

Risk Assessment

Company name: Brook Red Lion Hotel

Assessment carried out by: Sam Ummat

Date of next review: 2.11.20

Date assessment was carried out: 2.10.20

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Keeping Customers and Employees Safe	Failure to manage the Health and Safety of Customers & Employees resulting in an increased potential for transmission of virus due to non-adherence to safe working practices.	<ul style="list-style-type: none"> Increased the frequency of handwashing and surface cleaning. Including disinfection of high footfall areas, common touchpoints and toilets. 2m social distancing throughout the hotel. Screen in place at reception to separate staff from customers. Hand sanitising points throughout the hotel to encourage guests to use handwashing facilities as they move between areas. One-way system in practise throughout the hotel. Contactless payments and pre-payments for rooms are encouraged to limit cash payments for bills. Guests encouraged to wear facemasks in communal corridors. 	Checking government guidance on the opening of additional guest facilities.	General Manager.	Checked on a weekly basis.	Yes.

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		<ul style="list-style-type: none"> • Ensuring all housekeeping staff follow government handwashing guidelines. • Check-in time reduced to make the activity time as short as possible. • Rooms are not serviced during the guests stay and fresh towels are placed outside the room. • All guests are informed prior to arrival about visiting the premises. • Marker placed at reception to maintain social distancing. • All guest details accessible to staff, so that they contact guests via telephone or email during their stay. • No music is played in the hotel to discourage shouting that could lead to transmission. • Customers are aware of, and encouraged compliance with, limits and gatherings upon check-in. • Banqueting services are not offered. • Customer records are kept for 21 days post stay to assist with NHS Test and Trace. 				


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		<ul style="list-style-type: none"> Hotel staff will not assist guests with luggage to minimise contact. 				
<p>Managing Service of Food & Drink at the Restaurant</p>	<p>Failure to manage interactions at the venue resulting from service of food and drink resulting in an increased potential for transmission of virus due to non-adherence to safe working practices.</p>	<ul style="list-style-type: none"> Guest details to be taken and kept for 90 days to assist with Track and Trace All employees must wear unsoiled clean laundered uniforms every day. Chefs must wear masks as standard while on shift. All front of house staff to place their working cloths into sealed bag to carry home. BOH teams and food runners MUST wear approved disposable mask while on shift (provided onsite). These should be changed once a shift or if they become damp, soiled, or if you have touched it. When wearing disposable gloves for any duty the employees must remember to dispose of and refresh them every 30 minutes, and also if they leave the premise at any point (break etc). Hands need to be always wash before putting gloves on If leaving and returning the site after a long break, the team member will complete the process as if it was the beginning of their shift. Ensure all reservation times are staggered to avoid queuing at reception. 'Return times' will be given to all reservations. All tables are to be spaced 2 meters apart. 	<p>Weekly review to see if additional practises need to be added.</p>	<p>General Manager.</p>	<p>Weekly.</p>	<p>Yes.</p>

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		<ul style="list-style-type: none"> • To help avoid further queuing the coat check will not be offered to guests on arrival • Menus will now be disposable. • Table mise en place is now reduced to avoid contamination • The guest self--service of food, cutlery and condiments will be minimised to reduce risk of transmission. For example, providing cutlery and condiments only when food is served / requested. • Waiter stations will be stocked with sanitising wipe packs for your request. • Making guest aware of, and encouraging compliance with, limits on gatherings on arrival or at booking. Indoor gatherings are limited to members of any two households. outdoor gatherings are limited to 6 people from any number of households • Don't exceed the maximum number of guests allow according to the restaurant capacity to meet the social distance guidelines. • A pre-order service will be offered to those guests choosing to dine on 'Non-Contact' service. • Ensure guests queue at a safe distance for toilets • Remind guest who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines 				

