

Risk Assessment



NOTE: Before completing this risk assessment please see guidance notes towards the end of the document.

Date:	01/08/2020
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Assessors Name:	Rama Arimilly	Reference Number:	COVID-19 RA updated on 1 st Aug	Review Date:	Ongoing (as per government guidance updates)
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Endorsed By:	Lee Douglas	Signature:	<i>Lee A Douglas</i>	Position:	MSc Grad IOSH Health & Safety Advisor StallardKane	Date:	01/08/2020
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Description of assessment	Coronavirus (COVID-19) Hotel Risk Assessment updated on 1st Aug
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Location Details	Mercure Norton Grange Hotel & Spa
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Identified Hazards	Who may be affected	Risk Level before control measures S x L = R				Existing control measures	Additional Control measures required	To be actioned by	Completion date	Final Risk level S x L = R			
		S	L	R	RR					S	L	R	RR
COVID-19 General Self Isolation	Employees Customers	5	3	15	H	<ul style="list-style-type: none"> Anyone who meets one of the following criteria must follow the Governments guidance on Self Isolation: <ul style="list-style-type: none"> Has a high temperature, loss / change in taste or smell or a new persistent cough? Is a vulnerable person (by virtue of their age, underlying health condition, clinical condition)? Is living with someone in self-isolation or a vulnerable person. Signage to be displayed at the entrance of the premises displaying rules and warning customers not to enter the premises if they have symptoms or have tested positive for COVID-19 	<ul style="list-style-type: none"> Guidance on self-isolation found via the Government website. Mercure Norton Grange Hotel & Spa, reserve the right to refuse accommodation or any other services to anyone displaying symptoms. All guests including members will be checked at the L/C reception with a infra-red thermometer. If the temperature is 37.8 degree or above, access will be declined. 	Rama	Done	5	1	5	M

Risk Assessment



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						<ul style="list-style-type: none"> Updated on 30th July: If any guests / staff have coronavirus symptoms 1) high temperature 2) new, continuous cough 3) loss of, or change to, your sense of smell or taste, do not leave home for at least 10 days. Get a test done. Should personnel living with you show the above symptoms, please stay at home for 14 days from the day the first person started to show symptoms. 													
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		S	L	R	RR					S	L	R	RR
COVID-19 Lack of awareness	Employees	5	3	15	H	<ul style="list-style-type: none"> The latest government campaign posters will be displayed in all entrance areas and in suitable places. Business rules will be communicated to all customers and employees. Regular briefings will be carried out, warning employees of the risks posed by the virus as well as the control measures outlined in this assessment and government guidance. Updates will be communicated when new guidance is released and when the contents of this risk assessment are updated. We will continually adopt and review new government / WHO guidance as and when it is available. 	<ul style="list-style-type: none"> All employees must be trained on first day return to work with all mandatory training. Daily briefings to be used to effectively communicate. All employees to be trained to approach their departmental ALLSAFE champions if any doubts or questions. Mandatory Accor E Learning on LMS platform must be completed on the first 3 days of recommencing to work. 	GM & ALL SAFE champions &	On a daily basis	5	1	5	M

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COVID-19 Somebody showing Symptoms	Employees Customers	5	3	15	H	<ul style="list-style-type: none"> Return home immediately Avoid touching anything Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough, and sneeze into the crook of their elbow. They must then follow the guidance on self-isolation and not return to work until their period of self-isolation has been completed. Contact with personnel suspected of having caught COVID-19 will be avoided. Request that the individual be tested as per the test and trace guidelines If a positive test is given, assess all other employees who may have been in contact with the individual for 15 minutes or over and then follow the current government self-isolation and test and trace guidelines Isolate the area/s that the individual has spent time in for 24 hours Following the 24-hour isolation of the areas, carry out a full deep clean of each area before any work re-commences within those areas Isolate the treatment rooms for 72 hours before any cleaning staff enters in to the room. 	<ul style="list-style-type: none"> Areas / items that have been accidentally touch must be thoroughly cleaned by using Oxivir disinfectant. If a member of staff has helped someone who was taken unwell with a new, continuous cough or a high temperature, they do not need to go home unless they develop symptoms themselves. They must wash their hands thoroughly for 20 seconds after any contact with someone who is unwell with symptoms consistent with coronavirus infection. Supervisor to monitor. Hotel got infra-red thermometer to conduct temperature checks. 37.8 degrees or above temperature will not be permitted to enter the hotel A sign displaying at the main entrance warning all users not to enter in case of any Covid-19 symptoms 	ALLSAFE & COVID champions – <ul style="list-style-type: none"> Rama Aatheef Eneida Carol Emilia Deepak Elvis Craig Hannah 	Process in place which needs to be followed on regular basis	5	1	5	M

