

# Risk assessment template

**Company name:** Wisteria Hotel

**Assessment carried out by:** Kristy Carey & Ben Bass

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**Date original assessment was carried out:** 13<sup>th</sup> July 2021

## The Hazard

COVID19 is a respiratory virus that can invade a host via the respiratory route or via hand to eye / mouth / nose contact, causing the disease COVID19.

People who appear healthy may be carrying and shedding the virus which can be passed on either directly or indirectly to others. This means that we need to assume that anyone could be carrying the virus.

## Routes of Transmission

Direct contact to face – eyes, nose from droplets or aerosols spraying from an infected person onto another person who is in close contact

Contamination via droplets from sneezing and coughing landing on surfaces and then transferring via hands onto eyes, nose and mouth. Other means of secretions getting on to surfaces could be from infected people touching their eyes, nose and mouth and then touching surfaces with contaminated hands.

Contaminated hands of infected people can transfer the virus directly to others (e.g. handshakes) or on to hand contact surfaces which can be picked up by other people's hands and transferred to their eyes, nose or mouth.

Possible transmission from faces to hands and then directly or indirectly to the body via hands and hand contact surface transfer.

## The main controls are:

Social distancing in accordance with government guidelines

Disinfecting high contact surfaces

Hand washing and hand sanitiser use at key moments

Not touching eyes, mouth or nose with contaminated fingers

Who might be harmed	Controls required
Hotel Team Members	<ol style="list-style-type: none"> <li>1. <b>All hotel team members must complete a lateral flow test twice a week (Mondays &amp; Fridays) and communicate the result to by text to the hotel mobile so it can be tracked on the test tracker</b></li> <li>2. Train team members on the symptoms of Coronavirus and ensure they do not come to work if they or a member of their household / support bubble develop any COVID type symptoms or if they are told to self-isolate by the governments track &amp; trace program. <b>Any team member feeling the slightest bit unwell with any type of cold/flu symptoms, headache or COVID symptoms is to take a lateral flow test &amp; <u>contact the Hotel Owner OR Hotel Manager/Deputy Hotel Manager PRIOR to coming into work</u> in order to get authorisation to do so.</b></li> <li>3. Hands to be washed when come on shift</li> <li>4. Regular hand washing &amp; dry hands with paper towel throughout the shift</li> <li>5. Housekeeping team members to change in/out of uniform on site – use event toilets and only 1 team member permitted in room at any one time</li> <li>6. Hands to be washed or sanitised before and after each task / guest interaction</li> <li>7. Hand wash signage to be posted at all hand wash sinks</li> <li>8. Hand sanitiser available in all areas back of house</li> <li>9. Posters promoting good hygiene to be on display in back of house areas</li> <li>10. COVID19 training to be completed by all team members, with regular refresher training every 3 months</li> <li>11. Use of handover boards to communicate information from one shift to the next – wipes to be used to sanitise whiteboard marker before use</li> <li>12. Hotel team meetings to be held where possible via Zoom</li> <li>13. Regular reviews of risk assessment to take into account changes in government advice and learnings from previous weeks to improve ways of working</li> <li>14. Hotel Manager &amp; Deputy Hotel Manager to touch base with team members regularly to check mental health &amp; monitor/understand any unforeseen impacts of changes implemented to the working environment</li> <li>15. Communicate to team members via email the link to mental health support on the government's website</li> <li>16. All events to have their own Risk Assessment created specific for the event to identify any event specific risks and control measures</li> <li>17. Only 1 team member permitted in the laundry room at any one time</li> </ol> <p><b>Housekeeping specific:</b></p> <ol style="list-style-type: none"> <li>18. HSK supervisor &amp; all Housekeepers to complete online Hospital Grade Cleaning &amp; Infection Control training</li> <li>19. Use of PPE when cleaning bedrooms (gloves, face coverings)</li> </ol>

