

# Risk Assessment



<b>Date:</b>	19/12/2021
--------------	------------

<b>Assessors Name:</b>	Rama Arimilly	<b>Reference Number:</b>	COVID-19 RA updated on 19/12/2021	<b>Review Date:</b>	Ongoing (as per government guidance updates)
------------------------	---------------	--------------------------	-----------------------------------	---------------------	--

<b>Endorsed By:</b>	StalardKane	<b>Signature:</b>	<i>StalardKane</i>	<b>Position:</b>	Health & Safety Advisor	<b>Date:</b>	19/12/2021
---------------------	-------------	-------------------	--------------------	------------------	-------------------------	--------------	------------

<b>Description of assessment</b>	<p>Coronavirus (COVID-19) Hotel Risk Assessment updated on 19<sup>th</sup> July 2021.</p> <p><b>Objective: Keeping our employees &amp; Guests &amp; Visitors safe.</b></p>
----------------------------------	--

<b>Location Details</b>	Mercure Manchester Norton Grange Hotel & Spa
<b>Content</b>	<p>Page 2 &amp; 3 – Guest Safety.</p> <p>Page 4,5,6 &amp; 7 - Employee Safety.</p> <p>Page 8 - Bed rooms.</p> <p>Page 9 – Restaurant, Bars &amp; Buffet.</p> <p>Page 10 – Room Service.</p> <p>Page 10 &amp;11 – Meetings &amp; Conferences</p> <p>Page 12 &amp; 13 – Weddings &amp; Events</p> <p>Page 14, 15, 16 &amp; 17 – Leisure Club</p> <p>Page 18 - Kitchen</p> <p>Page 19 – In case of positive case</p> <p>Page 20 &amp; 21 – rating tables</p> <p>Page from 22 – training Sign-off sheets.</p>

# Risk Assessment



Guest Safety													
Identified Hazards	Who may be affected	Risk Level before control measures				Mandatory Actions	Recommendations	To be actioned by	Completion date	Final Risk level			
		S x L = R								S x L = R			
		S	L	R	RR					S	L	R	RR
Guest Safety	All Guests, Gym members, Visitors	5	3	15	H	Any Guests meets one of the following criteria must follow the Governments guidance on Self Isolation and please do not arrive to the hotel: o Has a high temperature, loss / change in taste or smell or a new persistent cough? o Is a vulnerable person (by virtue of their age, underlying health condition, clinical condition)? o Is living with someone in self-isolation or a vulnerable person.	We recommend guests to wear face masks in all common areas. <b>as of 19<sup>th</sup> Dec, Face masks are Mandatory.</b>	Risk assessment is published in Nortongrangehotel.com	W.C 19/12/2021	5	1	5	M
						If any visible symptoms -hotel has the right to do temperature checks.	NHS QR code & Norton Grange QR code are available at the reception. We encourage guests to use these QR codes and register. <b>It's a recommendation only.</b>						
						Hotel has the right to refuse bookings in case of any self-isolation. Hence, we advise all guest booking for the purpose of Self Isolation to contact the hotel in advance, prior to the booking.	Lateral flow test kits are available. Please ask at reception if needed.						
						During your stay / after your stay if you are tested positive, please contact reception on 01706 630788 and keep us informed.	Hotel got outdoor seating facility; we encourage guests to use the outdoor space.						

# Risk Assessment



						we still <b>recommend</b> guests to use 1 guest at time / 1 house hold at a time whilst using the lifts.													
						Even though counter service is available, we <b>recommend</b> out guests to make use of table service.													
						To reduce the contact, we <b>recommend</b> guests to do online bookings, online payments, contact less payments on site, provide email address for contact less billing.													
						In some of our facilities we still left the limitations, we <b>recommend</b> our guests to follow these limitations for your safety and other users' safety.													
						All current Sanitizing stations are remain in position & we <b>recommend</b> our guests to sanitize as often as possible.													
						To reduce the contact of handles, we keep all doors in corridors and all doors to public toilets open. We <b>recommend</b> guest to sanitise hands whilst using fire doors & lifts.													

