

Hazard Identification & Risk Assessment		Risk Area COVID-19 across all depts Assessor Trevor Clarke				Initial Assessment 19/06/2020 Previous Assessment 03/08/2020				Date Assessed 17/08/2020 Review by 04/09/2020		Version 1.6		
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	Site hazards and tasks or jobs associated with the roles of customers or staff which may create a significant risk to safety	What could go wrong	Who may be affected by each hazard, for example, staff, guests, contractors or everyone	Details of current safety controls or work methods and procedures which relate to the hazard	5 = Almost Certain 4 = Likely 3 = Possible 2 = Unlikely 1 = Rare	5 = Catastrophic 4 = Major 3 = Moderate 2 = Minor 1 = Negligible	13+ = Immediate action 7-12 = Action today 4-6 = Action this month 1-5 = Keep under review	Position of person responsible	Date action must be taken by	It is the role of staff, supervisors, line managers, senior managers and directors to ensure all Health and Safety protocols are routinely followed	5 = Almost Certain 4 = Likely 3 = Possible 2 = Unlikely 1 = Rare	5 = Catastrophic 4 = Major 3 = Moderate 2 = Minor 1 = Negligible	13+ = Immediate action 7-12 = Action today 4-6 = Action this month 1-5 = Keep under review	Date and by whom
1 - Arrival & Check-In														
1-a	Guest arrives exhibiting Covid-19 symptoms	Transfer of Covid-19 in the Hotel	Staff, visitors, guests	None	3	4	12	GM	01/07/2020	Communicate at point of booking Hotel policy regarding cancellations if guests have Covid-19 symptoms; ask all arrivals if they have Covid-19 symptoms at check-in; provide an isolation room for guests who develop symptoms during their stay; develop a policy to address such possibilities and advise staff	1	3	3	Yes, 01/07/20, General Manager; Reception Manager; Reception Team
1-b	Visitors arrive at Hotel not understanding indoor social distancing requirements	Transmission of Covid-19 through close personal contact	Staff, visitors, guests	None	3	4	12	GM	01/07/2020	Signage outside main entrance doors at Reception and Bistro/Tea Room; and at delivery entrance to inform social distancing is in operation; Ensure other entrance points are not used	1	3	3	Yes, 01/07/20, General Manager
1-c	Visitors arrive at Hotel and touch common contact surfaces	Transmission of Covid-19 through touching common contact points	Staff, visitors, guests	None	3	4	12	GM	01/07/2020	Foot activated hand sanitiser stations have installed immediately outside the main entrance door to hotel reception and within the entrance porch to the Bistro; signage erected advising visitors to use these, and other communications used to promote their use; final exit door propped open when environmental considerations permit	1	3	3	Yes, 01/07/20, General Manager; Reception Manager; Reception Team
1-d	Visitors queue at Reception for service	Transmission of Covid-19 through close contact in queues; through face-to-face contact with Reception team	Guests, staff, visitors and Reception team members	None	3	4	12	GM	01/07/2020	Queue management system put in place including removal of seating at Reception TV; installation of directional signage; use of floor markings, ropes and poles; installation of perspex screens at the reception desk	1	3	3	Yes, 01/07/20, General Manager
1-e	Guest check-in	Process takes more than three minutes, increasing transmission risk	Guests and Reception team members	None	3	4	12	GM	01/07/2020	Pre-populate registration forms, requiring only guest signature; take payment in advance where the rate agreement allows this; provide single-use 'FAQ' guide to changes to how we operate as a result of Covid-19; ensure staffing levels are appropriate to anticipated demand	1	3	3	Yes, 01/07/20, General Manager; Reception Manager; Reception Team
1-f	Guest check-in	Transmission of Covid-19 from reused items such as pens and keycards	Guests and Reception team members	None	3	4	12	GM	01/07/2020	Sanitise pens after use and place in 'clean' pen jar; sanitise keycards after use and place in 'clean' container, disposing of card wallet; provide hand sanitisers at reception desk and encourage use	1	3	3	Yes, 01/07/20, General Manager; Reception Manager; Reception Team

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1-g	Taking payment for bills	Transmission of Covid-19 on cash or payment terminals including tills and card machines	Guests, staff	None	3	4	12	GM	01/07/2020	Adopt policy and communicate with guests - contactless payment for transactions up to £45 is preferred; card payment is next preference; and cash is accepted as last resort; provision and use of hand sanitisers for staff at payment terminals; provision and use of antibacterial wipes for use on card terminals between uses; policy of one bill per table in dining scenarios; installation of perspex screens at reception desk	1	3	3	Yes, 01/07/20, General Manager; All staff taking payment