Who might be harmed	Controls required
	<p>20. Room to be vacated by the guest when it is being serviced</p> <p>21. Single use cloths for cleaning which are to be washed at the end of the day</p> <p>22. Toilets to be cleaned with disposable disinfectant wipes</p> <p>23. Windows &amp; doors to be fully open whilst room is being serviced to ensure ventilation of areas</p> <p>24. Allocation of zones in bedrooms to team members to maintain maximum amount of social distancing &amp; avoid face to face working</p> <p>25. Maximum 2 housekeeping team members working in 1 bedroom at any one time in fixed teams (where possible). When a 3<sup>rd</sup> team member is on shift, they are to work on their own (moving ahead or behind of the others stripping rooms etc).</p> <p><b>Reception specific:</b></p> <p>26. Screen on reception desk</p> <p>27. Wipes available for reception to wipe down keyboard/phone/other high touch items at start &amp; end of shift &amp; at regular intervals throughout the day</p> <p>28. Reception team member to use sanitiser before &amp; after each guest check in</p> <p>29. Use of screen behind reception to separate spaces if more than 1 person working behind reception desk</p> <p>30. Reception desk external window to be open to allow for ventilation of the area</p> <p>31. Reception team member to wipe over keyboard etc at the start and end of any shift with sanitising wipe</p> <p>32. Any other hotel team members who need to use the keyboard etc at Reception are to wipe over the items they are using both BEFORE &amp; AFTER use</p> <p>33. Keyboard &amp; all other regularly touched items to be sprayed with electrostatic sprayer once a day</p> <p>34. Receptionist to use wireless phone headset to minimise touching phone handset</p> <p><b>Kitchen specific:</b></p> <p>35. Chefs to work in fixed teams where possible</p> <p>36. Chefs to sanitise hands each time before touching plates</p> <p>37. Restricting access to kitchen chef area – Chefs only to be in this space</p> <p>38. Regular sanitising of surfaces &amp; high touch areas though-out shift &amp; again at the end of shift as part of close down procedures</p> <p>39. Only 1 person to access walk in fridge at any time – access to walk in fridge to be restricted to Chefs only where possible</p> <p>40. Back to back working between chef &amp; kitchen porter in pot wash / larder section</p> <p>41. Large equipment to be sanitised after each use (if cannot be put through dishwasher)</p>

Who might be harmed	Controls required
	<p><b>Bar specific:</b></p> <ul style="list-style-type: none"> <li>42. Screen to be put in place to shield bar staff from guests when ordering at the bar</li> <li>43. Team members to have own allocated pens &amp; order pads</li> <li>44. Team members to wear masks when serving &amp; clearing tables</li> </ul> <p><b>Restaurant specific:</b></p> <ul style="list-style-type: none"> <li>45. Team members to wear masks when serving &amp; clearing tables</li> <li>46. Team members to have own allocated pens &amp; order pads</li> </ul> <p><b>Room Service:</b></p> <ul style="list-style-type: none"> <li>1. Room service to be delivered using trays &amp; left outside the guest room on a tray stand – team member to knock on door and step back 2 meters whilst guest opens door to receive their tray.</li> <li>2. Guest to leave tray outside of room for collection</li> <li>3. Team member to sanitise their hands before &amp; after tray delivered</li> <li>4. Team member to wash/sanitise their hands after collecting tray from outside room</li> </ul> <p><b>Beer garden specific:</b></p> <ul style="list-style-type: none"> <li>47. Team members to have own allocated pens &amp; order pads</li> <li>48. Team members to wear masks when serving &amp; clearing tables</li> </ul> <p><b>Events specific:</b></p> <ul style="list-style-type: none"> <li>1. Event specific risk assessment to be completed for each event</li> <li>2. Individual tea/coffee pots/water bottles to be used for refreshments where possible</li> <li>3. Organisers will be required to ensure all attendees of large events provide a negative lateral flow test the day prior to the event taking place</li> </ul>
<b>Guests</b>	<ul style="list-style-type: none"> <li>1. Pre-arrival email sent to each guest prior to detail COVID19 protocols in place at the hotel</li> <li>2. Use of electrostatic sprayer throughout the hotel with “CoronaGard R7” disinfection solution which remains effective against viruses for a minimum of 4 days</li> </ul>

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	<ol style="list-style-type: none"> <li>3. Hand sanitising stations with signage at each entrance into the hotel &amp; guests encouraged to sanitise hands on entrance to the hotel</li> <li>4. Signage to encourage the wearing of face coverings by guests in all public areas of the hotel</li> <li>5. All non-fire doors to be propped open during main service hours where possible</li> <li>6. Fire doors to be fitted with self-closing holders so can be kept open during main service hours</li> <li>7. Hand washing instructions to be in each bathroom (guest &amp; public)</li> <li>8. High contact touch points to be sanitised daily with electrostatic sprayer &amp; toilet waste bins emptied &amp; checklist to be used to document the cleaning</li> <li>9. Any guests displaying symptoms of Coronavirus will be asked to retire their room if they are staying in the hotel or asked to leave the premises if in the Food &amp; Beverage outlets.</li> <li>10. Track &amp; trace forms / QR code to be completed upon arrival by all guests using F&amp;B outlets &amp; stored for 21 days</li> <li>11. Windows to be opened first thing in morning on bedroom corridors to aid ventilation throughout the building</li> </ol> <p><b>Guest toilets:</b></p> <ol style="list-style-type: none"> <li>12. Sanitising station on wall outside toilets</li> <li>13. Sanitiser available by the wash basins</li> <li>14. Single use paper towel for hand washing</li> <li>15. Signage to be on display regarding guidance for use of toilets indicating only enter if cubicle not in use</li> <li>16. Hand washing signage to be on display at wash basins</li> </ol> <p><b>Guest toilets (beer garden specific)</b></p> <ol style="list-style-type: none"> <li>17. As above regarding sanitising stations &amp; paper towels</li> <li>18. Signage to be on display regarding guidance for use of toilets indicating only enter if cubicle not in use</li> <li>19. Sanitising of high contact surfaces daily with electrostatic sprayer &amp; frequent bin collection – this to be logged on checklist throughout the day</li> </ol> <p><b>Bedrooms:</b></p> <ol style="list-style-type: none"> <li>1. Guest to be asked upon check in if they would like their room serviced during their stay – rather than this being automatic.</li> <li>2. Room cleaning checklist to be completed for each room including high frequency touch points &amp; left in room for guest reference</li> <li>3. Room to be vacated by the guest when it is being serviced</li> <li>4. Occupied room allocation to be rotated &amp; spaced to allow for as much fallow time between occupancy as possible</li> </ol>

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	<ol style="list-style-type: none"> <li>5. Disinfectant wipes to be available in each room for guest use</li> <li>6. Mugs &amp; glasses to be washed in main hotel dishwasher &amp; only placed into rooms upon day of arrival</li> <li>7. Shower curtain &amp; rubber bathmat replaced after each guest stay</li> <li>8. Pillow protectors washed after each guest stay</li> <li>9. Mattress protector to be sprayed with electrostatic sprayer when room being serviced after guest departure</li> <li>10. Bedrooms including all touch points &amp; soft furnishings to be disinfected with electrostatic sprayer as last task when servicing departure rooms</li> </ol> <p><b>Reception:</b></p> <ol style="list-style-type: none"> <li>11. Screen on reception desk</li> <li>12. Key drop box for departure &amp; guest offered email of final copy of invoices instead of printing paper copy</li> <li>13. Floor markings to show where to stand when queuing to help maintain social distancing</li> <li>14. Disinfectant wipes &amp; waste bin at reception desk for guests to use when using guest phone</li> <li>15. PDQ machine to be disinfected with wipes in front of guest before &amp; after each use</li> <li>16. Stock of sanitised pen's available in a glass on reception desk ready for guest use</li> <li>17. Encourage the booking of appointments for wedding &amp; other enquiries (rather than walk ins) – have this stated on the website.</li> <li>18. Use ZOOM or other online tools for meetings with event/group organisers</li> </ol> <p><b>Bar specific:</b></p> <ol style="list-style-type: none"> <li>19. Window to be kept open from first thing in morning to end of dinner service to aid ventilation flow through the building</li> <li>20. All items to be delivered to the table using a tray</li> <li>21. Team member to sanitise hands before collecting any items to be delivered to table</li> <li>22. Team member to hold base of glass when placing on tray</li> <li>23. Encourage contactless payment where possible – when its not sanitise PDQ machine between each transaction with disinfectant wipe</li> <li>24. Sanitise pen to sign bill between each use with disinfectant wipe</li> </ol> <p><b>Snug specific:</b></p> <ol style="list-style-type: none"> <li>25. Window to be kept open from first thing in morning to end of dinner service to aid ventilation flow through the building</li> <li>26. Snug furniture to be disinfected with electrostatic sprayer at regular intervals each week</li> </ol>