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		<p>In the event of adverse weather conditions, being clear that guest cannot seek shelter indoors unless social distancing can be maintained.</p> <ul style="list-style-type: none"> • For payment, all leather bill folders have been replaced with bill trays to minimize contact. • The restaurant is now a cashless restaurant as standard • Clear guidance on expected guest behaviours, social distancing and hygiene to people on or before arrival, in online booking forms, our website and on-site signage. Our guests must understand that failure to observe safety measures will result in service not being provided. • Written and spoken communication is provided about the latest guidelines to both our teams and guests inside and outside of the restaurants • All bar stools have been temporarily removed from bar and lounge areas. • Vertical drinking will not be permitted until further notice. • Bar tops will be cleared of garnishes, herbs, and caddies to ease the cleaning and sanitizing of it. Bartenders must sanitize their bar tools regularly and after sharing. • All water and wine bottles must be sanitized before serving. 				

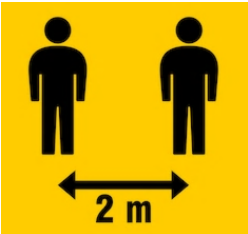
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		<ul style="list-style-type: none"> Room Service: <p>Disposable packaging is used, and the food is left outside the door. Staff will knock on the door and step away.</p> <p>We will inform the guest as to whether leave the tray outside the door for collection or to leave it in their room.</p> <p>When trays are picked up, they will be taken to the relevant area and disinfected- crockery and cutlery to go in the dishwasher, and the tray to be disinfected.</p> <p>Staff will wash their hands immediately after handling trays.</p> <p>The cost is added to the bill and settled upon check out. No payment is taken at the time of service. Cutlery and condiments are only provided when food is served via room service.</p> <p>Only disposable condiments provided.</p> <p>The food service procedure will be explained to guests upon ordering.</p> <p>Staff will wash their hands prior to taking room service to the guest.</p>				

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Guest Behaviour	Failure to manage guest behaviour can result in an increased potential for transmission of virus due to non-adherence to safe working practices.	<ul style="list-style-type: none"> • Clear guidance provided on social distancing to guests before arrival and on arrival. This is through signage, visual aids, on our website and from a pre-arrival call. • Guests are reminded of social distancing upon check-in. • Guests are informed upon check-in that they should be prepared to remove face coverings if asked to do so by police officers and staff for the purpose of identification. 	Checking government guidance on social distancing.	Head office.	Weekly.	Yes.
Staffing	Hotel staff and guest	<ul style="list-style-type: none"> • Workers may attend work where: • They cannot reasonably work from home (which is the case for most of the workforce at the restaurant). • They are not showing symptoms of coronavirus. • Neither themselves nor any of their household are self-isolating within 14 days of the day when the first member of their household showed symptoms. • No worker is to attend work if they do not meet these criteria. • Any worker who is at increased risk of severe illness from Coronavirus (Covid-19) is not permitted to attend work due to the increased risks. 	<ul style="list-style-type: none"> • Do not attend the workplace if you have any of the following symptoms: • High temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature) • New, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may • Loss of taste or smell. • Place additional signage at the premises entrance to ask customers not to enter the premises if they have symptoms of Covid-19. 	General Manager and staff.	On review.	Yes.