1-h	Measures in place to mitigate Covid-19 risks aren't understood by guests	Failure to observe social distancing, hand sanitising, wearing of face coverings and related transfer of Covid-19 in the Hotel	Guests and Reception team members	None	3	4	12	GM	13/07/2020	Communicate Hotel policies to customers by email when a booking is made; online; and on a single-use paper flyer given to guests on check in' and displayed on posters around the Hotel	1	3	3	Yes, 01/07/20, General Manager; Reception Manager; Reception Team
1-i	Guest using passenger lift	Transmission of Covid-19 as a result of failure to observe social distancing, hand sanitising, wearing of face coverings	Guests, staff	General cleaning	3	4	12	GM	01/07/2020	Encourage use of stairs at check-in; use signage to communicate restrictions on lift use; install hand sanitiser stations outside lift on each floor; indicate queuing positions in lift lobby on each level with markers on floor	1	3	3	Yes, 01/07/20, General Manager; Reception Manager; Reception Team
1-j	Guest requiring luggage assistance	Transfer of Covid-19 by hand contact with contaminated surfaces; or through close contact between staff and guests	Guests, staff	None	3	3	9	GM	01/07/2020	Put in place policy that avoids member of staff touching baggage and requires guest to lift luggage onto trolley and off trolley at pick up and delivery points; staff members not to enter guest bedroom; communicate this to staff	1	3	3	Yes, 01/07/20, General Manager; all staff
1-k	Guest interaction with physical touch points	Touching surfaces that have been touched by others who are carrying Covid-19	All building users	General cleaning	3	4	12	GM	01/07/2020	Identify high-volume common touch-points, such as door handles and push plates, telephones, railings, stair-rails, payment card terminals, check-in desk, lift buttons, toilet flushes, taps etc; introduce regular cleaning regime of same	1	3	3	Yes, 01/07/20, General Manager; Reception Manager; Housekeeping Manager
2 - Guest Bedrooms														
2-a	Make-up of guest bedroom	Soft furnishings and accessories harbouring Covid-19	Guests and housekeeping staff	Routine washing and cleaning	3	4	12	GM	01/07/2020	Remove superfluous soft furnishings from bedrooms such as throws and cushions; remove guest directories	1	3	3	Yes, 01/07/20, General Manager; Housekeeping Manager
2-b	Make-up of guest bedroom	Hospitality tray items harbouring Covid-19	Guests and housekeeping staff	Routine washing and cleaning	3	4	12	GM	10/08/2020	Use of single-use coffee cups on hospitality trays; bagging of hospitality tray consumables to ensure single use	1	3	3	Yes, 10/08/20, General Manager; Housekeeping Manager

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2-c	Servicing of guest rooms	Contamination of guest room by staff	Guests	None	3	4	12	GM	01/07/2020	Minimise staff intrusions into guest 'bubble, confirm with guests when checking-in the type of room service they want - none; towel only; or full room service; ensure room is only serviced when guests are not in room	1	3	3	Yes, 01/07/20, General Manager; Reception Manager; Housekeeping Manager
2-d	Resolving housekeeping issues in guest rooms	Contamination of guest room by staff	Guests	None	3	4	12	GM	01/07/2020	Adopt policy and communicate with guests - any housekeeping issues will be attended to only when guests have left their room	1	3	3	Yes, 01/07/20, General Manager; Reception Manager; Housekeeping Manager
2-e	Resolving maintenance issues in guest rooms	Contamination of guest room by staff	Guests	None	3	4	12	GM	01/07/2020	Adopt policy and communicate with guests - only emergency maintenance issues will be attended to during guest stay; any emergency maintenance issues will be attended to only when guests have left their room	1	3	3	Yes, 01/07/20, General Manager; Reception Manager; Housekeeping Manager
2-f	Cleaning guest rooms	Infection of staff through contact with areas where Covid-19 is present	Housekeeping staff, guests	Normal cleaning and hygiene measures	3	4	12	GM	01/07/2020	Use of PPE by staff - face visors, face coverings, disposable aprons, disposable gloves; issue each member of housekeeping with a personal hand sanitiser bottle; ensure PPE is disposed off hygienically; use appropriate cleaning materials and disposable paper towels to clean, ensuring adequate contact time where appropriate; where possible split teams into 'strippers' of used bed linen, bathroom towels, waste bins and used consumables such as hospitality trays; teams of 'cleaners' who vacuum, dust, sanitise, polish; and 'makers-up' of beds with clean linen, fresh towels, supplies for hospitality trays; ensure waste items are hygienically bagged and stored, transported or disposed of	1	3	3	Yes, 01/07/20, General Manager; Housekeeping Manager
