

SUBJECT: COVID 19 – A new illness that can affect your lungs and airways. It is caused by a virus called Corona. Symptoms can be mild, moderate, severe or fatal

This risk assessment is a general overview. Individual risk assessments will be undertaken for each area of operation to identify additional risks and procedures in order to comply with this overview.

Hazard(s): 1 Catching the virus / Spreading the Virus

PERSONS AT RISK	RISK
Staff Guests Vulnerable groups e.g. elderly, pregnant workers, those with underlying health conditions Contractors Delivery/Taxi Drivers And all others who come into contact with them	Contracting / Passing on Covid 19 virus

CONTROL MEASURES	MODE OF MONITORING
<p>Regular hand washing – hand washing facilities provided with soap and water in place for all. Provision of paper towels in all hand wash stations as they are far more effective at removing viruses than hand driers which are turned off. Sanitiser stations will be placed in contact areas where handwashing is unavailable.</p> <p>Signage in front and back of house areas to remind everyone to hand wash regularly. Also reminded to catch coughs and sneezes in tissues – follow Catch it, Bin it, Kill it, and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be available in front and back of house areas.</p> <p>Cleaning – Frequently cleaning and disinfecting objects and surfaces that are touched regularly, particularly in areas of high use such as door handles, light switches, lift buttons, reception area using appropriate cleaning products and method</p> <p>Social distancing – Where possible, reduce the number of persons in any work area to comply with the 1 metre + gap recommended by Public Health England. Review work schedules including start and finish times/ shift patterns to reduce number of employees on site at any one time. Also relocating employees to other duties. Redesigning processes to ensure social distancing in place. Conference calls to be used instead of face to face meetings. Ensure sufficient rest breaks for staff. Social distancing to be maintained in kitchens, canteen areas and during lunch breaks and in smoking areas and toilets. Social distancing to be maintained for hotel delegates and staff during meetings, events and conferences. Sufficient spacing of tables and chairs. Provision of PPE where required. Tea/coffee/lunch breaks to maintain social distancing with items spread over additional stations, lunches to be delivered in individual bags rather than buffets.</p>	<p>Hand wash stations regularly monitored and replenished. Staff observing and advising other staff /guests to adhere to the procedures.</p> <p>Staff to observe each other and guests. Each department responsible for replenishing tissues.</p> <p>Rigorous checks will be carried out by line managers to ensure the necessary procedures are being followed</p> <p>Staff to be reminded on a daily basis of the importance of social distancing both in the work place and outside it. Line managers will check that this is adhered to. C&B team and duty managers to monitor all meeting refreshment breaks to ensure compliance.</p>

One way systems where possible in public areas to avoid guests/staff unnecessarily crossing paths.

PPE- Where the risk assessment identifies the wearing of gloves, visors, masks or aprons as a requirement of the job, an adequate supply of these will be provided. Staff will be instructed on how to remove PPE carefully to reduce contamination and how to dispose of them safely.

Symptoms of Covid 19 – If a member of staff becomes unwell with a new continuous cough or high temperature in the work place they will be sent home and advised to follow the stay at home guidance. Equally a hotel guest or contractor will be advised to follow the stay at home guidance.

If we are advised that a member of staff or public has developed Covid 19 and were recently on our premises, then the management team will liaise with PHE to discuss the case, identify people who have been in contact with them and take advice on any actions or precautions that should be taken.

Drivers – Procedures will be in place for drivers to ensure adequate welfare facilities available during their work. Persons should not share vehicles or cabs, where social distancing cannot be achieved.

Mental health – Management will promote mental health and wellbeing awareness to staff during the coronavirus outbreak and will offer whatever support they can to help.

Arrival – Signage on Front Doors reminding of social distancing / hand washing

Receptions/ Check-in/ Check-out – 1 metre + cordon in front of reception desk or Perspex screens with cut outs. 1 metre + queuing system. Prepaid accommodation/ F&B where possible. Hand sanitiser stations in reception. Hand sanitiser at each computer station for employees. PPE provided as required. If card payments necessary use gloves/ sanitise after each transaction, anti bac wipes available to clean the terminal after each use. Contactless check in as currently operated. Envelope left on arrival table for guest. Guests to leave keys on departure table. Signage in place reminding guests of social distancing, hand washing etc. Arrows to assist with social distancing. Internal doors to be left open where possible to reduce contact – mindful of fire procedures. Lifts limited to 2 people at a time. Sanitiser stations in lift lobbies. Stairwells to be left unlocked and additional signage to encourage more use.