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<p>Travelling to and from work</p> <p>Employee travel plans</p> <p>Catching and Spreading</p> <p>Car sharing and the use of public transport</p>	Employees customers	5	3	15	H	<ul style="list-style-type: none"> We will ask employees to inform us if they are leaving the country. We will provide relevant government guidance in line with the area / country that they are visiting. Self-isolation will be enforced in line with the area / country guidance. Ask employees to not access public transport unless absolutely necessary. Non-essential travel will be avoided. Where possible all employees should travel to work alone using their own transport. Employees should avoid public transport. Where public transport is the only option for employees – employees must wear face covering during travel. Employees must come in personal clothing and change to work uniform by using guest toilets. Hand cleaning facilities are provided at all entrances and exits for employees to wash their hands immediately when entering. 	<ul style="list-style-type: none"> Emergency procedure to be reviewed and communicated on how someone taken ill would get home or to hospital Employees will be encouraged to cycle to work. COVID 19 employee code of conduct to be signed by all employees 	All employees	On daily basis	5	1	5	M

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<p>Customers interaction within staff and others on the premises</p> <p>Catching / Spreading</p>	<p>Employees</p> <p>Customers</p>	5	3	15	H	<ul style="list-style-type: none"> Maintain social distancing of 2m where customer may need to queue. Signage to be displayed warning customers not to enter the hotel / club if they have symptoms Floor markings inside the commercial spaces to facilitate compliance with the social distancing advice of 2 metres, particularly in the most crowded areas, such as serving counters, tills and reception desks Place plexiglass barriers at tills and counters if feasible, as an additional element of protection for workers and customers. Keep clean. Encourage the use of contactless payments where possible, without disadvantaging older or vulnerable customers Welfare facilities will contain suitable levels of soap and antibacterial gel. Re- arrange the lounge with 1 meter plus distance between where this can be used as waiting room. Floor marking are clearly indicated with 1 metre pls signs. Before opening all unused services must be thoroughly cleaned. Lounge; all treatment room, nail stations must be 	<ul style="list-style-type: none"> All employees will be expected to wash their hands regularly by for rinsing 20 seconds. Additional staff to be in place to ensure compliance in social distancing near crowded areas – such as queuing areas Regular announcements to remind customers to follow social distancing advice and clean their hands regularly All employees to use guest toilets to wash hands, spa therapists to use the sink in the treatment room for hand wash. Therapists are actively encouraged to wash & sanitize hands in front of the client. Provide 2 or more guest hand sanitizing stations. Spa Natural offers, provides and encourages guests and 	<p>General Manager & ALLSAFE Champions</p>	<p>On daily basis</p>	5	1	5	M

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						sanitized. Water to be flushed in all treatment rooms. Check expiry dates of beverages & products. Allow plenty of fresh air in to facilities. Flush A/C system.	<p>members to wear face covering with in the premises, however it is the decision of the guests / member to use or not.</p> <ul style="list-style-type: none"> • Further to Rochdale Borough council's new advice on 17th July, we are now offering PPE to guests at Spa Natural. 						
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<p>Grab & Go / pick up services</p> <p>Customer interaction</p> <p>Catching / Spreading</p>	Employees and customers	5	2	10	H	<ul style="list-style-type: none"> • Customers will be encouraged to order by phone on Watts app. • Customers waiting to order or collect to wait in a designated area where a 2-metre distance from other people can be maintained. If this is not possible, reception team will contact the guest on their mobile phone. • we implemented a queue management system to maintain a 2-metre distance between people – such as floor markings • Signage to be displayed warning customers not to enter the premises if they have symptoms. • Signage to be displayed to advise customer on procedures are in place – such as queuing outside, contactless paying etc 	<ul style="list-style-type: none"> • Additional staff to be in place to ensure compliance in social distancing near crowded areas – such as queuing areas outside • Supervision to be in place to ensure compliance • Telephone are the common transforms of virus. Removed all phones from the bed rooms & install watts app business account where guests can call on. • Only single use paper menus to be used & not exchanged at the time of order taking. 	GM & Team	All completed to be implemented from 4 th July	5	1	5	M

