

General Hotel Covid-19 Risk Assessment
(Specific department assessments also available)



What are the hazards?	Who might be harmed?	Controls Required	Additional controls
Spread of Covid-19 Coronavirus	Staff Visitors to our premises Cleaners Contractors Drivers Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions Anyone else who physically comes in contact with you in relation to your business	<p>Hand Washing Hand washing facilities with soap and water in place. Stringent hand washing taking place. See hand washing guidance. https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</p> <p>Removing washable face clothes from bathrooms and replace with single use disposable paper towels. https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/</p> <p>Gel sanitisers in any area where washing facilities not readily available</p> <p>Residential guests advised to use bathroom facilities in bedroom rather than public areas – set out in pre arrival letter.</p>	<p>Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace.</p> <p>Encourage staff to report any problems and carry out skin checks as part of a skin surveillance programme https://www.hse.gov.uk/skin/professional/health-surveillance.htm</p> <p>To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice - https://www.publichealth.hscni.net/news/covid-19-coronavirus</p> <p>Automatic hand sanitizer stations available at all entrances and extra stations available throughout hotel including lift & function rooms.</p>
		Use of staff only entrances and toilets to limit use of guest walkways.	Staff to not use main entrance/exit. Front revolving door to be kept out of order as requires contact to be pushed (no option for automatic). Automatic doors either side to be a designated “in” and “out” door. Staff to enter hotel through entrance by Earlham & to check temperature & proceed to staff only toilets to change into uniform. F&B and Kitchen staff to use separate entrance by back of restaurant to help stagger arrival times.
		To maintain social distancing wherever possible for workers, on arrival and departure and to enable handwashing upon arrival.	Staff start times to be staggered. All staff must change into their uniform once at the hotel. Staff appointed bedrooms or staff only changing facilities will be available depending on availability. Soap &

			water to be available in all staff toilets for hands to be washed upon arrival and hand sanitizer to be available in staff room.
		<p>Cleaning Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods.</p>	<p>All departments to have individual cleaning schedules for touch points within their department. Touch points including PDQ machines and pens to be sanitised a minimum of once every 2 hours and cleaning schedule to be regularly checked by HOD's. Touch points must be cleaned with correct sanitiser and blue roll (not reusable cloths) Correct training to be carried out with all staff.</p> <p>Micro static cleaner to be used in all rooms once serviced and doors to be hygienically sealed afterwards with tamper proof sticker. Micro static cleaner also to be used each night in public areas. Staff responsible for using the equipment to be given full training.</p>
		Cleaning of keys in between guests and of shared staff key cards.	Key card sanitising machine to be used on all keys in between use. The keyClean® key card sanitiser oven is specifically designed to decontaminate plastic key cards. UV-C light technology virtually eliminates bacteria, viruses and other pathogens on the card surface. Ozone is produced during the treatment which enhances the disinfection process.
		<p>Social Distancing Social Distancing -Reducing the number of persons in any work area to comply with the safe distance recommended by the Public Health Agency https://www.publichealth.hscni.net/news/covid-19-coronavirus https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people</p>	<p>Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it. Management checks to ensure this is adhered to. Floor markings and barrier systems in use in both staff and public areas of the hotel to aid in social distancing. When working together or sharing the same office space staff to have own designated phones/computer etc and are to regularly sanitise their workstations within the training carried out re touchpoints. Staff to be regularly updated with any changes from government guidelines if recommended distance is reduced/expanded and any floor markings to be adjusted if needed to still meet minimum requirements.</p>

General Hotel Covid-19 Risk Assessment
(Specific department assessments also available)



