

## Risk Assessment

Company name: Brook Mollington Banastre Hotel & Spa

Assessment carried out by:

Sam Ummat

Date of next review: 30.07.20

Date assessment was carried out:


30.06.20

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"> <li>Increased the frequency of handwashing and surface cleaning. Including disinfection of high footfall areas, common touchpoints and toilets.</li> <li>2m social distancing throughout the hotel.</li> <li>Screen in place at reception to separate staff from customers.</li> <li>Hand sanitising points throughout the hotel to encourage guests to use handwashing facilities as they move between areas.</li> <li>One-way system in practise throughout the hotel.</li> <li>Contactless payments and pre-payments for rooms are encouraged to limit cash payments for bills.</li> </ul>	Checking government guidance on the opening of additional guest facilities.	General Manager.	Checked on a weekly basis.	Yes.

		<ul style="list-style-type: none"> <li>• Guests encouraged to wear facemasks in communal corridors.</li> <li>• Ensuring all housekeeping staff follow government handwashing guidelines.</li> <li>• Check-in time reduced to make the activity time as short as possible.</li> <li>• Rooms are not serviced during the guests stay and fresh towels are placed outside the room.</li> <li>• Tea and coffee facilities have been removed from all rooms.</li> <li>• All guests are informed prior to arrival about visiting the premises.</li> <li>• Marker placed at reception to maintain social distancing.</li> <li>• All guest details accessible to staff, so that they contact guests via telephone or email during their stay.</li> <li>• No music is played in the hotel to discourage shouting that could lead to transmission.</li> <li>• Customers are aware of, and encouraged compliance with, limits and gatherings upon check-in.</li> <li>• Banqueting services are not offered.</li> </ul>				
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		<ul style="list-style-type: none"> <li>Customer records are kept for 21 days post stay to assist with NHS Test and Trace.</li> <li>Hotel staff will not assist guests with luggage to minimise contact.</li> </ul>				
<b>Managing Service of Food &amp; Drink at the Restaurant</b>	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.	<ul style="list-style-type: none"> <li>Cutlery and condiments provided when food is served.</li> <li>Table service only.</li> <li>Customers will not pay at the counter.</li> <li>The bill will be brought with beverages at the beginning of the meal to provide a quicker process at the end of the meal.</li> <li>The bill will be provided in a 'payment tray' (sanitised after every use).</li> <li>Sign placed on the payment tray reminding diners that the waiting staff take will payment.</li> <li>Contactless payments taken at the table.</li> <li>Cash will be placed in the payment tray and taken to the till by the waiting staff.</li> <li>Diners who require sauces will be provided with a small pot of sauce for personal use.</li> <li>Where it is not practical to provide sachets of salt/vinegar the condiment</li> </ul>	<ul style="list-style-type: none"> <li>Place a sign at the counter "please pay at table".</li> <li>Where practical, assign waiting staff to specific tables.</li> <li>Remove tubs of loose drinking straws; replace with singular wrapped straw and provided on request.</li> <li>Implement a system of work to ensure:</li> <li>Frequent changing of disposable gloves.</li> <li>Regular sanitisation &amp; cleaning of visors (inside and outside surfaces).</li> </ul>	General Manager.	04.07.20	Yes.

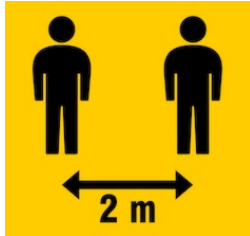
		<p>containers will be cleaned after every use.</p> <ul style="list-style-type: none"> <li>• Windows will be opened where practical to increase through ventilation within the restaurant.</li> <li>• Takeaway area is separate from the restaurant.</li> <li>• Dumb waiter provided which minimises interactions between waiting staff and kitchen staff.</li> <li>• Waiting staff to wear:</li> <li>• Clear face visors.</li> <li>• Disposable powder free nitrile gloves.</li> </ul>				
<b>Guest Behaviour</b>	<p>Failure to manage guest behaviour can result in an increased potential for transmission of virus due to non-adherence to safe working practices.</p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Guests are reminded of social distancing upon check-in.</li> <li>• 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.</li> </ul>	<p>Checking government guidance on social distancing.</p>	<p>Head office.</p>	<p>Weekly.</p>	<p>Yes.</p>