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Room Service Customer interaction Catching / Spreading	Employees and customers	5	2	10	H	<ul style="list-style-type: none"> Customers encouraged to order room service by phone from their bedroom. As telephones are the commonly used and source of spreading the virus, removed all phones from bed rooms and introduced watts app business account on 2424 DM smart phone to take orders. Staff to deliver meals to room in only disposable paper bags & containers. No trays to be used. Food to be delivered in bags using rooms service trolley. Trolley to be placed outside bedroom and staff to move away from door to ensure social distance guidelines are followed. Guest will then take food from trolley into bedroom ensuring there is no contact with the staff member. Follow no cash policy & no room charge policy. Food will be delivered to room at no room service tray charge. Strictly contactless payments only. Room service trolleys are cleaned and sanitised after every delivery; this includes all equipment such as PDQ machine that is on the trolley. 	<ul style="list-style-type: none"> Continuous training in place on procedures. Duty Manager to check that all staff on shift understand & follow procedures. 	ALLSAFE & COVID champions in F&B and in reception	In place and regularly reviewed	5	1	5	M
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<p>Housekeeping Bedroom Cleaning Catching / Spreading</p>	<p>Employees and customers</p>	<p>5</p>	<p>3</p>	<p>15</p>	<p>H</p>	<ul style="list-style-type: none"> • New stringent cleanliness standards with 100% adherence to ALLSAFE 2 stage cleaning system. • Strict PPE & personal hygiene of all employees • Segregation of trolleys, equipment, corridors to stop in pairs & work individually. • Remove unwanted items from bed rooms • All room attendants are trained. • Extended time to clean the bed rooms 25 min of departure rooms to 30 minutes and 15 min of stay over to 20 minutes. • Where possible do not reuse any departure bed room for 24 hours. • In case of positive cases bedrooms placed out of order for 72 hours after the guest has checked out. Government guidelines state that this is only necessary if the guest reports they suspect they have symptoms. • Bedroom soft furnishings have been removed. • TV remote placed in disposable plastic bag, • All other high-risk key touch points cleaned and disinfected in line with training. • HEPA filters to be installed in all hoovers • Cease hoovers in use for 72 hours in case of positive cases. 	<ul style="list-style-type: none"> - Continuous training in place on procedures. - Duty Manager to check that all staff on shift understand procedures. - Removed following items from bed rooms. • Throws (done) • Coloured pillows (done) • Telephone (done) • Iron (done) • Iron board (done) • Laundry bag (done) • Extra pillows in wardrobe (done) • Luggage rack (done) • Hair dryer (done) • remove all stationery except DND & Planet 21 sign at towel rail (done) • Glass made glasses from bath room & replace them with individually wrapped plastic / paper glasses (done) • <u>Cover / wrap TV remote control.</u> (done) 	<p>General Manager & Emilia & Amy</p>	<p>Process in implemented. Every room attendant must be trained with new S.O.P on the first day of arrival.</p>	<p>5</p>	<p>1</p>	<p>5</p>	<p>M</p>
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						<ul style="list-style-type: none"> remove writing pad & pencil (done) Replaced all mattress protectors with water proof, quilted, Microfibre mattress protectors (done) 						
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Customers interaction within the premises Catching / Spreading	Employees and customers	5	3	15	H	<ul style="list-style-type: none"> Maintain social distancing of 2m where customer may need to queue. Signage to be displayed warning customers not to enter the hotel / restaurant if they have symptoms Floor markings inside the commercial spaces to facilitate compliance with the social distancing advice of 2 metres, particularly in the most crowded areas, such as serving counters, tills and reception desks Place plexiglass barriers at tills and counters if feasible, as an additional element of protection for workers and customers. Keep clean. Encourage the use of contactless payments where possible, without disadvantaging older or vulnerable customers Welfare facilities will contain suitable levels of soap and antibacterial gel. 	<ul style="list-style-type: none"> All employees will be expected to wash their hands regularly by for rinsing 20 seconds. Additional staff to be in place to ensure compliance in social distancing near crowded areas – such as queuing areas Regular announcements to remind customers to follow social distancing advice and clean their hands regularly All employees to use guest toilets to wash hands. Kitchen staff to use kitchen handwash sinks and house keeping staff to use the bed room toilet, which they are cleaning. 	General Manager & ALLSAFE Champions	Done	5	1	5	M



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Employees interaction Catching / Spreading	Employees	5	3	15	H	<ul style="list-style-type: none"> Employees who can work from home should work from home. Welfare facilities – current practice of staff using guest toilets will continue & all staff to use unused space in their departments to place their bags. Staff canteen is closed and staff to use Top & Bottom sycamore. Tissues will be provided for all employees. Employees to use their tissues when coughing or sneezing and then place the used tissue in the bin before washing hands. Employees will be asked to wash hands with soap regularly and thoroughly, for at least 20 seconds. How to wash hands posters displayed in all back areas A cleaning schedule will be implemented throughout the site – Public areas; F&B areas, Reception Desk & Kitchen. Employees are reminded to not touch their eyes, nose or mouth if their hands are not clean Should employees find they have a new, persistent cough and/or a high temperature and live alone then they are to self-isolate for 7 days. As per update on 30th July this is now extended to 10 days of isolation. 01/08/2020 Should employees disclose that personnel living with them are showing the above symptoms, they must stay at home for 14 	<ul style="list-style-type: none"> Issue COVID-19 screening questionnaire and review regularly All employees to complete return to work COVID 19 health questioner Display a list of allsafe & Covid 19 champions for employees to approach if any questions. Displayed signs in all back offices and notice board remind the employees how to ware PPE, How to Remove PPE, how to wash hands, do not touch eyes, nose or month signs. 	ALLSAFE & COVID champions	Done & will be reviewed regularly.	5	1	5	M