# Risk Assessment



Employee Safety													
Identified Hazards	Who may be affected	Risk Level before control measures				Mandatory Actions	Recommendations	To be actioned by	Completion date	Final Risk level			
		S x L = R								S x L = R			
		S	L	R	RR					S	L	R	RR
Employee Safety	All Employees	5	3	15	H	Any Employee meets one of the following criteria must follow the Governments guidance on Self Isolation: o Has a high temperature, loss / change in taste or smell or a new persistent cough? o Is a vulnerable person (by virtue of their age, underlying health condition, clinical condition)? o Is living with someone in self-isolation or a vulnerable person.	Staff are advised to get temperature checks done on arrival at the reception. Hotel got infra-red thermometer to conduct temperature checks. 37.8 degrees or above temperature will not be permitted to enter the hotel	All Employees are trained with this Risk assessment.	19/12/2021	5	1	5	M
						If any 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.	All staff are advised to take lateral flow tests twice a week. <b><u>Please note this is our recommendation only.</u></b>						
						Should personnel living with you show the above symptoms, please take a lateral flow test. if lateral flow test is positive, pls book a PCR test. if PCR test resulted positive, you must isolate for 10 days.	We recommend all employees to get double vaccinated & booster jab. <b><u>Please note this is our recommendation only.</u></b>						

# Risk Assessment



					<p>All employees will be given PPE. Its Mandatory to wear them on duty.                  Reception Team: Masks                  F&amp;B: Mask &amp; Gloves                  House Keeping team: Mask &amp; Gloves &amp; use and through aprons. After cleaning every room a new set of PPE to be used.                  Maintenance: Mask                  LC reception team, PTs: Masks                  Therapists: Wiser                  Nights: Masks                  Sales Office &amp; Admin: Masks</p>	<p>we also recommend employees to keep us posted once you had both your vaccines &amp; booster jab.  <b><u>Please note this is our recommendation only.</u></b></p>									
					<p>non-app contact from NHS Test and Trace, asking to isolate for 10 days, it is a mandatory, isolation. This is where there is a clear close contact which has been identified by manual contact tracing and it is mandatory to self-isolate.</p>	<p>Self-isolation notification via the NHS COVID-19 app is advisory. when NHS Covid app send a recommendation to isolate for 10 days, it's the employee decision to isolate or not. However in order to return to work its mandatory to take a lateral flow test for start of the test &amp; up on negative result only the shift can commence.</p>									
					<p>The UK government has requested that hospitality businesses assist with NHS Test &amp; Trace by tracking certain information about customers and staff that visit the establishment after reopening to support NHS Test &amp; Trace. All employees name, telephone number and email address may also be used for this purpose, and any objection you may have to disclosure for this purpose should be noted to General Manager.</p>										

# Risk Assessment



					All office staff to keep the office windows open. Face away from each other. Maintain 2 meter distance. Where not possible temporary screens between desks are placed.													
					2 stage ALLSAFE cleaning to be continued in all relevant areas to keep the work place safe													
					All Employees are trained on these Mandatory & Recommendations, as and when the Government update issued.	If any questions please contact your ALLSAFE champions. ALLSAFE & COVID champions – • Rama • Aatheef • Carol • Elvis • Hannah												
					All staff continue to use guest toilets, which are regularly cleaned.	Staff Canteen to be kept closed till further notice. all employees are requested to use the Grange.												
					Mandatory Accor E Learning on LMS platform must be completed.													
					Leave plexiglass barriers at tills and counters as an additional element of protection for workers and customers. Keep clean.													
					All employees will be expected to wash their hands regularly by for rinsing 20 seconds.													

