

HART'S HOTEL & KITCHEN
RISK ASSESSMENT FORM

Work Activity: Re-opening considerations post 2020 COVID-19 Pandemic
People affected: All staff and visitors (guests and contractors) to the area.
Hazards: Spread of COVID-19 virus through close proximity to others Shared equipment, facilities, Direct contact with others and shared work spaces and surfaces Psychological and emotional stress for operatives

Use the scoring description below and the grid to assess the risk rating of the hazard

Scale	Likelihood	Severity
1	20>% chance of occurrence	Minor inconvenience
2	21-40% chance of occurrence	Minor injury/ First aid required
3	41-60% chance of occurrence	Moderate injury/ A&E required
4	61-80% chance of occurrence	Major injury/ hospitalisation & possible rehabilitation/ period of absence from work
5	80<% chance of occurrence	Death/ severe debilitation

Likelihood X Severity	1	2	3	4	5
1	LOW RISK				
2					
3		X ²			
4					
5			X ¹		

This risk assessment forms the master template for the Harts Hambleton Ltd COVID-19 reopening controls. It has been produced by Environmental Health Associates Ltd for approval by the Senior Management Team. Like all standard H&S risk assessments, this document details the controls that have been devised to ensure the safety of staff and guests on the premises. It is therefore vitally important that each staff member reads and understands each and every one of these controls and that they ensure that they adhere to them. If this cannot be achieved, then the Senior Management Team must be notified immediately.

RISK ASSESSMENT FORM

CONTROLS TO BE IMPLEMENTED – STAFF & CONTRACTORS	RESPONSIBILITY:	COMMENT:
<p>1. Staff should not be encouraged to return to work if they are categorised as an ‘extremely vulnerable’ or ‘vulnerable person’, according to the Government Guidance. This could cause them to be subjected to risk either whilst at work or during their transport to or from work, so this risk should be eliminated if possible There are two Groups identified by the Government:</p> <p>Clinically Extremely Vulnerable - those that have had a letter and are advised to shield i.e. not leave the house at all. This refers to a very small group of people – specific cancer, severe respiratory illnesses, severe immunosuppressants etc</p> <p>https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19</p> <p>Clinically Vulnerable – This is a much larger list and includes anyone over 70, people with milder respiratory illnesses i.e. asthma, those with neurological diseases (Parkinsons / MS), chronic heart disease, liver disease, kidney diseases, immune suppressed, diabetes, BMI over 40 and pregnant women.</p> <p>They are advised to stay at home as much as possible and, if you do go out, take particular care to minimise contact with others outside your household.</p> <p>https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing</p>	All staff	
<p>2. If a staff member is classified as ‘extremely vulnerable’ or ‘vulnerable person’ and wishes to return to work they must be identified so that their working environment can be assessed specifically and any additional controls be agreed and implemented. They should not be allowed to return to work until the Government Guidance states that this is allowed and their working environment has been assessed</p>	All staff	
<p>3. If staff can work from home, then this is encouraged wherever possible to reduce the number of staff in the premises at any one time and reduce the amount of travelling within the community. Roles have been assessed by HOD’s and all that can work from home, are, those that are not able to have other safeguarding measures in place</p>	All staff	

RISK ASSESSMENT FORM

<p>4. Staff rotas and working patterns to be reviewed to ensure that staff are not entering and egressing the premises in large groups at certain similar times, instead entry and egress must be staggered as much as possible throughout the day so as to reduce risk of contact or clustering</p>	All staff	
<p>5. If travelling to the premises, staff should travel independently if possible (unless from the same household), driving, cycling or walking are preferred means over public transport. If public transport is required, consider wearing gloves, a face covering and using alcohol gel as soon as you disembark from the public transport. Avoid touching anything whilst on public transport and do not sit within 2m of anyone else, sit by an open window if possible</p>	All staff	
<p>6. If staff show symptoms at any time they must leave the premises immediately and report back to their line manager by telephone. They are responsible for monitoring their own health daily and reporting to their line manager if they notice any deterioration in their health. Guidance states the following for symptoms</p> <p>“if you live alone and you have symptoms of coronavirus illness (COVID-19), however mild, stay at home for at least 7 days from when your symptoms started. (The ending isolation section below has more information)</p> <p>After 7 days, if you do not have a high temperature, you do not need to continue to self-isolate. If you still have a high temperature, keep self-isolating until your temperature returns to normal. You do not need to self-isolate if you only have a cough or anosmia after 7 days, as these symptoms can last for several weeks after the infection has gone”.</p> <p>Staff members are strongly encouraged to get tested for COVID-19 as soon as they exhibit any symptoms.</p> <p>If they test negative, they will be allowed to return to work</p>	All staff	
<p>7. If any staff member's household member shows symptoms, staff must not attend work and report this issue by telephone to their line manager, all other household members who remain well must stay at home and not leave the house for 14 days. The 14-day period starts from the day when the first person in the house became ill.</p>	All staff	
<p>8. Staff should be encouraged to follow social distancing and household isolation guidance whilst outside of work so that they reduce the risk of contracting COVID-19 away from the premises, but then bring it into the premises when they attend for work</p>	All staff	