Who might be harmed	Controls required
	<p><b>Restaurant specific:</b></p> <ul style="list-style-type: none"> <li>27. All windows and the French doors must be kept open during service – especially at breakfast – to ensure ventilation</li> <li>28. Hand sanitising stations with signage at entrances to restaurants</li> <li>29. Signage at entrance to restaurant instructing guests on the seating policy</li> <li>30. Team member to sanitise hands before taking any items to be delivered to table</li> <li>31. All items to be delivered to the tables using a tray</li> <li>32. Breakfast to be all served a la carte, menus to be laminated &amp; placed on table when table ready for use – signage at entrance to breakfast room</li> <li>33. Sanitise table after each guest use</li> <li>34. Salt &amp; pepper shakers to be sanitised after each guest use</li> <li>35. Single use sugar sachets to be served with tea/coffee</li> <li>36. Chairs to be disinfected with electrostatic sprayer at regular intervals each week</li> </ul> <p><b>Room Service:</b></p> <ul style="list-style-type: none"> <li>37. Room service to be offered for breakfast &amp; dinner</li> <li>38. Room service menus – single use copies given from reception</li> <li>39. Room service to be delivered using trays &amp; left outside the guest room on a tray stand – team member to knock on door and step back 2 meters whilst guest opens door to receive their tray.</li> <li>40. Room service trays &amp; liners to be washed in dishwasher after each use</li> </ul> <p><b>Beer garden specific:</b></p> <ul style="list-style-type: none"> <li>41. Bookings encouraged &amp; confirmation email sent with details of COVID protocols, behaviours required &amp; menus</li> <li>42. Scan QR code or Check in slips to be encouraged to be filled in with contact details at Reception as per “Track &amp; Trace” requirements – these to be kept on file for 21 days</li> <li>43. Contactless payment to be encouraged at order point &amp; in booking confirmation email</li> <li>44. Menu to be displayed on internet, emailed with confirmation email &amp; disposable single use given upon arrival</li> <li>45. Single use paper menus to be in place</li> <li>46. Sanitise tables after each guest use</li> <li>47. Cutlery to be rolled in napkin &amp; delivered to table when order placed</li> <li>48. Single use condiments in paper ramekins, sachets of vinegar &amp; salt/pepper to be used</li> <li>49. Team members to collect empty glasses from tables at regular intervals</li> </ul>

Who might be harmed	Controls required
	<p>50. Table set up to ensure accessibility for those with disabilities, guests with mobility issues to be offered to order at the table</p> <p><b>Events specific:</b></p> <ol style="list-style-type: none"> <li>1. Event specific risk assessment to be completed for each event</li> <li>2. Organisers will be required to ensure all attendees of large events provide a negative lateral flow test the day prior to the event taking place</li> <li>3. Individual tea/coffee pots/water bottles to be used for refreshments where possible</li> <li>4. Windows/doors to be kept open to aid ventilation during the event</li> </ol>
Contractors	<ol style="list-style-type: none"> <li>1. Information sheet on accessing site to be sent to all contractors prior to their visit to the hotel</li> <li>2. Contractor hands to be sanitised on arrival at hotel</li> <li>3. Contractor health declaration completed on arrival at hotel</li> <li>4. Contractor to read briefing sheet &amp; signing in with full contact details on arrival at hotel</li> <li>5. Where possible contractor visits should be booked at times that minimise contact with hotel team members &amp; guests</li> </ol>
Delivery drivers	<ol style="list-style-type: none"> <li>1. Communicate by email site specific requirements for deliveries</li> <li>2. Signage communicating protocols for deliveries to be on display at the loading bay entrance to kitchen</li> <li>3. Team member to maintain social distancing when checking off delivery – drop off table to be in situ in loading bay so all deliveries are made outside the building (as entrance to kitchen restricted to authorised hotel personnel only)</li> <li>4. Team member to use own pen when signing delivery notes etc</li> <li>5. Team member to wash/sanitise hands before &amp; after receiving and processing each delivery</li> </ol> <p><b>Kitchen specific:</b></p> <ol style="list-style-type: none"> <li>1. All deliveries to be delivered outside loading area.</li> <li>2. Hand sanitiser to be available at loading bay entrance</li> </ol>
Vulnerable Groups	<b>Team members</b>



Who might be harmed	Controls required
	<ol style="list-style-type: none"><li>1. Return to work questionnaires to be completed by all team members to identify those that are vulnerable &amp; follow up meetings held with them to discuss working practices to keep them safe</li><li>2. If clinically vulnerable (but not extremely clinically vulnerable) individuals cannot work from home, they should be offered the option of the safest available on-site roles</li></ol>