Staffing	Hotel staff and guest	<ul style="list-style-type: none"> <li>Workers may attend work where:</li> <li>They cannot reasonably work from home (which is the case for most of the workforce at the restaurant).</li> <li>They are not showing symptoms of coronavirus.</li> <li>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.</li> <li><b>No worker is to attend work if they do not meet these criteria.</b></li> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>Do not attend the workplace if you have any of the following symptoms:</li> <li><b>High temperature</b> – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)</li> <li><b>New, continuous cough</b> – 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</li> <li><b>Loss of taste or smell.</b></li> <li>Place additional signage at the premises entrance to ask customers not to enter the premises if they have symptoms of Covid-19.</li> </ul>  <ul style="list-style-type: none"> <li><b>Example.</b></li> </ul>	General Manager and staff.	On review.	Yes.
Food Preparation Areas	Failure to maintain social distancing and reduce contact where possible in kitchens and	<ul style="list-style-type: none"> <li>The company follows current government guidance on managing food preparation and food service areas.</li> </ul>	<ul style="list-style-type: none"> <li>Complete the FSA Covid-19 re-opening checklist prior to reopening to support this assessment (copy provided with assessment).</li> </ul>	General Manager	04/07/2020	Yes

	<p>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"> <li>Kitchen access will be restricted where possible to waiting staff; phone system in place to use between floors.</li> <li>Regular cleaning within the kitchen area.</li> <li>Waiting staff will not be required to access walk in pantries/freezers etc.</li> </ul>	<ul style="list-style-type: none"> <li>Complete the FSA “personal hygiene and fitness to work” checklist prior to reopening to support this risk assessment (copy provided with assessment).</li> </ul>			
<b>Workforce Management Communication and training</b>	<p>Failure to provide appropriate communication and training to staff resulting in an increased potential for transmission of virus due to non-adherence to safe working practices.</p>	<ul style="list-style-type: none"> <li>All workers to read and understand this Risk Assessment &amp; Safe System of Work.</li> <li>All workers are briefed and understand the company procedures for safe working.</li> <li>Managers will continue to monitor UK Government Guidance and instruction on Covid-19 response requirements.</li> <li>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.</li> <li>Managers will remind workers to follow social distancing advice and wash their hands regularly.</li> <li>Suitable levels of Supervision will be in place at all time that the outlet is open.</li> </ul>	<ul style="list-style-type: none"> <li>Display Covid-19 information posters on the Company notice board.</li> <li>Consult with the workforce on how the company is looking to control the risks e.g. options such as face visors for those working behind the restaurant.</li> </ul>	General Manager	06/07/20	Yes

<b>Housekeeping</b>  All guest rooms	Hotel guests and staff	<ul style="list-style-type: none"> <li>The hotel will review the cycle of cleaning and in-room services to take into account different lengths of stay.</li> <li>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.</li> <li>The frequency of cleaning, requirement for the guest to vacate the room and any other relevant criteria to be communicated appropriately, including in pre arrival communications.</li> <li>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: <ul style="list-style-type: none"> <li>Light switches.</li> <li>Beside tables</li> <li>Remote control</li> <li>Taps</li> <li>Flush handles</li> <li>And toilet seats</li> <li>Door handles -inside and out</li> <li>Hairdryer handles</li> <li>Iron and ironing boards, trouser press</li> <li>Wardrobe doors</li> <li>Heater controls</li> </ul> </li> </ul>	Monitor and maintain existing controls.	General Manager and housekeeping team.	Daily.	Yes.
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<b>Inbound and Outbound Goods</b>	Failure to maintain compliance with social distancing or limit surface contact during completion of the task resulting in increased risk of transmission.	<ul style="list-style-type: none"> <li>Deliveries to the premises to be agreed in advance to allow for suitable levels of planning.</li> <li>Deliveries of food stuffs and supplies to be taken in at the side door to the premises (via the passageway).</li> <li>No delivered items should be physically handed over to any worker. There should instead be a set drop-off point agreed in advance of the delivery to our premises.</li> <li>Social distancing measures must be in place when a delivery driver is on the premises.</li> <li>Deliveries generally arrive first thing in the morning when less workers/members of the public are present.</li> </ul>	<ul style="list-style-type: none"> <li>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.</li> </ul>	Hotel staff.	Daily.	Yes.
<b>Meetings/Training Sessions</b>	Potential for Cross Contamination/ Spread of Virus.	<ul style="list-style-type: none"> <li>Only absolutely necessary meeting will be held in person: the following rules shall apply:</li> <li>Only essential participants will attend.</li> <li>Attendees should be two metres apart from each other.</li> </ul>	<ul style="list-style-type: none"> <li>Managers to continue to monitor the effectiveness of existing risk controls and amend as required.</li> </ul>	Hotel staff.	Weekly.	Yes.