RISK ASSESSMENT FORM

9. Staff must wash their hands for at least 20 seconds with hot water and antibacterial soap and then use alcohol gel as soon as they arrive on site.	All staff	
10. Staff shifts will be staggered to spread out arrival and departure times. How do staff clock in and out? This needs to be considered if there are any congestion or touch points?	All staff	
11. The staff canteen will be extended to include the addition of another room. Any Harts prepared food will be pre-packed or plated for staff meals and not served from gastros. Staff should keep a safe social distance when having lunch breaks and sanitise their area before and after taking a break.	All staff	
12. Staff should be discouraged from taking breaks together and meeting another member of staff (unless they are from the same household). If they do take breaks together they should remain at least 2m apart at all times	All staff	
13. Consideration must be given to one way traffic routes to avoid crossing paths in staff only areas. Where one way systems cannot be implemented a call, nod or bell system should be implemented so that staff can be alerted to oncoming staff traffic and ensure that they maintain a safe distance whilst their paths cross. A safe distance would not be achievable on the stairs so one must ascend or descend before the other for example	Senior Management Team	
14. Signs will be drawn up to identify any agreed one way systems or areas of higher risk where one ways cannot be achieved or where multiple working or bottle necks are likely so that all staff are aware of these areas.	Senior Management Team	
15. Where there are several individuals working in one environment (I.E an office), visitors to this area should be discouraged. If necessary to visit, appointments should be made so that these can be staggered. We aim to discourage flow of personnel as much as possible, and where this cannot be avoided, we must maintain social distancing	All staff	
16. Where possible meetings should take place outdoors, or in well ventilated areas with few contact points. If this is not possible, meetings must be staggered with sufficient time between them to disinfect the room before the subsequent meeting. Where possible doors should be left open (where whether and security permit)	All staff	

RISK ASSESSMENT FORM

<p>17. Office space should be re-thought to enable social distancing. Either: desks removed or marked out of service or rule to only use one 2m away from others</p> <p>Individuals must be held responsible for disinfecting the workstation prior to starting work that day and also before leaving to ensure that it is clean for the next person. It is prohibited to sit on a desk next to someone unless there is at least 2m distance between the two</p>	All staff	
<p>18. Staff should keep a minimum 2 meters apart whilst working on the premises at all times where possible, this will be monitored by senior members of staff and anyone found not to be following this guidance will be consulted. A second repeat breach of the guidance would necessitate retraining of that staff member and could see disciplinary action being taken. This will consist of a verbal warning on the second breach and a written warning on the third breach.</p>	All staff	
<p>19. Where it is impossible to maintain a 2m distance from a colleague, staff must ensure that they are taking all precautions available to ensure their safety. They must practice good personal hygiene and not cough, sneeze or spit in the vicinity or direction of the other staff member. They must have the backs to them if possible so that any projected droplets travel away from the other staff member. They should wear a face covering</p>	All staff	
<p>20. Staff should not share any vehicles with any unknown person who they cannot be sure is free from potential infection (I.E. not an employee so not in receipt of the same risk assessments, policy, training guidelines, etc). If staff must share vehicles efforts should be made to sit apart – I.E one driver and one back seat passenger. If there is only 1 row of seats all windows should be kept open to allow for fresh air circulation.</p>	All staff	
<p>21. Staff should have the means of making emergency contact with other staff or offices if required, rather than needing to seek out assistance, so all staff are permitted to carry their mobile phone on their person, providing that it is stored discretely and on silent whilst working</p>	All staff	
<p>22. All visitors should be prearranged where possible. They will be asked to sign in & out near reception with their own pen. All visitors should sign the Visitor Risk Assessment and be given a copy of the COVID-19 Visitor Policy to read prior to their arrival. This responsibility sits with the Visitor Host.</p>	Visitor hosts	