			Staff not to use lift unless carrying heavy loads. If staff must use the lift, they are to travel solo.
		<p>As per government regulations from 2nd December 2020 under tier 2 guidelines only 1 household or support bubble can socialise in any indoor setting. This includes breakfast/restaurant reservations and bar/lounge areas.</p> <p>Exemptions include: Weddings & funerals (Up to 15 for wedding ceremonies & receptions. Up to 30 for funerals & 15 for wakes)</p> <p>Any tables outdoors are to operate under the rule of 6.</p>	<p>Staff must ask when taking reservations or walk ins, the number of households and deny all bookings for more than 1 household. All current bookings in system to be contacted to confirm they adhere to new guidelines.</p> <p>If the customer confirms they are all from one household, it is then the customers responsibility to be following the rules.</p>
		<p>As per government regulations from 2nd December 2020 under tier 2 guidelines alcohol may only be served as part of a substantial meal.</p> <p>Beverages & non-alcoholic drinks may be served to non-residents during normal opening hours.</p>	<p>This rule must be adhered to for service in the bar, restaurant, lounges & garden. Staff to be trained on what is classed as a “substantial meal” (any meal usually consumed at breakfast, lunch, or dinner time. This can also include afternoon tea) Alcohol may still be ordered as takeaway/room service without a meal but can not be served or drunk in public areas.</p> <p>For restaurant guests and residents, a pre & post dinner drink may be taken in the lounge.</p>
		If a business is serving alcohol: food and drink can only be provided to the customer if they order it, and are served it, whilst they are seated.	Orders can only be placed either using the QR system or table service with a server (this excludes breakfast as no alcohol is served at this time). The bar will remain open, but no orders will be taken at the bar.
		An “appropriate distance” must be kept and maintained between tables by different qualifying groups.	Tables to be set at least 2 metres apart or 1 metre if there are barriers or screens between tables, tables are arranged with back to back seating meaning no person sat on one table faces any person at another tables at a distance of less than 2 metres
		Avoid people working face to face. Preference of working side by side or away from each other.	Re-arrange office/rota scheduling to adapt shift patters and limit number in office to allow staff to work at a safe distance from each other. Where face to face working is still only possible screens must be in place.

General Hotel Covid-19 Risk Assessment
(Specific department assessments also available)



		Using screens or barriers to separate people from each other	Where the safe distance recommended by the Public Health Agency can not be followed screens must be put in place. Perspex screens at reception and in offices where staff work face to face.
		Making staff accessible to guests via phone, emails & guest apps.	Hotel app created to order table service for food & drink and for room service – available to both residents & non-residents. Option for guests to check out over telephone & not at reception desk (communicated through pre stay letter).
		Taking steps to review work schedules including start & finish times/shift patterns, working from home etc. to reduce number of workers on site at any one time. Also relocating workers to other tasks.	Reduce the number of people each person has contact with by introducing “fixed teams or partnering” (so each person works with only a few others) Rota’s to stagger start & break times.
		As of 2 nd December 2020, under tier 2 guidelines an 11pm curfew is in place for all residents & non-residents.	Restaurant opening hours to be adjusted to aid in dining times to be compliant with new law. Last orders are 10pm and all non-residents must be off the premises by 11pm. Bar & restaurant to be vacated by 11pm by both in house and external guests and residents to move to bedrooms. Residents may still order room service from 10pm as long as it is ordered by phone or from ipad/iris and meals must be consumed in room.
		If you live in a Tier 3 area, you must continue to follow Tier 3 rules when you travel to a Tier 1 or Tier 2 area. Avoid travelling outside your area, including for overnight stays, other than where necessary, such as: for work for education to access voluntary, charitable or youth services because of caring responsibilities for moving home to visit your support bubble for a medical appointment or treatment	Guests travelling from a tier 3 area may be permitted to stay (only for the reasons outlined earlier ie essential business travel) as long as they adhere to Tier 3 rules. This means they may not socialise or dine in the bar/restaurant/lounge areas. All food and drink including breakfast must be taken as room service only. Guests will be informed of this in their pre arrival letter. Exception of this is during the Christmas period 23 rd – 27 th Dec where tier 3 guests can travel & dine downstairs as long as they are limited to 1 household.
		<u>Mental Health</u>	Staff “wellness” room to be created in Erpingham suite.

		<p>Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help</p> <p>Reference – https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/ www.hseni.gov.uk/stress</p>	<p>Keep in touch with any off-site workers either furloughed or working from home on their working arrangements including welfare, mental and physical health & personal security.</p>
		<p>Ensuring sufficient rest breaks for staff.</p> <p>Social distancing also to be adhered to in canteen area and smoking area.</p>	<p>Staff canteen located in Erpingham to aid social distancing. Staff to bring in own lunches and fridges to store them in are to be provided. Staff breaks, including smoking, breaks to be staggered to aid social distancing. No more than 2 members of staff in smoking area at any 1 time.</p>
		<p>PPE Where Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided. Staff will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely.</p> <p>Staff to be supplied with relevant PPE and ensure enough levels of PPE are always available</p>	<p>Staff to be reminded that wearing of gloves is not a substitute for good hand washing. Enough PPE to be provided so that staff can frequently change and dispose of old gloves. If gloves are to be worn, then staff are to still clean regularly with hand sanitiser and follow the same methods of handwashing after in contact with touch points.</p> <p>Company branded face masks (N95) supplied to all staff. Must be worn at all times unless exempt for medical reasons. Visors to be provided for those not wanting to wear masks.</p> <p>Maids & room service staff to also wear disposable aprons (provided by hotel).</p> <p>Extra disposable masks (individually sealed) and gloves readily available for guests should they require. Mandatory for guests to wear masks in communal corridors. Guests made aware of this through pre stay information letter.</p>

		<p>Signage Communicate through signage and/or other means, explanations of social distancing rules, one-way signage, and additional hygiene measures are in place to protect staff</p> <p>Provide clear signage for new lift rule.</p> <p>Use of signage (for example, posters or leaflets on basic hygiene practises such as handwashing in each room)</p>	<p>Update website & blog with safeguarding procedures. Pre arrival letters to inform guests of changes. Signs on social distancing displayed in entrances and throughout hotel as well as floor markings to manage queues.</p> <p>Only one household per lift at a time. Hand sanitiser to be available near lift.</p> <p>“How to wash hands” poster in all bathrooms (Guests rooms and public area toilets). Use of pictures on poster to communicate to those of different languages.</p>
		<p>Following government regulations enforced from 24th September 2020 a QR code is to be displayed within the premises to enable an individual with a smartphone in their possession to scan the QR code as, or immediately after, the enter the premises.</p>	<p>QR code to be placed at reception for non-residents parking & entering the hotel to complete & QR codes in F&B to be provided to non-residents within public areas.</p> <p>QR codes to be scanned in front of a member of staff or guests must provide details manually to staff.</p> <p>Every member of the group must provide details or a single member must provide those details in place of any other member of the group (for example if the member is under 16). The following information must be obtained:</p> <p>The name of the individual, telephone number, email address if telephone number is not available, postal address if individual is unable to provide an email address, the date and time the individual entered the premises.</p>
		<p>Supporting the NHS Test & Trace by keeping a record of customers and visitors for at least 21 days</p>	<p>Reception to check all contact details for guests on their booking is correct and up to date. All tables for food & drink to be logged on Res Diary with guest’s name and contact details. Hotel app to order food & drink to have mandatory fields to fill into place order asking for guest information.</p>
		<p>Conduct a screening of staff, contractors & guests whilst adhering to social distancing measures.</p>	<p>A twin lens thermal screening camera to be installed in the reception area to check guest and staff temperature during arrival at the hotel. The thermal camera is connected to the hotel server and provides</p>

			real time images and alerts to all PC and laptop users when abnormal temperatures are detected. The hotel management team will implement a standard operating procedure to manage guests that have an abnormally high temperature. Secondary temperature testing will be undertaken using a certified handheld medical thermometer.
		Encourage contactless payments or pre-payments for rooms as part of the online booking, where possible, to limit cash payment for bills	Cash no longer accepted on premises – signs displayed in windows & guests told prior to their arrival. Contactless & apple pay accepted on all PDQ machines up to the value of £45.
		<p><u>Dealing with Covid-symptomatic guest</u> All staff to be made aware of procedure to follow if a guest in house develops COVID-19 symptoms to ensure no onward risk of infection to other guests or workers. The latest advice regarding COVID-19 measures (from government website) and telephone numbers of key contacts should be available at reception should a member of staff or guest become ill</p>	<p>If upon check in guest has a high temperature of above 38 degrees, they may be refused check in. Staff with high temperature to be sent home and are to self-isolate for recommended number of days as outlined by the Government. Reception staff & management to undergo training of how to handle situation so guest does not feel victimised. Staff to stay a safe distance at all times whilst providing gracious hospitality. Mask to be provided for guest until further steps can be taken. Should guest be unable to return home SOP is to be followed for suspected in-house COVID-19 guest.</p>
		<p><u>Training</u> Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work. Providing clear, consistent, and regular communication to improve understanding and consistency of ways of working. Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements.</p>	<p>Regular staff conference calls to keep all staff up to date with changes and policies. All staff to receive training on new procedures in place along with singing off SOP's and reading relevant risk assessments. Management of HOD's responsibility to make sure staff are aware of new procedures before their arrival back to work. "Covid-champions" appointed by staff as a committee to channel information and questions/concerns raised by staff. Return to work form to be completed before start of staff's first shift back.</p>

General Hotel Covid-19 Risk Assessment
(Specific department assessments also available)