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			 <ul style="list-style-type: none"> <i>Example.</i> 			
<p>Food Preparation Areas</p>	<p>Failure to maintain social distancing and reduce contact where possible in kitchens and other food preparation areas.</p> <p>COVID-19 is a respiratory illness. It is not known to be transmitted by exposure to food.</p>	<ul style="list-style-type: none"> The company follows current government guidance on managing food preparation and food service areas. Kitchen access will be restricted where possible to waiting staff; phone system in place to use between floors. Regular cleaning within the kitchen area. Waiting staff will not be required to access walk in pantries/freezers etc. 	<ul style="list-style-type: none"> Complete the FSA Covid-19 re-opening checklist prior to reopening to support this assessment (copy provided with assessment). Complete the FSA “personal hygiene and fitness to work” checklist prior to reopening to support this risk assessment (copy provided with assessment). 	<p>General Manager</p>	<p>04/07/2020</p>	<p>Yes</p>
<p>Workforce Management Communication and training</p>	<p>Failure to provide appropriate communication and training to staff resulting in an increased potential for transmission of virus</p>	<ul style="list-style-type: none"> All workers to read and understand this Risk Assessment & Safe System of Work. All workers are briefed and understand the company procedures for safe working. 	<ul style="list-style-type: none"> Display Covid-19 information posters on the Company notice board. Consult with the workforce on how the company is looking to control the risks e.g. options such as face visors 	<p>General Manager</p>	<p>06/07/20</p>	<p>Yes</p>

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	due to non-adherence to safe working practices.	<ul style="list-style-type: none"> Managers will continue to monitor UK Government Guidance and instruction on Covid-19 response requirements. Supervisors will monitor working practices within the premises and challenge any person not working in alignment with the Safe System of Work and/or not adhering to social distancing. Managers will remind workers to follow social distancing advice and wash their hands regularly. Suitable levels of Supervision will be in place at all time that the outlet is open. 	for those working behind the restaurant.			
Housekeeping All guest rooms	Hotel guests and staff	<ul style="list-style-type: none"> The hotel will review the cycle of cleaning and in-room services to take into account different lengths of stay. Room cleaning will be undertaken in the absence of the guests unless it is difficult for the guest to leave the room (e.g. due to mobility difficulties) whereupon social distancing shall be observed in the presence of the guest. The frequency of cleaning, requirement for the guest to vacate the room and any other relevant criteria to be communicated 	Monitor and maintain existing controls.	General Manager and housekeeping team.	Daily.	Yes.

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		<p>appropriately, including in pre arrival communications.</p> <ul style="list-style-type: none"> • Hand contact surfaces will be disinfected, A list of all the touch points which will include, but is not limited to the following , all of which would, as a minimum will be disinfected when a guest checks out: • Light switches. • Beside tables • Remote control • Taps • Flush handles • And toilet seats • Door handles -inside and out • Hairdryer handles • Iron and ironing boards, trouser press • Wardrobe doors • Heater controls 				
<p>Inbound and Outbound Goods</p>	<p>Failure to maintain compliance with social distancing or limit surface contact during completion of the task resulting in increased risk of transmission.</p>	<ul style="list-style-type: none"> • Deliveries to the premises to be agreed in advance to allow for suitable levels of planning. • Deliveries of food stuffs and supplies to be taken in at the side door to the premises (via the passageway). • No delivered items should be physically handed over to any worker. There should 	<ul style="list-style-type: none"> • Paperwork should not be shared/handled. This includes the sharing of pens. Where practical the company should arrange for electronic transfer of delivery notes etc. 	<p>Hotel staff.</p>	<p>Daily.</p>	<p>Yes.</p>

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		<p>instead be a set drop-off point agreed in advance of the delivery to our premises.</p> <ul style="list-style-type: none"> • Social distancing measures must be in place when a delivery driver is on the premises. • Deliveries generally arrive first thing in the morning when less workers/members of the public are present. 				
<p>Meetings/Training Sessions</p>	<p>Potential for Cross Contamination/ Spread of Virus.</p>	<ul style="list-style-type: none"> • Only absolutely necessary meeting will be held in person: the following rules shall apply: • Only essential participants will attend. • Attendees should be two metres apart from each other.  <ul style="list-style-type: none"> • Rooms must be well ventilated / windows opened to allow fresh air circulation. 	<ul style="list-style-type: none"> • Managers to continue to monitor the effectiveness of existing risk controls and amend as required. 	<p>Hotel staff.</p>	<p>Weekly.</p>	<p>Yes.</p>

More information on managing risk: www.hse.gov.uk/simple-health-safety/risk/

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