RISK ASSESSMENT FORM

23. Delivery drivers should place delivered goods outside where possible and not enter the building. Any signed for deliveries must be accepted by staff wearing disposable gloves which should be removed immediately after the delivery has been accepted. Hands must then be thoroughly washed	All staff	
24. Delivery drivers are not permitted to use the bathrooms	Senior Management Team	
25. Contractors that are required to enter buildings must be asked to wash their hands upon arrival and maintain social distancing requirements at all times. They must also complete the Contractors Risk Assessment and provide the completed copy to their host. If they can be done electronically prior to their arrival, this should be encouraged. Contractors are permitted to use the facilities that they are working near	Visitor hosts	
26. Team working should be considered and encouraged where possible. The same 'teams' work on the same shifts. This will reduce the amount of community contact in the workplace. If an infection presents within the staff population, it can be contained within one 'team' allowing other teams to carry on working safely <i>(ref: Gov. Guidance – Our plan to rebuild: The UK Gov's COVID-19 Recovery Strategy. Pg. 41. Pt 8)</i>	All staff	
27. If an infection presents within a staff member, then that team should consider isolating, or wearing face coverings and gloves. It is possible that other members of the team have been infected but are not yet presenting symptoms, so wearing face coverings will reduce the risk of further infection <i>(ref: Gov. Guidance – Our plan to rebuild: The UK Gov's COVID-19 Recovery Strategy. Pg. 13. Pt 6)</i>	All staff	

CONTROLS TO BE IMPLEMENTED – GUESTS	RESPONSIBILITY:	DATE COMPLETED/ TO BE COMPLETED:
<p>1. Arrival & Payment processes to be reviewed.</p> <p>Guests should be encouraged to check in throughout the day. Spacing out check in's will reduce contact with other guests and will alleviate pressure on a potentially smaller workforce.</p> <p>Ask guests to use alcohol gel upon arrival.</p> <p>Ask guests to complete a Health Questionnaire at check-in.</p> <p>Cashless payment to be encouraged where possible.</p> <p>Request ID be scanned to you prior to arrival so no need to take ID and copy upon arrival? This will also reduce time checking in</p> <p>Guests will not to be roomed.</p>	Senior Management Team	
<p>2. F&B service to be reviewed.</p> <p>Menu will be rationalised to enable streamlining ordering and service</p> <p>Rooms still to accommodate room service, but no guests interaction at room (tray left outside room). Trays to be cloched at all times.</p> <p>Al fresco dining to be encouraged in good weather scenarios</p>	Senior Management Team	
<p>3. One way routes within buildings to be reviewed and considered for guests</p>	Senior Management Team	
<p>4. Any visitors not adhering to social distancing, or following instructions from staff to do so, will be politely asked to leave site</p>	Senior Management Team	

RISK ASSESSMENT FORM

CONTROLS TO BE IMPLEMENTED – PROPERTY	RESPONSIBILITY:	DATE COMPLETED/ TO BE COMPLETED:
1. A decluttering programme should be undertaken to remove all objects and items that could constitute touch points that are not required to be in place for functionality of the business or particular guest attraction	Senior Management Team	
2. Consider removing magazines from the bedrooms and having online versions on Ipads instead (the Ipads can then be disinfected after each guest departure as part of the room deep clean).	Senior Management Team	
3. Maximum capacity numbers should be reviewed throughout the premises in enclosed areas to ensure that social distancing can be maintained.	Senior Management Team	
4. Consider having rooms vacant for a day + post guest departure where possible and whilst hotel not operating at max capacity. This would then remove the risk to housekeepers entering to clean the room if the room was infected as the virus would die (the longer the room is vacant post departure the more confident we can be that the room would be safe). Consider asking guests open all windows before they vacate their rooms and leaving cleaning rooms as late as possible after departure	Housekeeping	
5. Screens should be considered if social distancing cannot be guaranteed and staff members are reporting that they feel vulnerable and exposed	Senior Management Team	
6. Staff should not share any form of work desk, or Information Technology at any desk has not been sterilised by disinfectant before use	All staff	
7. Staff will not be permitted to share any disposable Personal Protective Equipment under any circumstances (this includes but is not limited to face coverings, masks)	All staff	
8. Staff should not be permitted to share any Personal Protective Equipment (this includes gloves, aprons, footwear, etc) that has not been sterilised first by high temperature washing or disinfectant before use.	All staff	
9. Staff should not share any equipment or utensils that has not been sterilised first by disinfectant before use	All staff	
10. Staff should have their own pens, pencils, staplers, etc. Anything that can go in the dishwasher is safe to share due to the temperatures that it is being rinsed at (+82°C)	All staff	