Risk Assessment



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						<p>days from the day the first person got symptoms.</p> <ul style="list-style-type: none"> Two persons tasks been eliminated from hotel operations. 													
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Welfare Facilities 2 persons tasks	Employees	5	3	15	H	<ul style="list-style-type: none"> Any tasks involving lifting heavy items like a full tray of cutlery; should be eliminated. The size of the weight to be reduced to half to able carrying by 1 employee. where tasks like working on flat roof needs 2 employees, the 2nd employee cant be avoided for the safety of the employees; both employees must ware PPE & maintain 2 meter distance, where not possible like in plants rooms 1 meter plus must be maintained. all training sessions & briefings to take place in outdoor where possible; if not in a room with 1 meter plus social distancing. 	<ul style="list-style-type: none"> Whilst allocating bed rooms to room attendants' new ways of work methods must be used. one employee works in one wing of bed rooms. supervisor will get in the bed room to inspect once the room attendant left the bed room. 1 employee is exclusively working on PA Dedicated named cleaning kits to be issues to employees to stop sharing the equipment. 	ALLSAFE & COVID champions	Done & will be reviewed regularly.	5	1	5	M
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Welfare Facilities Including customer toilet areas Catching / Spreading	Employees Customers	5	3	15	H	<ul style="list-style-type: none"> Welfare facilities will contain suitable levels of soap and antibacterial gel. Tissues will be provided for all employees. Employees to use their tissues when coughing or sneezing and then place the used tissue in the bin before washing hands. Breaks to be staggered to ensure that only a suitable number of personnel are in canteens/welfare facilities and that they can remain 2m apart. Notices will be displayed promoting hand hygiene and social distancing to be placed visibly in these areas Increase cleaning regime for toilet facilities particularly door handles, locks and toilet flush. Regularly check soap and sanitiser levels. Bin to be emptied on a regular basis. 8am, 12 noon, 4pm & 8pm – 4 times a day all public area toilet cleaning programme is in place. 	<ul style="list-style-type: none"> There are no separate staff toilets in this hotel. All staff use guest toilets. Hand wash soap is replaced with Alcohol gel. Employees are encouraged to stay on the premises once they have entered it and avoid using local shops. Supervision to be in place to ensure compliance. 	ALLSAFE & COVID champions	Done & will be reviewed regularly.	5	1	5	M
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Welfare Facilities Including customer toilet areas - Continued Catching / Spreading	Employees	5	3	15	H	<ul style="list-style-type: none"> Employee to be encouraged to bring pre-prepared food and refillable drinking bottles Staff canteen is closed & all staff will use closed part of the restaurant which is Top & bottom sycamore. Tables are pre-set with 2-meter distance between. 	<ul style="list-style-type: none"> SURE Cleaner disinfectant spray must be used to with contact time of 1 min on the surface before cleaning. 	All employees	On daily basis at the end of every use	5	1	5	M

Risk Assessment



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						<ul style="list-style-type: none"> All areas used for eating must be thoroughly cleaned at the end of each break and shift, including chairs, door handles, vending machines and payment devices. 									
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Food Preparation Catching / Spreading	Employees, Customers	5	2	10	H	<ul style="list-style-type: none"> Any food handler who is unwell must not be at work. If they have symptoms, they must stay at home as per government guidance. Non-Kitchen employees are strictly prohibited to enter in to Kitchen. All Employees must wear washed & clean uniform every day when at work. Uniform must be washed in wash machine at 60 degrees or use a biological detergent. This strictly applies to all food preparation and food service staff. Although it is very unlikely that coronavirus is transmitted through food, as per our good hygiene practice anyone handling food will wash their hands often with soap and water for at least 20 seconds. This will be done as a matter of routine, before and after handling food, and especially after being in a public place, blowing their nose, coughing, or sneezing. 	<ul style="list-style-type: none"> Supervision to be in place to ensure compliance Review return to work procedure to include COVID19 self-isolating requirements All the fruit and vegetable intended to be eaten without any further preparation will ne decontaminated for a minimum of 5 min in Suma Chlor D4.4 in food preparation area. Food & veg, which need to be peeled must then be for a further 5 min in Suma Chlor D4.4 whilst still in preparation area, with no peeling to be done in the kitchen 	Deepak	On-going progress	5	1	5	M

