

Coronavirus Risk Assessment Hotels

Activity

Keeping customers, visitors, employees and contractors safe from contracting Covid 19

Hazard/risk

Contracting COVID 19

Persons at risk

Employees, customers, visitors, contractors

Before implementation of the measures

Likelihood = 5

Severity = 5

Risk/Priority =25

Control measure in place

- Guests will be encouraged to wear face masks in communal corridors
- We will increase the frequency of handwashing or hand sanitising and surface cleaning
- We will keep the time of any activity where social distancing cannot be maintained as short as possible
- Staff will work, back to back, shoulder to shoulder, rather than face to face, wherever possible
- We will reduce the number of people each person has to come into contact with by using **fixed teams or partnership.**
- We will take measures to make reception areas safer, with increased cleaning
- We will ensure that the housekeeping staff follow government handwashing guidelines and follow the COVID 19 cleaning policy written for the business, as each guest vacates
- We will ensure that the bar and dining areas are only opened in a way compliant with UK government guidelines for the hospitality sector
- We will identify areas where people have to directly pass things to each other and find ways to remove direct contact. (Hotel key box)
- Staggered shifts, meal and break times
- Clear guidance on social distancing and hygiene will be made available to people on arrival (visual aids, signage, before arrival phone, website, email)
- The number of people on site will be managed in such a way to ensure that there is sufficient seating indoors and seating/standing outdoors. This will be achieved by using a reservation system. (90/120 minutes per table)
- We will make customers aware of and encourage compliance of gathering numbers.
- Sanitiser will be available at points throughout the building.
- Customers with children are reminded of their responsibilities at following social distancing guidelines.
- Consideration to the flow of customers and employees in order to avoid congestion
- Planning is essential to gatherings in the case of adverse weather conditions.
- Booking of essential contractors and service visit have been revised to overlap
- All identified control measures will be equal to all without discrimination
- We will assist with Track and Trace, keeping a temporary record for 21 days

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- Emergency Action Plan in Place
- Emailed to all staff
- To follow government guidance on self-isolating and adhere to this when given
- Strongly recommended to take part in the Track and Trace
- Follow the **What if** guideline
- Download the NHS COVID 19 app and follow the instructions given
- Once symptomatic all surfaces to be deep cleaned
 - All surfaces and objects which are visibly contaminated with body fluids
 - All potentially contaminated high contact areas such as toilets, door handles, etc
- All public areas
- If a person becomes in a shared area, this should be cleaned using disposable cloths and household detergent

Manage Contact

- Guests and contractors are informed on guidance before arrival
- Guests are encouraged to use hand sanitiser as they enter the building and frequently as they move around
- Any service visits will be conducted at times more suitable
- Staff can be accessible to guests via email/phone
- We encourage contactless payments or pre-authorisation of hotel bills

Managing Food Service and Drinks

- We will ensure that any bar/dining area is distanced in compliance with the government guidelines and UK Hospitality
- The breakfast menu has been changed. 1 A4 laminated menu, cleaned after use. No buffet table. Guests will be served all items. Breakfast tables will be allocated with name cards to hotel rooms/guest names
- Laminated daily menu and specials sheet; cleaned after each use. No specials board to avoid any congestion around the bar area.

Use of the Toilets

- Visual awareness to encourage good hand washing techniques.
- Use of regular hand sanitiser
- Hot running water with a liquid soap and suitable dryer facilities -paper or hand dryers (germs love wet hands)
- Regular cleaning of the toilets, paying attention to **touch points**
- Able to open window and doors to help with ventilation
- Cleaning schedule to be maintained
- Waste facilities to be emptied regularly
- Guests are encouraged to use their hotel room rather than the communal toilets

Providing and Explaining Available Guidance

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- Customers are expected to read the guidance published on the website and booking platforms before arrival and follow the safety measures.
- Failure will result in the service being withdrawn
- Written and verbal communication will be given to customers and employees
- The police and local authorities have the powers to enforce requirements in relation to social distancing and may instruct individuals to disperse or leave, issue a fixed penalty notice or take further enforcement action
- Employees are encouraged to remind customers to follow social distancing and clean hands regularly in a way that this does not compromise their safety

Employee Attendance

- The minimum number of people required for safe operation of the business will be onsite at any one time
- Start times will be staggered

Protecting people who are a high risk

- Support will be provided to those with regards to mental health and wellbeing.
- A support system will be identified

Coming and leaving work

- Where possible there will be an identified entry and exit point from the building
- Hand washing and hand sanitiser will be available
- Storage will be provided for personal belongings and clothing
- Staff will be requested to change into work clothes using an appropriate facility, where social distancing and hygiene guidelines will be met
- Kitchen uniforms will be washed on site.
- Others need to ensure that uniforms are washed regularly at home