# Risk Assessment



<p><b>Vulnerable Groups 'Increased Risk' Employees</b></p>	<p>Employees</p>	<p>5</p>	<p>4</p>	<p>20</p>	<p>VH</p>	<p>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.</p>		<p>Employees to address their individual conditions with their HODs &amp; GM.</p>		<p>5</p>	<p>1</p>	<p>5</p>	<p>M</p>
<p><b>"at-risk" employees</b> there are some clinical conditions which put people at even higher risk of severe illness from COVID-19</p>	<p>Employees</p>	<p>5</p>	<p>4</p>	<p>20</p>	<p>VH</p>	<p>There are some clinical conditions which put people at <b>even higher risk of severe illness from COVID-19</b>. These people may have received letters from the NHS to state that they must self-isolate for a specific period of time. People falling into this group are those who may be at particular risk due to complex health problems.</p>	<ul style="list-style-type: none"> <li>• Reissue medical questionnaires to all employees and review.</li> </ul>	<p>GM</p>	<p>On the first day return to work</p>	<p>5</p>	<p>1</p>	<p>5</p>	<p>M</p>

# Risk Assessment



Bed Rooms													
Identified Hazards	Who may be affected	Risk Level before control measures				Mandatory Actions	Recommendations	To be actioned by	Completion date	Final Risk level			
		S x L = R								S x L = R			
		S	L	R	RR					S	L	R	RR
Safety in Guest bed rooms	Guests & Staff	5	3	15	H	We will continue ALL SAFE 2 stage cleaning regime, with extended cleaning timings for house keepings staff. Stage 1: Cleaning with D10 - 5 min surface contact Stage 2 : sanitize with Olivier - 1 min surface contact time.				5	1	5	M
						Room attendants to open & keep the windows open during the time of cleaning.	we Recommend guest to leave the windows open as long as you can to let the fresh air to flow in.						
						in case of positive cases, bed rooms to be kept for isolation for 3 days, before any employees enter in to rooms.	all laundry & bin collection is recommended a further 7 days isolation.						
						3 PPE per employee per room.							
						In case of positive cases, no service will be provided. all essentials will be placed in a bag and hanged at your door handle.							

Restaurant, Bar & Buffets													
Identified Hazards	Who may be affected	Risk Level before control measures				Mandatory Actions	Recommendations	To be actioned by	Completion date	Final Risk level			
		S x L = R								S x L = R			
		S	L	R	RR					S	L	R	RR
Safety in Restaurant, Bar & Buffets	Guests & Staff	5	3	15	H	Tables in Restaurant & bars will be positioned as far as possible.	Even though counter service is available, we <b>recommend</b> our guests to make use of table service.			5	1	5	M



# Risk Assessment



						All employees to wear face masks and gloves.	<b><u>Guests are allowed to remove their masks whilst consuming Food &amp; beverage</u></b>											
						In case of positive cases, guests are not permitted to use Restaurant & bars. Please order room service. We will deliver the food with no tray charge.	All current sanitizing stations are remain in position & we <b><u>recommend</u></b> our guests to sanitize as often as possible.											
						We will continue ALL SAFE 2 stage cleaning regime. Stage 1: Cleaning with D10 - 5 min surface contact Stage 2 : sanitize with Oxivier - 1 min surface contact time.	To reduce the contact, we <b><u>recommend</u></b> guests to use, contact less payments on site, and reduce the cash payments.											
						At the end of every session, keep doors open to let fresh air flow.												
						during the operating hours, Air-condition / heating system to be kept on to let continuous flow of air.												
<b>Room Service</b>																		
Identified Hazards	Who may be affected	Risk Level before control measures				Mandatory Actions	Recommendations	To be actioned by	Completion date	Final Risk level								
		S x L = R								S x L = R								
		S	L	R	RR					S	L	R	RR					
<b>Safety with Room service orders</b>	Guests & Staff	5	3	15	H	In case of positive cases, employees are not allowed to enter in to the room. Food will be delivered in disposable food containers and placed Infront of the room. Employees will be advised to knock the door, announce Room service and step away from the main entrance. Guests open the door and pick up the food. after consumption pls through the left overs in bin.				5	1	5	M					