2-g	Cleaning guest rooms	Contamination of guest room by staff using shared equipment	Guests	Routine washing and cleaning	3	3	9	GM	01/07/2020	Ensure trolleys, Beam vacuum equipment, cleaning caddies are sanitised before being used in different rooms	1	3	3	Yes, 01/07/20, General Manager; Housekeeping Manager
2-h	Cleaning guest rooms	Contamination of guest room through use of cleaning cloths in multiple environments	Guests	None	3	3	9	GM	01/07/2020	Use disposable paper towel roll for all cleaning activities, hygienically discarding used towel after use in one room	1	3	3	Yes, 01/07/20, General Manager; Housekeeping Manager
2-i	Cleaning guest rooms	Contamination of guest room by multiple staff members	Guests	Personal hygiene measures	3	3	9	GM	01/07/2020	Allocate work teams to concentrate on groups of rooms each day	1	3	3	Yes, 01/07/20, General Manager; Housekeeping Manager

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2-j	Cleaning guest rooms	Covid-19 remains airborne	Housekeeping staff, guests	Mechanical 'trickle ventilation' running constantly in ensuite	3	3	9	GM	01/07/2020	Ventilate bedroom when room is being cleaned by opening window	1	3	3	Yes, 01/07/20, General Manager; Housekeeping Manager
2-k	Cleaning guest rooms	Contaminated waste items	Housekeeping staff	Personal hygiene measures	3	3	9	GM	01/07/2020	Put all guest waste into a plastic bin liner and tie before disposing of in the general waste bin; wear PPE including disposable gloves when handling waste; waste from a room where a guest has Covid-19 symptoms or has tested positive should be double-bagged and securely stored for 72 hours before disposal	2	2	4	Yes, 01/07/20, General Manager; Housekeeping Manager
2-l	Laundry service	Contamination carried in guest's dirty laundry	Housekeeping staff	Separation of clean and dirty items, hand hygiene	3	3	9	GM	01/07/2020	Cease providing a guest laundry service	1	1	1	Yes, 01/07/20, General Manager; Housekeeping Manager; Reception Manager
2-m	Laundering guest towels	Contamination carried in towels used by guests	Housekeeping staff	Separation of clean and dirty items, hand hygiene	3	3	9	GM	01/07/2020	Launder towels as normal; cease providing facecloths in guest bedrooms	1	1	1	Yes, 01/07/20, General Manager; Housekeeping Manager
2-n	Laundry operation	Contamination of clean items	Housekeeping staff, guests	Separation of clean and dirty items	3	3	9	GM	01/07/2020	Designate 'clean laundry' and dirty laundry' areas; ensure hand sanitising is carried out between handling clean and dirty items; follow laundry practices	2	2	4	Yes, 01/07/20, General Manager; Housekeeping Manager
3 - Common Areas														
3-a	Touching common surfaces	Contamination from high volume touchpoints	Guests and visitors	None	4	3	12	GM	01/07/2020	Install hand sanitiser units at entrances and at strategic locations; devise and implement touchpoint cleaning regime	1	3	3	Yes, 01/07/20, General Manager; Housekeeping Manager
3-b	Seating layout in common areas such as Reception foyer	Social distancing impractical or ineffective, transmission of Covid-19 through close contact	Guests and visitors	None	4	3	12	GM	01/07/2020	Revise table and seating layout in Reception Foyer area to enable social distancing - sofas relocated to conservatory and smaller tables to carpeted area of Reception Foyer	1	3	3	Yes, 01/07/20, General Manager
3-c	Seating in common areas such as Reception foyer	Contamination of surfaces such as tables and seating	Guests and visitors	Basic cleaning	4	3	12	GM	01/07/2020	Cleaning of contact points such as tables and seating backs and arms after use; deep clean at night time	1	3	3	Yes, 01/07/20, General Manager; Housekeeping Manager; Night Porter

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3-d	Ventilation	Covid-19 remains airborne	Guests, staff	Mechanical ventilation running constantly in food service areas	3	3	9	GM	01/07/2020	Ventilate rooms and common areas when possible by opening windows and doors	1	3	3	Yes, 01/07/20, General Manager; Housekeeping Manager
3-e	Shared newspapers	Covid-19 remains on surfaces and is transmitted between users	Guests, staff	None	3	3	9	GM	01/07/2020	Stop providing communal newspapers	1	2	2	Yes, 01/07/20, General Manager