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					<ul style="list-style-type: none">• Safety Briefing carried out on the importance of more frequent handwashing and maintaining good hygiene practices in food preparation and handling areas.• yes, we removed all the unwanted equipment from both kitchens. At this stage we are only aiming to open the kitchen with 1 chef on duty.• Kitchen Is strictly prohibited for non Kitchen staff. Floor markings are indicating one way walking system in main kitchen• The washing and rinsing temperatures of the dishes and utensils should be 60°C minimum for washing & 80°C minimum for rinsing.• Sharing plates where 2 guest involved in eating are eliminated in designing new menus.									
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		Receiving Deliveries Food deliveries, beverage deliveries, laundry, Other.	Employees, delivery drivers	5	3					15	H	<ul style="list-style-type: none"> Food deliveries delivered to kitchen at designated good receiving area. Beverages delivered to cellar. Laundry delivered under the shed at the back of the building. Rest of the goods to be delivered at the reception. Non-essential personnel are excluded from goods receiving area- staff on duty to allow only the delivery driver to enter in to building & authorised personal only sticker outside the door. Face masks and protective gloves should be available for staff receiving goods and for delivery drivers and be provided in the goods receiving area - PPE is placed in chefs office which is located next to receiving areas. Disinfectant should be available for disinfecting outer packaging of deliveries - Oxivir spray at the receiving area. Cleaning goods receiving areas is in the cleaning schedule - Part of daily cleaning check list. Goods receiving areas should be disinfected using Oxivir disinfectant. Hand sanitiser should be available in goods receiving area. 	<ul style="list-style-type: none"> To stop the spread of virus outer packing must be removed and only inner packaging should be Disinfectant. Disinfectant should be available for disinfecting outer packaging of deliveries. SUMA BAC D10 is the product to be used for sanitizing the surfaces. We recently upgraded our main kitchen. When new layout Deepak identified high risk hand contact points. These areas to be sanitised by SUMA BAC D10 product. all relevant completed cleaning checklists must be stapled with weekly HACCP book and submitted to Rama. All the fruit and vegetable intended to be eaten without any further

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Cleaning Duties Catching / Spreading	Employees, Customers	5	3	15	H	<ul style="list-style-type: none"> The minimum PPE to be worn for cleaning an area where a person with possible or confirmed coronavirus (COVID-19) is disposable gloves and an apron. Enhanced cleaning procedures are in place across the premises. Paying particular attention to frequently touched areas and surfaces: <ul style="list-style-type: none"> Taps and washing facilities Toilet flush and seats Door handles and push plates Handrails on staircases and corridors Lift and controls Food preparation and eating surfaces Telephone equipment Remote controls Use disposable cloths or paper roll and disposable mop heads, to clean all hard surfaces, floors, chairs, door handles and sanitary fittings, Ensure suitable COSHH assessment is in place and users / cleaners have had suitable training on effecting cleaning. 	<ul style="list-style-type: none"> If its highly likely the virus may be present for example, where there is visible contamination with body fluids, the need for additional PPE to protect the cleaner's eyes, mouth and nose will be necessary. Supervision to be in place to ensure compliance Wear disposable or washing-up gloves and aprons for cleaning. Wash hands regularly with soap and water for 20 seconds, and after removing gloves, aprons and other protection used while cleaning 	All employees	On a daily basis	5	1	5	M
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Cleaning Duties - Continued Catching / Spreading	Employees, Customers	5	3	15	H	<ul style="list-style-type: none"> Rubbish collection and storage points are increased and emptied regularly throughout and at the end of each day. Wear disposable or washing-up gloves and aprons for cleaning. Dispose of as per Waste Disposal section below Wash hands regularly with soap and water for 20 seconds, and after removing gloves, aprons and other protection used while cleaning When items cannot be cleaned using detergents or laundered, for example, upholstered furniture and mattresses, steam cleaning must be used. We have a steam cleaning machine inhouse to clean when needed. Any items that are heavily contaminated with body fluids and cannot be cleaned by washing must be disposed of. This was discussed with steven hill from Elis – current laundry service provider. Any cloths and mop heads used must be dispose of as per Waste Disposal section below 	<ul style="list-style-type: none"> 2 stage stringent ALLSAFE cleaning protocol to be used. Stage 1 cleaning with appropriate chemical Stage 2 – disinfecting the surfaces with Oxivir disinfectant. 	All employees	On a daily basis	5	1	5	M
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Laundry Catching / Spreading	Employees, public	5	3	15	H	<ul style="list-style-type: none"> A clear process of new laundry arriving in receiving areas and used dirty linen in a separate area is in place. Stack all new laundry in wraps as long as possible Load only etiquette quantities of laundry as per need to trolleys. Room attendant to remove old used bed sheets and keep them in a marked location for collection – wash hand with 20 sec rinsing of hands – then use new laundry to make the bed. Any used laundry with body fluids to be discarded. Laundry is washed by a service provided who takes the laundry and wash them off site. 	<ul style="list-style-type: none"> Dirty laundry that has been in contact with an ill person - If there are no on-site laundry facilities, you must wait a further 72 hours after the 7-day isolation period has ended before using off-site laundry services They needs to be stored in black bin bags and sent to Elis. 	Amy & Emilia	On a daily basis	5	1	5	M
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Identified Hazards	Who may be affected	Risk Level before control measures S x L = R				Existing control measures	Additional Control measures required	To be actioned by	Completion date	Final Risk level S x L = R			
		S	L	R	RR					S	L	R	RR
Air Conditioning and Circulation for air Catching / Spreading	Employees, public	5	2	10	H	<ul style="list-style-type: none"> Individual air con systems in place in bedrooms, no risk of re-circulating any virus particles. Public areas are supplied with filtered fresh air from air extraction units outside. Ensure these are all on and operational. Window airing where possible should be adopted. Ensure security is not compromised. Maintenance tasks involving the manipulation of fileters where there is a higher risk of virus concentration. (e.g. 	<ul style="list-style-type: none"> Check service dates of air handling units ensuring filters are changed when required. Fresh airflow to be available in public areas where possible (front and central courtyard doors to be opened for this). Meeting room guests to be informed they are able to open fire exits if 	General Manager	In place and regularly reviewed	5	1	5	M