RISK ASSESSMENT FORM

11. Signs will be installed across the premises to direct people and to reinforce messages regarding social distancing and hand washing and to set guest expectations	All staff	
12. Signs will be installed where one way systems are established to help ensure guests to follow the routes	All staff	

HART'S HOTEL & KITCHEN
RISK ASSESSMENT FORM

CONTROLS TO BE IMPLEMENTED – PROCEDURAL	RESPONSIBILITY:	DATE COMPLETED/ TO BE COMPLETED:
1. Retrain returning staff on Re-opening risk assessment	Senior Management Team & EHA	
2. Require returning staff to read and acknowledge relevant H&S risk assessments	Senior Management Team & EHA	
3. Require returning staff to complete compliance training in relevant fields	HOD & EHA	
4. Require returning staff to complete compliance training in COVID-19 controls	Senior Management Team & EHA	
5. Add to existing SOP's for new working arrangements and train out to teams	HOD	
6. Devise new monitoring checklists for subsequent completion	HOD & EHA	
7. Devise new cleaning & disinfection checklists for subsequent completion	HOD & EHA	
8. Create COVID-19 'Workplace Champions' who can monitor the COVID-19 controls on a daily basis	Senior Management Team	
9. Create a COVID-19 support network or organogram and make all staff aware of who they can talk to if they are feeling uncomfortable, stressed, anxious, who they can report any concerns to anonymously	Senior Management Team	

CONTROLS TO BE IMPLEMENTED – CLEANING & DISINFECTION	RESPONSIBILITY:	DATE COMPLETED/ TO BE COMPLETED:
1. Specific cleaning schedules for each area will be devised once the decluttering programme has been undertaken	HOD's or supervisors & EHA approve	
2. Cleaning and disinfection of all premises has been increased to hourly for frequent touch points	All staff	
3. Consider cleaning & disinfection by way of electrostatic / fogging technology. This technology enables a fine mist to be sprayed on a larger surface area than a trigger spray. Furthermore, there is no reliance on a staff member then wiping a large area with sprayed chemical. This fine misting can be left on surfaces to dry	Senior Management Team	
4. Chemical Safety Data Sheets have been reviewed for infection control cleaning to ensure that they are capable of sanitising and killing viruses	HOD & EHA	

CONTROLS TO BE IMPLEMENTED – EMERGENCY PROCEDURES	RESPONSIBILITY:	DATE TO BE COMPLETED BY:	DATE COMPLETED:
1. For minor incident - Step back. Maintain a safe distance (2m generally considered safe) for simple first aid incidents talk the individual through the process. i.e. you place a plaster on the table, they take it and apply it. For the majority of incidents social distancing can be maintained	Staff	Staff instructed & trained as they return	
2. Understand what close Contact Means (I.E being within a 2m distance for more than 20 minutes). If this is the scenario then the risk of contracting COVID-19 does increase, hence having social distancing measures in place. This does not mean to say you cannot catch it in less than 20 minutes if someone within 2m is asymptomatic, it just means the risk increases. However the majority of first aid incidents will be short and brief and dealt with within 20 minutes	Staff	Staff instructed & trained as they return	
3. Enhanced hand washing and personal hygiene is very important. Wash your hands before dealing with any incident, and if possible show that you have done that to the person needing treatment. Explain to them you have washed your hands. Treat the individual then wash your hands again. If the person is still on site, politely ask them to wash their hands too before going back to their table	Staff	Staff instructed & trained as they return	
4. Use PPE / Face coverings as last resort. There may be the odd incident where social distancing cannot be maintained or the person offering first aid feels uncomfortable. If this is the case a simple face covering may suffice or a face shield may be used. Note - we do not need NHS grade as this will be a unique incident and if you have to get that close and a family member cannot help them it is most likely to require a 999 call instead of first aid	Staff	Staff instructed & trained as they return	

HART'S HOTEL & KITCHEN
RISK ASSESSMENT FORM

STAFF TRAINING RECORD (NAME):	SIGN:	RETURN DATE: