

Hazard Identification & Risk Assessment		Magherabouy House Hotel	Risk Area COVID-19 across all departments	Assessor Trevor Clarke	Denotes 'update'	Denotes 'new'	Initial Assessment 19/06/2020	Previous Assessment 19/11/2020 (v1.9)	Date Assessed 12/05/2021	Review by 31/07/2021	Version 2.0			
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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, 14/05/21, 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	Touch-free hand sanitiser stations have installed immediately outside the main entrance door to hotel reception, within the entrance porch to the Bistro and at the entrance to the Pavilion; 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
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 anti-bacterial 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

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1-h	Measures in place to mitigate Covid-19 risks aren't understood or observed 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; managers to remind customers to comply with risk-mitigations where breaches are detected	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	Ensure all hospitality tray items are disinfected during cleaning of guest bedroom	1	3	3	Yes, 24/05/21, General Manager; Housekeeping Manager
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

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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
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

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2-i	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	Only provide a guest laundry service in exceptional circumstances, such as stays of longer than 5 days	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	Laundrer 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; include new Pavilion area	1	3	3	Yes, 14/05/21, 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; provide covered outdoor seating and terrace seating to enhance capacity and 'fresh air' dining options	1	3	3	Yes, 01/04/21, 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
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; provide covered outdoor seating and terrace seating to enhance capacity and 'fresh air' seating options	1	3	3	Yes, 14/05/21, 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

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3-f	Overcrowding, having too many people in an area at a time	Social distancing made impossible	Guests, staff	Booking arrangements, room layouts, staff briefings	4	3	12	GM	23/09/2020	Identify each common area in the Hotel used by guests; calculate the number of persons that can be seated in that area whilst social distancing is maintained; arrange seating and booking systems accordingly; display the safe operating capacity at the entrance points to the building, and to each separate area; provide covered outdoor seating and terrace seating to enhance capacity and 'fresh air' seating options	1	2	2	Yes, 14/05/21, General Manager. Digitisation of booking system under way to assist with table management, completion by 31/07/21
3-g	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
5 - Food & Beverage Operations														

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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; digitise booking system to regulate bookings and avoid over-booking; provide covered outdoor seating and terrace seating to enhance capacity and 'fresh air' seating options.	1	2	2	Yes, 14/05/21 and 31/07/21, 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. Supplement with digital booking system.	1	3	3	Yes, 17/08/20 and 31/07/21, 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
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

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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 'shielders'; remove bar stools at bar front; provide covered outdoor seating and terrace seating to enhance capacity and 'fresh air' seating options	1	3	3	Yes, 14/05/21, 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 items	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
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 only to customers who are seated at a designated table	2	3	6	Yes, 01/07/20, General Manager

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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
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

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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' receipt 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	Undertake a bespoke, specific risk assessment for and prior to wedding ceremonies and receptions; communicate with existing weddings advising of this measure; ensure policy is communicated to new wedding enquiries as they arise; ensure regulations regarding entertainment are adhered to	2	2	4	Yes, 14/05/21, 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	Undertake a bespoke, specific risk assessment for and prior to all events; communicate with existing events advising of this measure; ensure policy is communicated to new event enquiries as they arise; ensure regulations regarding entertainment are adhered to	2	2	4	Yes, 14/05/21, General Manager
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

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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, diabetes, hepatitis, MS, cancer	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 caring responsibility	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

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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
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	Encourage 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, 14/07/21, 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