Risk Assessment



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						HVAC filters). FFP2 masks to be worn by Maintenance staff, which are based in PPE station at the back office.	<p>needed to circulate additional fresh air. Duty Manager to check these are closed after meeting.</p> <ul style="list-style-type: none"> Office doors where possible to be kept open allowing additional fresh air. 								
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		S	L	R	RR					S	L	R	RR
Waste Disposal Catching / Spreading	Employees and waste collectors	5	3	15	H	<ul style="list-style-type: none"> Waste from possible cases and cleaning of areas where possible cases have been (including disposable cloths and tissues): <ul style="list-style-type: none"> To be put in a plastic rubbish bag and tied when full then be placed in a second bin bag and tied. It will then be put in a suitable and secure place and marked for storage until the individual's test results are known. Waste must be stored safely and kept away from children in a locked room. Waste will not be put in communal waste areas until negative test results are known or the waste has been stored for at least 72 hours. <ul style="list-style-type: none"> If the individual tests negative, this can be put in with the normal waste If the individual tests positive, then store it for at least 72 hours and put in with the normal waste 	<ul style="list-style-type: none"> Designated out of order room to be identified and managed by Emilia or Amy only. 	Emilia & Amy	On a daily basis	5	1	5	M

Risk Assessment



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		S	L	R	RR					S	L	R	RR
Applying First Aid Catching / Spreading	Employees, client, public	5	3	15	H	<ul style="list-style-type: none"> Provide additional PPE for all first aiders, this should include face mask, face shield, gloves and disposable apron. Gloves aprons and masks should be disposed of after use and face shield cleaned. Limit access to first aid facilities to only trained first aid personnel and/or appointed person(s) First aiders must make sure that they wash their hands or use an alcohol gel, before and after treating a casualty. Ensure that they do not cough or sneeze over a casualty when treating them. <p>CPR - cardiopulmonary resuscitation</p> <ul style="list-style-type: none"> If an adult is unresponsive and not breathing normally, call 999 or 112 for emergency help and start CPR straight away. Do not perform rescue breaths on the casualty when performing CPR! Before you start CPR, use a towel or piece of clothing, and lay it loosely over the mouth and nose of the casualty All non-disposable equipment used must be thoroughly cleaned. 	<ul style="list-style-type: none"> Contents of this risk assessment communicated to all first aiders If any symptoms develop following treatments ensure, they follow government advice on testing tracing and isolation 	GM & ALL SAFE champions & All first aiders	On a daily basis	5	1	5	M

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		S	L	R	RR					S	L	R	RR

Risk Assessment



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<p>Vulnerable Groups 'Increased Risk' Employees</p>	<p>Employees</p>	<p>5</p>	<p>4</p>	<p>20</p>	<p>VH</p>	<ul style="list-style-type: none"> • Medical questionnaires are issued upon first day return to work. • Employees known to be at an increased risk of severe illness from coronavirus (COVID-19) to be particularly stringent in following social distancing measures. • For employees with an underlying health condition, as per the above list, the government “strongly advises” that you work from home where possible. If your job isn’t suitable for home working the employer will consider offering you furloughed, temporarily re-deployed to a role that would allow home working for the duration of this crisis, or undertake a risk assessment to identify any additional steps that need to take, such as re-allocating some duties or providing additional personal protective equipment. 	<ul style="list-style-type: none"> • Reissue medical questionnaires to all employees and review. 	<p>GM</p>	<p>On the first day return to work</p>	<p>5</p>	<p>1</p>	<p>5</p>	<p>M</p>
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Risk Assessment