3-f	Guest movement around hotel	Failure to observe social distancing, hand sanitising, wearing of face coverings and related transfer of Covid-19 in the Hotel	All building users	None	3	4	12	GM	01/07/2020	Install signage at strategic locations indicating: the need to social distance or which side of the corridor to walk on; at entrances to dining areas; the importance of wearing face coverings when moving around indoors; supervision of activities by management and intervention where appropriate; monitoring to ensure bottlenecks are identified and problems promptly remedied	2	2	4	Yes, 01/07/20, General Manager
4 - Toilet Facilities														
4-a	Use of public toilets	Overcrowding and resultant transmission risks through close personal contact	Guests and visitors	None	4	3	12	GM	01/07/2020	Install signage on entrances to shared WCs limiting usage to two persons at a time; supervision of queues by management; encourage residents to use the toilet facilities in their ensuite as an alternative to shared facilities	2	3	6	Yes, 01/07/20, General Manager
4-b	Use of public toilets	Contamination from high volume touchpoints	Guests and visitors	Basic cleaning	4	3	12	GM	01/07/2020	Install hand sanitiser units close to entrances to WCs; prop open first door to avoid a contact point; tape off and mark as 'not in use' the middle WHB in both male and female WCs; include door handles and push plates, taps, flush button on high-volume touchpoint cleaning regime	1	3	3	Yes, 01/07/20, General Manager
4-c	Use of public toilets	Airborne viral contamination	Guests and visitors	Operation of PHS Biozone air steriliser in WCs	4	3	12	GM	01/07/2020	Turn off air hand dryers; provide disposable paper hand towels for hand drying; provide waste disposal bin for hand towels; ensure ventilation is running when WCs are occupied	1	3	3	Yes, 01/07/20, General Manager
4-d	Ventilation	Covid-19 remains airborne	Guests, staff	Mechanical ventilation running constantly in public toilets	3	3	9	GM	01/07/2020	Ventilate WCs when possible by opening doors during deep cleaning	1	3	3	Yes, 01/07/20, General Manager; Housekeeping Manager
4-e	Use of staff toilets	Viral transmission between staff and customers	Guests and visitors	Staff toilets provided	4	3	12	GM	01/07/2020	Make toilets in currently unused Causeway Function Suite available for staff use; ensure staff are not using public toilets	1	3	3	Yes, 01/07/20, General Manager

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5 - Food & Beverage Operations														
5-a	Taking bookings for dining	Overcrowding and resultant increase in transmission risk between different customer bubbles	Diners, staff	Optional booking system	4	3	12	GM	01/07/2020	Encourage customers to make bookings for Bistro; encourage bookings for parties of 6 or more in Tea Room; take bookings for Breakfast; use systems provided to ensure overbooking is avoided and particular attention is paid to bookings at peak times; turn away walk-ups in any setting if there is insufficient capacity	1	2	2	Yes, 05/08/20, General Manager
5-b	Guests using dining facilities	Occurrence of Covid-19 at premises with resultant need to contact trace other customers	Diners, staff	Bookings with contact details taken from some diners	3	4	12	GM	17/08/2020	Implement a contact track and trace system for diners who have not pre booked a table; brief staff on how to use system	1	3	3	Yes, 17/08/20, General Manager
5-c	Style of food service	Transfer of Covid-19 from buffet or carvery style service, through use of shared utensils or in queues or in people moving around room	Diners, staff	Basic cleaning, shielding, use of tongs, staff supervision	4	4	16	GM	01/07/2020	Cease serving food buffet- or carvery-style; all food served by staff to the customer whilst they are seated at their table	1	1	1	Yes, 01/07/20, General Manager
5-d	Guest arrives at food service area and has hand contact with common-contact surfaces	Transfer of Covid-19 by hand	Diners	None	3	4	12	GM	01/07/2020	Hand sanitiser stations installed immediately within the entrance porch to the Bistro; and at the entry from the reception area to the Bistro; and at the entrances to the Griffin Room and the Lanyon Room; signage erected advising visitors to use these, in addition to other communications used to promote their use	1	3	3	Yes, 01/07/20, General Manager
5-e	Guest arrives at food service area	Transfer of Covid-19 in queues, or by sitting at incorrect table and subsequently moving to another table	All building users	None	3	3	9	GM	01/07/2020	Install 'please wait here to be seated' signs at entrances to dining areas, ensuring these are staffed at all times and queues aren't allowed to form; take bookings, and use ancillary areas to seat guests where waiting is unavoidable, such as the gin lounge or reception foyer	1	3	3	Yes, 01/07/20, General Manager
5-f	Seating guests at tables	Transfer of Covid-19 from chairs, tables, salts&peppers	Diners	Basic cleaning	3	3	9	GM	01/07/2020	Ensure a robust table cleaning process is in place - all tables at start of service; and after a table has been used; remove all food debris, crockery, cutlery, glassware and consumables; spray table surface and edges, and back and arms of seat with sanitiser; allow contact time; wipe off with disposable paper towel, remembering to wipe salts & peppers also; guests not to be seated until table has been sanitised	1	3	3	Yes, 01/07/20, General Manager

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5-g	Guests seating in food service areas - Breakfast	Transfer of Covid-19 airborne due to proximity of seating	All building users	None	3	3	9	GM	01/07/2020	Review seating and room layout to enable social distancing for diners seated at tables; where two meters isn't achievable , set chairs at different tables back-to-back; remove a table along each line in the Lanyon Room	1	3	3	Yes, 01/07/20, General Manager
5-g	Guests seating in food service areas - Leona's Tea Room	Transfer of Covid-19 airborne due to proximity of seating	All building users	None	3	3	9	GM	01/07/2020	Relocate the Tea Room operation from Leona's to the Bistro area of the Hotel to enable social distancing between tables	1	3	3	Yes, 01/07/20, General Manager
5-g	Guests seating in food service areas - Dawson's Bistro	Transfer of Covid-19 airborne due to proximity of seating	All building users	None	3	3	9	GM	01/07/2020	Review seating and room layout; remove the tables for two along the bench seating; replace the 'four seaters' at tables 21 and 22 with two-seaters; replace the sofa seats at locations 3 and 4 with fothre-seater tables; place a 5-seat table where carvery units were previously located; use the Griffin Room for tables of six-ten; retain table one in the bistro for 'shields'; remove bar stools at bar front	1	3	3	Yes, 05/08/20, General Manager
5-h	Guests ordering food and drink	Transfer of Covid-19 from menus or prolonged interaction between customers and staff when ordering	Guests, staff	Basic cleaning	3	3	9	GM	01/07/2020	Discard card menus; replace with laminated menus; introduce 'clean after use' policy, sanitising all menus every time they are used; refer customers to online menus; examine potential to introduce electronic ordering app; maintain social distance and wear face visor when taking orders from diners	1	3	3	Yes, 01/07/20, General Manager
5-i	Cleaning and clearing used dining tables	Transfer of Covid-19 from crockery, cutlery, glassware, disposable itmes	Guests, staff	Basic cleaning	3	3	9	GM	01/07/2020	Remove used consumables such as napkins, pochettes, condiments from table and discard; remove crockery and cutlery to the kitchen for washing; remove glassware to the bar for washing -machine wash all items; remove any food debris from tables, chairs including highchairs and floor; spray sanitiser onto table, chair backs and arms, and salt and pepper cellars; allow contact; wipe away using disposable paper towel; dispose of used paper towel in waste bin; sanitise your hands ; do not touch your face	1	3	3	Yes, 01/07/20, General Manager
5-j	Provision of room service	Transfer of Covid-19 due to close contact	Diners, staff	None	3	3	9	GM	01/07/2020	Room service orders to be taken to the guest bedroom, door knocked and guest asked to retrieve service tray from trolley; staff maintain social distance; guest contacted by phone to enquire if tray can be retrieved; guest should be requested to leave used tray outside door for immediate collection by service staff; staff should not enter the guest bedroom; remove used materials for cleaning and disposal; sanitise trolley after use	1	3	3	Yes, 01/07/20, General Manager

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5-k	Excessive consumption of alcoholic beverages in enclosed environment	Transfer of Covid-19 due to relaxed inhibitions leading to close contact	Drinkers, staff	Adherence to intoxicating liquor legislation	5	4	20	GM	01/07/2020	Service of alcohol indoors only to guests who are seated and where the consumption of alcohol is ancillary to service of a substantive cooked meal; or outdoors where seated at a table	2	3	6	Yes, 01/07/20, General Manager
5-l	Provision of live or loud entertainment	Transfer of Covid-19 due to singing, dancing and leading to close contact	Drinkers, staff	None	4	3	12	GM	01/07/2020	Do not provide live or loud entertainment with singing or dancing	2	1	2	Yes, 15/07/20, General Manager
5-m	Playing pool	Transfer of Covid-19 due to contact with common contact surfaces, including balls, cues and the table edge	Customers, staff	None	4	3	12	GM	01/07/2020	Prevent use of pool table by removing cues and fitting signage to pool table	1	1	1	Yes, 01/07/20, General Manager
5-n	Taking payment for bills	Transfer of virus on cash or payment terminal	Guests, staff	None	3	4	12	GM	01/07/2020	Adopt policy and communicate with guests - contactless payment for transactions up to £45 is preferred; card payment is next preference; and cash is accepted as last resort; install second card payment machine in bistro/tea room; provision and use of hand sanitisers for staff at payment terminals; provision and use of anti-bacterial wipes for use on card terminals between uses; installation of perspex screens at till area	2	3	6	Yes, 01/07/20, General Manager
5-o	Staff entering confined spaces; eg offices, stores, behind bar areas	Transfer of virus through close personal contact	Staff	None	3	4	12	GM	01/07/2020	Ensure social distancing can be and is maintained in all work areas; limit the number of staff in confined spaces such as cold rooms, the dry goods store, the breakfast store	2	3	6	Yes, 01/07/20, General Manager
5-p	Cleaning of food service areas	Transfer of virus through common touch points	Staff, customers	General cleaning process	3	3	9	GM	01/07/2020	Ensure kitchen benches and common touch points are regularly sanitised during service, and thoroughly deep-cleaned at the end of each service period - breakfast, daytime, evening	1	3	3	Yes, 01/07/20, General Manager
5-q	Washing dishes	Transfer of virus through handling dirty followed by clean items	Staff, customers	Controlled dishwashing using chemicals and water above 88°C	3	3	9	GM	01/07/2020	Ensure kitchen porters and food service staff wash hands between handling dirty or used and clean crockery	1	3	3	Yes, 01/07/20, General Manager
5-r	Setting tables	Transfer of virus through handling eating implements with contaminated hands	Staff, customers	Use of trays to transport clean cutlery	3	3	9	GM	01/07/2020	Use pochettes to make up cutlery settings; place the pochette on the table at the beginning of that particular service, or when the customer is seated at the table	1	2	2	Yes, 01/07/20, Deputy General Manager

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5-s	Handling glassware and bottles	Transfer of virus through handling drinking surfaces with contaminated hands	Staff, customers	Handle glassware properly	3	3	9	GM	01/07/2020	Remind staff not to handle glassware using drinking surfaces such as the rim of the glass or bottle, to use a tray when transporting drinks or empties; and to sanitise hands between serving drinks and engaging in other activities such as taking payment	1	2	2	Yes, 01/07/20, Deputy General Manager
5-t	Cleaning of food and beverage service areas	Transfer of virus through common touch points	Guests, staff	General cleaning process	3	4	12	GM	01/07/2020	Carry out floor deep clean at night time, including floors and common touch points	1	3	3	Yes, 01/07/20, General Manager; Housekeeping Manager; Night Porter
6 - Guest Check-Out														
6-a	Guest check-out	Process takes too long, increasing likelihood of queues and subsequent contamination risk	Guests and Reception team members	None	3	4	12	GM	01/07/2020	Take payment in advance where the rate agreement allows this	1	3	3	Yes, 01/07/20, General Manager; Reception Manager; Reception Team
6-b	Taking payment for bills	Transfer of virus on cash or payment terminal	Guests, staff	None	3	4	12	GM	01/07/2020	Adopt policy and communicate with guests - contactless payment for transactions up to £45 is preferred; card payment is next preference; and cash is accepted as last resort; provision and use of hand sanitisers for staff at payment terminals; provision and use of anti-bacterial wipes for use on card terminals between uses	2	3	6	Yes, 01/07/20, General Manager; Reception Manager; Reception Team
6-c	Guest check-out	Contamination from reused items such as keycards	Guests and Reception team members	None	3	4	12	GM	01/07/2020	Provide a 'used keycard' receptacle and sanitise cards before re-use	1	3	3	Yes, 01/07/20, General Manager; Reception Manager
7 - Events														
7-a	Hosting wedding ceremony	Large number of guests and staff infected with Covid-19	Guests, staff	None	4	4	16	GM	01/07/2020	Cease all wedding ceremonies until a wedding specific risk assessment has been undertaken; communicate with existing weddings booked for 2020 advising of this measure; ensure policy is communicated to new wedding enquiries as they arise	1	1	1	Yes, 01/07/20, General Manager
