel to provide additional linen and extra daily in-room amenities (e.g., shampoo, conditioner, soap, tea, coffee, etc.) to limit the need to make numerous daily deliveries. Additional item requests to be left at the guest's door
- H Provide several large rubbish bags for disposal of any guest rubbish. Guests should be informed that they should keep the rubbish bags in the room (not placed in corridor) until a coordinated time for pick-up is arranged
- H Guests should limit outside visitors to their guest room to medical personnel only
- H The guest should contact hotel management prior to checking out / departure from the hotel to provide an update on their condition
- H If the fire alarm sounds, normal evacuation procedures should be followed, and the guest advise to leave the hotel and proceed to the fire assembly point. The hotel should arrange for the guest to be supported and isolated from other guests at the assembly point
- H Disposable gloves should be used whenever staff come in contact with an item the guest handled. Ensure those responsible for the removal of the guest's waste, at a minimum, wear disposable gloves

**Cleaning after
suspected
contamination**

- H Staff to leave room for 72 hours before entering, ensuring "no entry" signs left on doors
- H Check disinfectants used are effective against Corona Virus, follow manufacturer's guidance. Use disposable cloths, mop heads, gloves and aprons. Take care not to splash the solution around
- H Ensure all public areas are disinfected where the contagious person may have touched surfaces
- H Double bag all materials used in clean up such as cloths, mops etc and leave for 72 hours before disposal in rubbish
- H Make sure housekeeping staff are protected with disposable or washing up gloves and aprons. Where there is evidence of bodily fluids, further PPE may be needed to protect the housekeepers' nose and eyes, according to the latest government guidance. If this is not be available, leave the room isolated for 72 hours
- H Don't shake laundry and bag up in double bags and leave securely for 72 hours before washing. Wash hands and disinfect any surfaces that may have been contaminated by the bags after taking to the secure place
- H Steam clean all soft furnishings and mattresses
- H Using a disposable cloth, first clean hard surfaces with warm soapy water. Then disinfect these surfaces with the disinfecting / sanitising products you normally use, paying attention to frequently touched areas
- H After cleaning, and after removing PPE and bagging up waste, wash hands with soap and water for 20 seconds, and dry them with a paper towel. Dispose of paper towel appropriately