# Risk Assessment



						We will continue ALL SAFE 2 stage cleaning regime. Stage 1: Cleaning with D10 - 5 min surface contact Stage 2 : sanitize with Oivier - 1 min surface contact time.	We <b>recommend</b> trainers to use our outdoor space for group activities.													
						All employees to wear face masks and gloves.	We recommend delegates to wear face masks in all common areas. <b><u>It's a recommendation only.</u></b>													
						At the end of every session, keep doors open to let fresh air flow.	NHS QR code & Norton Grange QR code are available at the reception. We encourage guests to use these QR codes and register. <b><u>It's a recommendation only.</u></b>													
						During the operating hours, Air-condition / heating system to be kept on to let continuous flow of air.	Lateral flow test kits are available. Please ask at reception if needed.													

Weddings & Events													
Identified Hazards	Who may be affected	Risk Level before control measures				Mandatory Actions	Recommendations	To be actioned by	Completion date	Final Risk level			
		S x L = R								S x L = R			
		S	L	R	RR					S	L	R	RR
<b>Safety during weddings &amp; Events</b>	Guests, Employees, Registers, service providers	5	3	15	H	All guests to wear face masks in all common areas.	NHS QR code & Norton Grange QR code are available at the reception. We encourage guests to use these QR codes and register. <b><u>It's a recommendation only.</u></b>			5	1	5	M

# Risk Assessment



					Any Guests meets one of the following criteria must follow the Governments guidance on Self Isolation and please do not arrive to the hotel: o Has a high temperature, loss / change in taste or smell or a new persistent cough? o Is a vulnerable person (by virtue of their age, underlying health condition, clinical condition)? o Is living with someone in self-isolation or a vulnerable person.	Lateral flow test kits are available. Please ask at reception if needed.												
					If any visible symptoms -hotel has the right to do temperature checks.	Hotel got outdoor seating facility; we encourage guests to use the outdoor space for photography.												
					At the end of every session, keep doors open to let fresh air flow.	We <b>recommend</b> B&G to keep house holds together whilst doing the table plan for wedding breakfast.												
					During the operating hours, Air-condition / heating system to be kept on to let continuous flow of air.	All guests to wear face masks while gathering together for indoor pictures, cake cutting, first dance or whilst using the dance floor.												
					All employees to wear face masks and gloves.	All current Sanitizing stations are remain in position & we <b>recommend</b> our guests to sanitize as often as possible.												
					We will continue ALL SAFE 2 stage cleaning regime. Stage 1: Cleaning with D10 - 5 min surface contact Stage 2 : sanitize with Oivier - 1 min surface contact time.	To reduce the contact, we <b>recommend</b> guests to use, contact less payments on site, and reduce the cash payments.												

# Risk Assessment



Leisure & Beauty													
Identified Hazards	Who may be affected	Risk Level before control measures				Mandatory Actions	Recommendations	To be actioned by	Completion date	Final Risk level			
		S x L = R								S x L = R			
		S	L	R	RR					S	L	R	RR
Safety in Spa	Guests & Employees	5	3	15	H	Treatment rooms to be exclusively used for single treatment only. Couple treatments are stopped till further review				5	1	5	M
						Visors must be worn by all therapists.	Using disposable items where possible, for example nail files, and ensuring non-disposable items are cleaned between clients.						
						All equipment used should be thoroughly sanitized between each sitting.	We recommend guests to wear face masks in all common areas.						
						We will continue ALL SAFE 2 stage cleaning regime. Stage 1: Cleaning with D10 - 5 min surface contact Stage 2 : sanitize with Oivier - 1 min surface contact time.	NHS QR code & Norton Grange QR code are available at the reception. We encourage guests to use these QR codes and register. <b><u>Its a recommendation only.</u></b>						
						screens in place	Lateral flow test kits are available. Please ask at reception if needed.						
						as it is crucial for the treatment, skin-to-skin contact is necessary. further increasing the frequency of hand washing is mandatory for therapists.	We recommend guest to sanitise hands whist using fire doors & lifts.						
						Ventilation into the building should be optimised to ensure a fresh air supply is provided to all areas of the facility by Keeping doors and windows open where possible.							