7-b	Hosting events	Large number of guests and staff infected with Covid-19	Guests, staff	None	4	4	16	GM	01/07/2020	Cease all events until a specific risk assessment has been undertaken; communicate with existing events booked for 2020 advising of this measure; ensure policy is communicated to new event enquiries as they arise	2	2	4	Yes, 01/07/20, General Manager

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8 - Staff (General)														
8-a	New staff appointed, or staff return to work, or staff attend work	Staff infected with Covid-19 and transmit to others	Guests, staff	None	3	4	12	GM	01/07/2020	Ensure all staff complete a return-to-work questionnaire focused on Covid-19 symptoms; conduct non-contact temperature checks on all staff as they arrive for duty; ensure all staff are instructed to inform management and stay away from work if they have Covid-19 symptoms	2	3	6	Yes, 24/08/20, General Manager
8-b	New staff appointed, or staff return to work	Staff unaware of Covid-19 Hazards and SOPs to mitigate associated risk, thereby running risk of transmission of Covid-19	Guests, staff	Basic training	3	5	15	GM	01/07/2020	Ensure all staff are trained in general workplace Health and Safety and more specifically Risks associated with Covid-19; make SOP document and Risk Assessment available to all staff; ensure any changes or updates are communicated to all staff on a timely basis; conduct employee engagement events to ensure staff can question risk management measures	2	3	6	Yes, 01/07/20, General Manager
8-c	Vulnerable workers in workforce - English not the employee's first language	Not understanding, or not fully understanding control instructions and/or new processes	Staff, guests, visitors	Basic training	3	4	12	GM	01/07/2020	Use clear language in communications; conduct in-person training and facilitate question and answer sessions; test comprehension to confirm key points are understood; supervise worker closely	2	3	6	Yes, 01/07/20, General Manager
8-d	Vulnerable workers in workforce - employees with difficulties understanding complex language or instructions	Not understanding, or not fully understanding control instructions and/or new processes	Staff, guests, visitors	Basic training	3	4	12	GM	01/07/2020	Use clear language in communications; conduct in-person training and facilitate question and answer sessions; test comprehension to confirm key points are understood; supervise worker closely	2	3	6	Yes, 01/07/20, General Manager
8-e	Vulnerable workers in workforce - young employees with limited work experience	Not understanding, or not fully understanding control instructions and/or new processes	Staff, guests, visitors	Basic training	3	4	12	GM	01/07/2020	Use clear language in communications; conduct in-person training and facilitate question and answer sessions; test comprehension to confirm key points are understood; supervise worker closely	2	3	6	Yes, 01/07/20, General Manager
8-f	Clinically extremely vulnerable workers in workforce - workers who have low immune systems	Heightened risk of contracting Covid-19 and potentially more severe health implications	Staff	None	4	4	16	GM	01/07/2020	Ensure all staff complete a return-to-work questionnaire focused on Covid-19 symptoms and any particular health vulnerabilities, best represented by the employee holding a 'shielding' letter from the Chief Medical Officer; make provision for home-working, or isolated on-site working, or extended leave; monitor and review, with a focus on mental as well as physical well-being	2	3	6	Yes, 03/08/20, General Manager

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8-g	Clinically vulnerable workers in workforce - workers who are over the age of 70; who are pregnant; or who have a serious underlying medical condition such as chronic (long-term) respiratory diseases, kidney disease, diabetic	Heightened risk of contracting Covid-19 and potentially more severe health implications	Staff	None	4	4	16	GM	01/07/2020	Ensure all staff complete a return-to-work questionnaire focused on Covid-19 symptoms and any particular health vulnerabilities; make staff aware of the need to notify their employer should their state of health change; make provision for home-working, or isolated on-site working, or extended leave; monitor and review, with a focus on mental as well as physical well-being	2	3	6	Yes, 03/08/20, General Manager