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Identified Hazards	Who may be affected	Risk Level before control measures S x L = R				Existing control measures	Additional Control measures required	To be actioned by	Completion date	Final Risk level S x L = R			
		S	L	R	RR					S	L	R	RR
“at-risk” employees there are some clinical conditions which put people at even higher risk of severe illness from COVID-19	Employees	5	4	20	VH	<ul style="list-style-type: none"> There are some clinical conditions which put people at even higher risk of severe illness from COVID-19, These people may have received letters from the NHS to state that they must self-isolate for 12 weeks. People falling into this group are those who may be at particular risk due to complex health problems. 	<ul style="list-style-type: none"> Reissue medical questionnaires to all employees and review. 	GM	On the first day return to work	5	1	5	M

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		S	L	R	RR					S	L	R	RR
Leisure Club & Spa facilities	Employees and customers	5	2	10	H	<ul style="list-style-type: none"> Only selected leisure facilities are open. 	<ul style="list-style-type: none"> Please refer Spa RA, Spa Policy, Leisure RA and Leisure Policy 	GM & Team		5	1	5	M

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		S	L	R	RR					S	L	R	RR
Meetings & Conferences	Employees and customers	5	2	10	H	<ul style="list-style-type: none"> As per current government update, only small meetings up to 30 guests are allowed. 	<ul style="list-style-type: none"> Please refer to Conferences RA. 	GM & Team	To-Do	5	1	5	M



Risk Assessment

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		S	L	R	RR					S	L	R	RR
<p>COVID work place risk assessment</p> <p>Spread of Covid-19 Coronavirus Hand Washing</p>	Employees	5	2	10	H	<ul style="list-style-type: none"> Hand washing facilities with soap and water in place. Stringent hand washing taking place. See hand washing guidance. Drying of hands with disposable paper towels. Turn off electric hand dryers and provide hand towels. Gel sanitisers in any area where washing facilities not readily available No use of personal phones while on shift 	<ul style="list-style-type: none"> Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. 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 available throughout the workplace. Personal mobile phones harbour viruses from home, public transport, etc. If it is a work issue phone it must be wiped with a disinfectant cleaner on arrival at the hotel. Checks will be carried out by line managers to ensure that the necessary procedures are being followed. 	GM & Team	Done	5	1	5	M



Risk Assessment

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		S	L	R	RR					S	L	R	RR
<p>COVID work place risk assessment</p> <p>Spread of Covid-19 Coronavirus Cleaning</p>	Employees	5	2	10	H	<ul style="list-style-type: none"> Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high such as door handles, light switches, reception area using appropriate cleaning products and methods. Where practical equipment must be assigned to a single user and not shared Vacuum Cleaners must have a HEPA filter (ordered them waiting for the delivery) 	<ul style="list-style-type: none"> Including Housekeeping trolleys, cleaning equipment and utensils. After use they must be disinfected with the antiviral cleaning chemical – diversey – Oxivir disinfectant. Vacuum cleaning can spread any virus present in the environment and is small enough to pass through normal filters. If the hotel has a case of COVID-19 in the previous 72 hours all vacuuming must cease for a further 72-hour period. 	GM & Team	Done	5	1	5	M

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		S	L	R	RR					S	L	R	RR
<p>COVID work place risk assessment</p> <p>Spread of Covid-19 Coronavirus</p>	Employees	5	2	10	H	<ul style="list-style-type: none"> Social Distancing reducing the number of persons in any work area to comply with social distancing recommended by the Public Health Agency Taking steps to review work schedules including start & finish 	<ul style="list-style-type: none"> Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it. Management 	GM & Team	Done	5	1	5	M

Risk Assessment



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		S	L	R	RR					S	L	R	RR
Social Distancing						<p>times/shift patterns, working from home etc. to reduce number of workers on site at any one time. Also relocating workers to other tasks.</p> <ul style="list-style-type: none"> Redesigning processes to ensure social distancing in place. Conference calls to be used instead of face to face meetings. Ensuring sufficient rest breaks for staff. Social distancing also to be adhered to in canteen area and smoking area. 	<p>checks to ensure this is adhered to.</p> <ul style="list-style-type: none"> Hotel Social Distancing Guidelines have been issued to hotels. 						
COVID work place risk assessment Spread of Covid-19 Coronavirus Wearing of Gloves and Face Coverings (masks)	Employees	5	2	10	H	<ul style="list-style-type: none"> Where Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these be provided. Staff will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely. Requirement for risks associated with the work undertaken the following measures will be followed. 	<ul style="list-style-type: none"> Staff to be reminded that wearing of gloves is not a substitute for good hand washing. Gloves must not substitute washing hands. They must be changed between tasks or gloved hands must be washed. Maintenance tasks involving the manipulation of filters where there is a higher risk of virus concentration (e.g. HVAC filters) FFP2 masks to be worn 	GM & Team	Done	5	1	5	M