		 <ul style="list-style-type: none"> <li>Rooms must be well ventilated / windows opened to allow fresh air circulation.</li> </ul>				
<b>Customer Toilets</b>	<p>Failure to ensure that toilets are kept open and to ensure/promote good hygiene, social distancing, and cleanliness in toilet facilities.</p> <p>Public toilets, portable toilets and toilets inside premises should be kept open and carefully managed to reduce the risk of transmission of COVID-19.</p>	<ul style="list-style-type: none"> <li>One W/C provided on the premises (located on the same floor as the restaurant).</li> <li>Single occupancy W/C.</li> <li>Hot running water provided.</li> <li>Liquid soap provided.</li> </ul>	<ul style="list-style-type: none"> <li>Advise disabling the hand dryer in the W/C and provide a good supply of disposable paper towels.</li> <li>Provide (minimum 60%) alcohol-based hand sanitiser at the entrance are to the W/C.</li> <li>Implement an hourly cleaning programme for the W/C – place a visible cleaning schedule at the W/C area.</li> <li>Provide handwash guidance posters in the W/C.</li> </ul>	General Manager.	04.07.20	Yes.
<b>Room Service</b>	Hotel guests and staff.	<ul style="list-style-type: none"> <li>The Hotel will manage expectations and ensure that guests know that staff will have to operate social distancing as and</li> </ul>	<ul style="list-style-type: none"> <li>Monitor and maintain existing controls.</li> </ul>	General Manager.	Weekly.	Yes.

		<p>the room service will not be brought into the room.</p> <ul style="list-style-type: none"> <li>• The service and process will be explained to guests on ordering.</li> <li>• Staff will wash their hands before picking up the room service tray to take to the guests.</li> <li>• If possible, butlers trays which can be left of the floor next to the door will be used, Where this is not possible other way to protect the order will be implemented, such as a small light table, or a folding luggage rack both of which will be disinfected first.</li> <li>• Staff will knock on the door and leave the tray outside the door and step away. The guest can then pick up the tray, and the staff can remove the tray stand or table.</li> <li>• The member of staff will wash their hands afterwards.</li> <li>• Avoid any paperwork.</li> <li>• If the guest wants to tip then this should be done on the bill. The hotel will discourage the use of cash.</li> <li>• The Hotel will make clear whether guests are expected to retain their tray in their room, for later collection, or to</li> </ul>				
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		<p>leave the tray outside their door, for collection.</p> <ul style="list-style-type: none"> <li>Where guests are expected to leave trays outside their doors, a system will be in place to ensure regular timely collection, to reduce clutter of corridors and reduce cross contamination risks.</li> <li>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.</li> <li>Any linen will be used in line with new housekeeping standards.</li> <li>Staff will be wash their hands immediately after handling the trays.</li> <li>Single use items will be used where possible and disposed of in accordance with relevant guidelines.</li> </ul>				
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More information on managing risk: [www.hse.gov.uk/simple-health-safety/risk/](http://www.hse.gov.uk/simple-health-safety/risk/)