# Risk Assessment



Safety in Gym	Guests & Employees	5	3	15	H	AHU is turned on 24 * 7	Handwashing or hand sanitising facilities are available at entrances and exits. Both employees and customers encouraged to use on arrival and exit.			5	1	5	M
						Out of 4 windows, 2 windows will always be kept open to let the fresh air flow in.							
						Air Conditioning / heating will be left on during all operating times of Gym.							
						Current Practise of cleaning regimes will continue.							
						All users to clean the fitness equipment before and afar the use.							
<b>Kitchen</b>													
Identified Hazards	Who may be affected	Risk Level before control measures				Mandatory Actions	Recommendations	To be actioned by	Completion date	Final Risk level			
		S x L = R								S x L = R			
		S	L	R	RR					S	L	R	RR
Safety in Kitchen	Employees	5	3	15	H	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.				5	1	5	M
						Any food handler who is unwell must not be at work. If they have symptoms, they must stay at home as per government guidance.	All HACCP protocols based on food hygiene standards will follow.						





## Protocol in case of a Positive COVID – 19

The aim of this protocol is to reduce the spread of virus.

### **When the guests are in House – set of actions**

- 1) If a guest reports that he / she is found a test result of Positive COVID-19; please ask the guest to stay in the bed room.
- 2) Do not come out of the room.
- 3) Report to General Manager immediately.
- 4) Find out the guest intentions of departure date.
- 5) Letter to Guest with symptoms will be delivered to bedroom by Rama.
- 6) Housekeeping will not do stay over cleaning.
- 7) All necessary Food, Beverage, Laundry & toiletries will be left outside the room.
- 8) All hovers to be seized for next 72 hours.
- 9) Once the guest departed room to be seized for 72 hours.
- 10) After 72 hours when the room is getting cleaning – follow 2 stage ALLSAFE cleaning method.
- 11) All dirty laundry to be bagged in black bin and store them away separately for further 7 days in a designated place which is in the cage next to paint shed, before sending them to laundry company for washing.
- 12) All rubbish from the bins to be double bagged and left separately for further 7 days in a designated place which is in the cage next to paint shed, before binning in bins.
- 13) Staff to wear full PPE suite which contains – head cap, face mask, face shielding, disposable apron, shoe covers & disposable gloves. Follow the same process if disposing the rubbish from the bed room whilst binning the PPE after cleaning the room.

### **After the guest departure – set of actions**

- 1) If a guest report positive COVID – 19 test results, strait after the guest departure, the same cleaning protocol to be followed as above.
- 2) All the F&B areas the guest been to in last 24 hours to be seized for further 24 hours.
- 3) Alternative F&B areas to be provided for guests in house. Grange restaurant to be moved to Hopwood.
- 4) All the employees who were in face to face contact with the guest longer than 15 minutes to self-isolate for 14 days from the date.
- 5) Inform local authorities.





## Guidance Notes

<b>SEVERITY</b>	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
	<b>LIKELIHOOD</b>					

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

<b>SEVERITY</b>	
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

1–4 <b>LOW</b>	5–9 <b>MEDIUM</b>	10–15 <b>HIGH</b>	16–25 <b>VERY HIGH</b>
Continue with existing control, however monitor for changes. Implement any additional control measures required, within the timescales given in the risk assessment.	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.	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.	Stop immediately – the risk is too high. Take immediate action to reduce the risk to the lowest level possible.

# Risk Assessment



**Additional comments:**

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

<b>Assessor 1 name:</b>	StalardKane	<b>Signature:</b>	<i>StalardKane</i>	<b>Date:</b>	19/12/2021
-------------------------	-------------	-------------------	--------------------	--------------	------------

<b>Assessor 2 name:</b>	Rama Arimilly	<b>Signature:</b>	<i>Rama Arimilly</i>	<b>Date:</b>	19/12/2021
-------------------------	---------------	-------------------	----------------------	--------------	------------