Risk Assessment

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		S	L	R	RR					S	L	R	RR
<p>COVID work place risk assessment</p> <p>Spread of Covid-19 Coronavirus</p> <p>Symptoms of Covid-19</p>	Employees	5	2	10	H	<ul style="list-style-type: none"> If anyone becomes unwell with a new continuous cough or a high temperature in the workplace, they will be sent home and advised to follow the stay at home guidance. Line managers will maintain regular contact with staff members during this time. 	<ul style="list-style-type: none"> If advised that a member of staff or public has developed Covid-19 and were recently on our premises (including where a member of staff has visited other work place premises such as domestic premises), the management team of the workplace will contact the Public Health Authority to discuss the case, helping to identify people who have been in contact with them and will take advice on any actions or precautions that should be taken 	GM & Team	Done	5	1	5	M

Risk Assessment



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		S	L	R	RR					S	L	R	RR
<p>COVID work place risk assessment</p> <p>Spread of Covid-19 Coronavirus Impact on Mental Health and Well Being</p>	Employees	5	2	10	H	<p>Management will promote mental health wellbeing awareness to staff during the Coronavirus outbreak and will offer what support they can to help</p>	<ul style="list-style-type: none"> Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast-changing situation. Line managers will offer support to staff who are affected by Coronavirus or has a family member affected. Regular communication of mental health information and open-door policy for those who need additional support. Refer to T&C manager for support and resources to assist with preventing mental health issues. 	GM & Team	Done	5	1	5	M



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		S	L	R	RR					S	L	R	RR
COVID work place risk assessment Spread of Covid-19 Coronavirus Communications	Employees	5	2	10	H	<ul style="list-style-type: none"> All staff are kept informed of ongoing COVID19 risks as they arise from government advice. The hotel management team have a daily briefing to ensure covid19 controls are maintained and non-compliances identified and actioned. 	<ul style="list-style-type: none"> Hotels will appoint one or more points of contact within the hotel to coordinate COVID control at hotel level. There will be a job description summarising the role during the covid control period. The role of this person will be communicated to the hotel team. 	GM & Team	Done	5	1	5	M

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		S	L	R	RR					S	L	R	RR
Grange Restaurant & Pickwick Bar	Employees and customers	5	2	10	H	<ul style="list-style-type: none"> All social distancing measures are in place with visible signs To control the flow of guests a sign placed at receptions advising the guest to wait to be seated. Only Grange restaurant we serve Food & Beverage from in limited time slots. Limited food & Beverage offering with allergen sheets are in place. To stop the spread of virus we removed – table cloths; S&P mills from tables Candle holders from tables 	<ul style="list-style-type: none"> All F&B staff to wear 3 PPE. Stand 1 meter plus whist taking orders. Any unused cutlery crockery glassware must be still sent to washing. 	GM & Team	To-Do	5	1	5	M

Risk Assessment

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						Flower vases from tables Only one-use salt & pepper paper sachets in use One use ketchup, mayo, HP sauce sachets in place No exchange of menus. Single use menus to use													
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Guidance Notes

SEVERITY	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5
		1	2	3	4	5
	LIKELIHOOD					

LIKELIHOOD	
5	Almost Certain – Very High Risk
4	Probable – High Risk
3	50/50 – Medium Risk
2	Improbable – Low Risk
1	Almost impossible – Low Risk

SEVERITY	
5	Fatality – Very High Risk
4	Severe incapacity – High Risk
3	Absent 3 weeks – Medium Risk
2	Absent less than 1 day – Low Risk
1	Insignificant – Low Risk

Risk Assessment



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1–4 LOW	5–9 MEDIUM	10–15 HIGH	16–25 VERY HIGH
<p>Continue with existing control, however monitor for changes. Implement any additional control measures required, within the timescales given in the risk assessment.</p>	<p>Requires attention to reduce the rating as well as regular ongoing monitoring. Implement any additional control measures required, within the timescales given in the risk assessment.</p>	<p>Requires immediate attention to bring the risk down to an acceptable level. Implement the control measures required, within the timescales given in the risk assessment and continue to review working practices to reduce the probability of an accident to the lowest possible level.</p>	<p>Stop immediately – the risk is too high. Take immediate action to reduce the risk to the lowest level possible.</p>

<p>Additional comments:</p> <ol style="list-style-type: none"> 1. This risk assessment needs to be discussed with employees to ensure that they are fully aware of all control measures 2. Employees are to sign an acknowledgement sheet for their understanding of this risk assessment 3. The risk assessment is to be reviewed on an ongoing basis as per government guidance 4. This risk assessment must be approved by the nominated person for health and safety before being issued as a live document
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Assessor 1 name:	Lee A Douglas	Signature:	<i>Lee A Douglas</i>	Date:	01/08/2020
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Assessor 2 name:	Rama Arimilly	Signature:	<i>Rama Arimilly</i>	Date:	01/08/2020
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