Staff movement around the building

- Non-essential trips away from the workplace will be discouraged
- Restricted areas identified during the workplace induction
- Cleaning schedules and updated job descriptions have been given to employees
- Kitchen staff have been updated on the Safer Food Better Business
- We do not use temporary/agency workers

Food Preparation Areas

- Kitchen staff will be re inducted to the workplace and methods including Safer Business Better Business

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- The kitchen will be accessed by as few persons as possible.
- Interaction between kitchen staff and other workers will be minimised, including break times.
- Teams will be put into shifts to minimise contact between persons.
- Working areas will be spaced to maintain social distancing guidelines as much as possible, recognising the difficulty of moving equipment such as sinks, hobs and ovens. Consideration will be given to cleanable panels to separate working areas in larger kitchens.
- One-way traffic systems will be employed through the kitchen.
- Access to walk in fridges, freezers and pantries will be managed with 'one in , one out' system.
- Rotas will be electronic
- Kitchen staff will must have their own pens NO SHARING
- Kitchen staff will have their own food thermometer which will be name labelled. NO SHARING
- Temperature recording for Due Diligence will be recorded at the end of the day. Temperature of food to be documented on the food check and spiked as before.

Back of House/ Common Areas

- Break times will be staggered to maintain social distancing within break/staff rooms.
- The use of outside areas for breaks will be encouraged.
- Areas freed up by remote working can be used for breaks.

Accidents, Security and Other Incidents

- Incident and emergency procedures will be reviewed to ensure they reflect the social distancing principles as far as possible.
- Consideration will be given to ensure enough persons with safety designated tasks are on site at all times to ensure the safety of staff and customers.
- We will continue to follow government advice on managing security risks will continue to be followed.

Cleaning the Premises – Keeping the environment clean.

- **The updated cleaning schedule must be followed at all times**
- **Follow the Emergency Action Plan and cleaning checklist in the case of an outbreak**
- Doors will be wedged open, when appropriate, to increase ventilation. This does not apply to fire doors.
- Frequent cleaning will be completed of objects and surfaces that are touched regularly, including counters and tills, and we will make sure that there are adequate disposal arrangements for cleaning products.
- Surfaces and objects will be cleaned between each customer use. This will include cleaning tables, card machines, chairs, trays and laminated menus in view of costumers before customer use.
- Once symptomatic, all surfaces that the person has come into contact with must be cleaned, including:
 - All surfaces and objects which are visibly contaminated with body fluids; and
 - All potentially contaminated high-contact areas such as toilets, door handles, telephones, etc.

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- Public areas where a symptomatic individual has passed through and spent minimal time in (such as corridors) but which are not visibly contaminated with bodily fluids do not need to be specially cleaned and disinfected.
- If a person becomes ill in a shared space, these should be cleaned using disposable cloths and household detergents, according to current recommended workplace legislation and practice.
- General cleaning will be increased to cover all occupied areas.
- Windows and doors will be kept open as much as possible to increase ventilation

Handling Goods, Merchandise, Other Materials and Onsite Vehicles

- Goods and merchandise entering site will be cleaned and sanitised.
- Shared contact points on equipment will be cleaned prior to each use.
- Frequent handwashing will be encouraged, and further facilities provided.
- Handling procedures for laundry will be reviewed to ensure that dust is not raised and to prevent spread of the virus.

PPE and Face Coverings

- PPE identified to control risks other than COVID-19 will continue to be worn.
- Staff who wish to wear face coverings should be permitted to do so, even though not required. To do so safely, they should:
 - Wash hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting and taking off the face mask
 - When wearing a covering, avoid touch the mask or face in case of contamination by the hands
 - Change the covering if it comes wet or has been touched
 - Continue hand washing even when wearing one
 - Wash the covering after each use or dispose
 - Continue to practice social distancing where possible

Communication and Training

- Regular and clear training will be delivered – enforce arriving and leaving
- Policies/procedures/risk assessments will be emailed to staff before starting back at work

Ongoing signage and communication

- Use of wipe boards and emails

Inbound and outbound goods (deliveries)

- Frequency of deliveries to be reduced by ordering larger quantities less often
- Drivers will be permitted to access welfare facilities – guidance offered
- Only one person to stock rotate in order to avoid pinch points
- No cash payments
- Use of own pens for signing delivery notes or use of electronic documents

Handling Keys

- Handing over of key is done in a socially distance manner
- Keys are sanitised between guests
- Housekeepers and cleaners follow the government guidelines and company policies and procedures of cleaning as each guest vacates

Events

- Live music has been permitted by the government – **however drama, comedy, music, singing in front of an audience is strictly not permitted**

Additional control measures required

Guidance and recommended risk control measure will be sought from the UK Hospitality and GOV.UK website .

Ellis Whittam, Health & Safety and Employment Law Specialists

Risk rating after implementation of the control measures

Likelihood = 3

Severity = 3

Risk/Priority = 9

You will be informed of any changes and updates. These will be emailed.