Bars & Restaurants – Meet and greet at entrance. Capacity for each restaurant / bar to be determined. Queuing system at entrance as required with 1m + distancing. 1 metre cordon in front of bar. Signage and staff to instruct guests not to approach the bar. Tables spread out to achieve current social distancing rules. Different tables to be back to back where possible rather than guests sitting alongside each other. Table service only – tray to deliver food and drink – left on kickstand or vacant table for guest to collect. Table service F&B staff will wear visor masks as required especially clearing plates. Plate temperature to be moderate to allow guests to remove from trays without the need for napkins. Clean glass for every drink as current standard. Condiments in sachets not communal. All staff to wash hands regularly. Sanitiser stations for guests. Paper towels in public

Staff to be reminded that wearing of gloves is not a substitute for good hand washing. Reusable PPE must be disinfected regularly.

Line managers will offer support to staff who are affected by Coronavirus or has a family member affected.

Communicate with companies we deliver to/from to ensure welfare facilities will be available to our drivers. Allowing delivery drivers adequate breaks to avail of proper welfare facilities.

Regular communication of mental health information and open-door policy for those who need additional support.

Reception Managers/Duty Managers to ensure procedures are followed and report any issues.

Signage in place

F&B Supervisors/ Duty Managers maintain procedures. Refresher training as required and in line with amendments

toilets – hand driers deactivated. No bar nibbles. Single use menu – guest to write order (sanitised pens) on menu tick box to avoid staff interacting. Reduced wine list on reverse of menu. ResDiary emails to request all guest contact details. If any missing guest will be asked to date the menu and write their contact details on the menu. Staff will wear gloves whilst collecting the menus and storing in an archive box for 21 days.

Room Service – Guests ring to order food – payment taken over phone by card. Food delivered on trays on a trolley – trolley left outside guest’s room, member of staff will call the guest to let them know their order is on its way. Staff stand back whilst the guest removes the tray from the trolley. Guest informed to leave the tray in the corridor when finished. Trays collected regularly by F&B team.

Breakfast – Restaurants will not open for breakfast. A quality continental breakfast will be prepared and delivered in a Casa bag and left on the guest’s bedroom doors. Guests encouraged to utilise the fresh milk and takeaway cups in their rooms for breakfast to reduce the need for additional staff. We will review on an ongoing basis

Conferencing – Small Meetings – Seating 1m+ apart, tea/coffee stations are self-service. Take away cups, disposable stirrers. Lunch prepared in individual bags for delegates. All table tops, AV, credenzas, stationery disinfected for arrival. Water glasses changed regularly. Small individual water bottles used as opposed to large shared bottles. Meet and greet on arrival, advise phone contact for assistance. Explain fire evac procedures.

Weddings /Banqueting – currently only option of holding a wedding ceremony for up to 30 people. This includes registrars and necessary staff. Liaise with Registrars to ensure we are all working to the same outcomes. Social distancing throughout proceedings, including seating for the ceremony. All chairs, cloths and touchable surfaces including door handles, toilets will be sanitised. No live entertainment. Microphones used as required to reduce the need for raised voices. A manager will oversee each wedding in full. Social distancing required for photographs unless two households. No meals, evening reception or entertainment/DJ’s currently permitted.

Kitchen F&B Supplies – Limited menus to reduce cross contamination and to enable fewer chefs to operate which will assist social distancing. Liaise with suppliers about steps they have taken to ensure food and beverages arrive in uncontaminated condition. Maintain clear sections in food preparation areas to control the risk of cross contamination. Stock rotation extremely important due to unknown demand, do not over order. PPE is available for staff as required. These include hairnets, visors, masks, gloves and sanitiser gels. All kitchen whites must be freshly laundered at all times. All procedures remain in place in accordance with our Food Hygiene Policy.

Takeaway Service – All appropriate boxes and packaging to maintain temperature to be regularly topped up as required. Core temperature checks prior to packaging. Food preparation in accordance with general policy as above. Heated dumb waiter to send food to ground floor. Reception team to transfer to Hot Plates in entrance lobby. Taxis pre-ordered for 15 minutes prior to guest delivery. Hot boxes available as required for longer distances.

F&B Managers / Reception team to monitor

Chefs to produce last thing night prior. Nights team to deliver to bedrooms at appropriate time

C&B Managers to oversee as required

Events sales team to talk through each Wedding at final details. Registrars to be contacted well in advance of first wedding. C&B managers to oversee the wedding and ensure pre-determined standards are agreed

Senior Chefs to monitor on a daily basis

Senior chefs to monitor on a daily basis. Reception team to ensure food is transferred immediately from dumb waiter to hot lamps.

Senior chefs/Duty Managers to monitor