8-h	vulnerable workers in workforce - workers who live with or have regular close contact with shielders in their household or for whom they have a	Heightened risk of contracting Covid-19, transmitting to the vulnerable person	Staff, families of staff	None	3	4	12	GM	01/07/2020	Ensure all staff complete a return to work questionnaire focused on Covid-19 symptoms and any particular health vulnerabilities of members of their household or persons they care for; discuss any concerns on an individual basis; ensure the employee is adhering to uniform wearing, hand hygiene and social distancing protocols, and is observing all risk mitigation factors in the risk assessment; monitor and review	2	3	6	Yes, 01/07/20, General Manager
8-i	New hazards identified, risk level rises locally or new restrictions implemented by authorities	Staff unaware of Covid-19 control measures leading to heightened risk of transmission	Guests, staff	Basic training	2	4	8	GM	01/07/2020	Ensure all staff are included on the 'Flow Hospitality' training and communication platform; management to pursue any instances where colleagues are not completing training or are failing to pass tests	1	3	3	Yes, 01/07/20, General Manager
8-j	Staff meetings with colleagues, customers or sales representatives	Staff infected with Covid-19 and transmit to others	Guests, staff, sales people	None	3	4	12	GM	01/07/2020	Instruct staff to minimise face to face meetings, instead using Zoom or telephone rather than in-person; where in-person is unavoidable maintain social distance, keep meetings short; wear face coverings; do not shake hands	2	2	4	Yes, 01/07/20, General Manager
8-k	Staff general interactions with colleagues, customers or sales representatives	Staff infected with Covid-19 and transmit to others	Guests, staff, sales people	None	3	4	12	GM	01/07/2020	Instruct staff to avoid unnecessary journeys into areas of the hotel other than their specific theatre of work; maintain social distancing at all times; work side-by-side; provide hand sanitiser points in all staff areas and encourage their use; clean high-volume touchpoints frequently; avoid hot-desking; ensure ventilation is running in office areas; encourage staff to take responsibility for their own behaviours; ensure managers and supervisors are monitoring staff adherence with control measures by monitoring; limit numbers of staff taking breaks at the same time	2	3	6	Yes, 01/07/20, General Manager

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8-l	Staff carrying out duties involving touching surfaces	Staff infected with Covid-19 and transmit to others	Guests, staff	None	3	4	12	GM	01/07/2020	Instruct staff to wear PPE including face masks and/or visors; disposable gloves; disposable aprons; provide access to and encourage use of hand sanitisers in offices, kitchens and staff rest areas; remind staff to avoid touching their face; inform staff how to use spray sanitisers and disposable towels	2	3	6	Yes, 01/07/20, General Manager
8-m	Staff clocking in for work	Staff infected with Covid-19 and transmit to others	Guests, staff	None	3	4	12	GM	01/07/2020	Install hand sanitiser beside clocking machine; instruct and remind staff to use it; ensure the clocking machine is sanitised regularly; explore options for contactless replacement	2	3	6	Yes, 01/07/20, General Manager
8-n	Staff wear work clothing to or from work	Covid-19 present on workwear and transmits to others	Guests, staff, staff families	None	3	4	12	GM	01/07/2020	Instruct all staff to wear 'civilian' clothes to and from work, changing into workwear in designated male/female changing areas (extra facilities provided) before starting work and after finishing work; transporting used uniform in a bag to home; laundering daily in a 60°C wash	1	2	2	Yes, 01/07/20, General Manager
8-o	Staff hands contaminated with virus	Staff infected with Covid-19 and transmit to others	Guests, staff, staff families	None	3	4	12	GM	01/07/2020	Install hand sanitiser stations at hotel entry points and in staff areas; train staff in the importance of excellent hand hygiene	2	2	4	Yes, 01/07/20, General Manager
8-p	Staff working in teams	Working in close proximity to colleagues for prolonged periods	All staff	None	3	4	12	GM	01/07/2020	Ensure staff can work side-by-side; abide by social distancing; minimise the amount of time colleagues are working in close proximity	2	3	6	Yes, 01/07/20, General Manager
8-q	Staff wearing face coverings	Staff infected with Covid-19 and transmit to others	Guests, staff, staff families	None	3	4	12	GM	01/07/2020	Advise staff in the correct use of face coverings, including how to wear, how to dispose of, how to clean	2	3	6	Yes, 23/08/20, General Manager