Risk Assessment Form

Person(s) at Risk	Location	Subject
Employees, guests, contractors	Beaufort Park Hotel	COVID-19 – return to work
azard Identification/Consideration of Risk	Risk Assessment Form	
Other persons involved in the assessment	Completed by	Version no.
Mark Small	Simon Rogers	
	Employees, guests, contractors Hazard Identification/Consideration of Other persons involved in the assessment	Beaufort Park Hotel Risk Assessment Form Employees, guests, contractors Risk Assessment Form Hazard Identification/Consideration of involved in the assessment Completed by Other persons involved in the assessment

¥						Spread of viral infection
Any staff living with someone who has symptoms of coronavirus that they should not come into work and should self – isolate for ten days	Employees been informed anyone with even a mild persistent cough or low-grade fever (37.3 C or more) needs to stay at home and self-isolate for 10 days.	 Avoiding contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature , new and continuous cough, loss of smell and taste Avoiding non-essential use of public transport, varying your travel times to avoid rush hour, when possible. Working from home, where possible. Any employees requested to work from home will be provided with appropriate technology. This will include laptops, phones, internet and conference call facilities. Face-to-face meetings will be avoided wherever possible. Using telephone or online services to contact your GP or other essential services. Face mask to be worn in all public areas of the hotel 	Social distancing measures have been introduced to reduce the social interaction between people. This includes:	Employees who are in a vulnerable group have been identified and are shielding as necessary. Staff will be furloughed where necessary.	Events and mass gatherings. Where numbers of people are expected to gather then this will be subject to a detailed risk assessment strictly Controlled as appropriate.	We will follow Government Guidance concerning travel abroad, or, non-essential travel in the UK.
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Currently 10 days	Have to self-isolate for 10 days	UKH hospitality Cymru covid-19 secure advice and risk assessment for hospitality business:	Welsh government coronavirus: guidance for tourism and hospitality business for a phased and safe re-opening	. S	Following government guidelines on this, is 30 guests inside for a wedding ceremony only, no indoor events allowed Meeting of 30 outside wedding reception only following social distancing	

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need to be tied off when full, and kept in the room for co-ordinated collection. Housekeeping	number of visits to the room will be provided. Large rubbish bags will be provided, which will	 Starr nave been informed that the bedroom is in quarantine and do not enter Extra towels, coffee/tea, toilet paper etc to limit 	disposable paper bags, with no tray, and disposable cutlery. Guest to be informed to call reception for any other requests	 They must stay in room and not visit any other areas of the hotel. Meal/foods will be provided to their room, following strict social distancing, by phoning reception. Food will be served in 	threatening conditions, then medial help will be sought immediately. If the guest is unable to check out then:	be advised to check-out and return home to self-isolate, in line with government guidance this also applies to all guest that were present in the room. If the guest shows acute symptoms, has breathing difficulties or life-	If a guest presents themselves with symptoms of COVID- 19 or is asymptomatic but need to self-isolate; they will	Employees are advised that If their symptoms haven't improved after 10 days, to go to https://111.nhs.uk for advice online, then call their line manager to update them with the guidance they have been given.	Before an employee returns to work after a period of isolation from covid -19 they need to confirm that they have completed their required period of self-isolation and have not developed covid-19 symptoms late in isolation.	Employees have been advised to report their absence to their line manager by phone in the first instance. The line manager will call the employee back to discuss their circumstances.	If a staff member lives alone and has symptoms of coronavirus illness (COVID-19), however mild, are advised to stay at home for 10 days from when your symptoms started.
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Rubbish need to be double bagged and stored for 72 hours before being discarded	Extra housekeeping supplies to be provide	All room service(meals and drinks)need to be served in disposable containers	All staff to be informed we have covid -19 case and the room is in quarantine	Guest told to stay in room and communicate by calling reception should they need requirements	At this point communication is vital to stop spread of covid-19	home. If guest cannot check out inform the appropriate health care professional for advice, guest should follow government guidance on dealing with covid-19	Management to be informed, Guest to be advised to check out and self-isolate at		Need to be symptom free for 48 hour (not including loss of taste or smell)	staff complete a pre-return to work medical assessment to establish if these staff are living with persons subject to 10-day(or other)quarantine and implications of this to the staff member	Self-isolate for 10 days

	Staff will wear PDF when handling items of				in general waste
	rubbish and waste, or other items guest may have handled.				Guest to be informed of fire alarm
	Guest to be limit to one outside visitor for				procedures on how to social distance
	medical purposes only. Guest to inform recention staff of their condition				
	by phone prior to intended check-out. Remote check-out will be provided if possible.				
	 If the fire alarm sounds, normal evacuation 				
	procedures will follow. Guest will be advised to assemble at their normal assembly point,				
	maintaining social distancing.)	
	Employees are instructed to wash hands more often - with soap and water for at least 20 seconds or use a	>	ω	ω	All staff to be given training on how to wash hands and poster will be displayed in all
	hand sanitiser when they leave or arrive at work, and				hand wash areas
	provided for drying hands.		E G		
Reception/customers	Social distancing will be practiced, to provide 2m gap	-3	ω	ω	Floors will be displaying covid-19 keep your
200000000000000000000000000000000000000	appropriate locations to support social distancing.				of as per government guidelines
	Protective screens are fitted to the reception area to	_	ω	ω	Screens are in place
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	Excess furniture will be removed and stored to minimise contact points.	_	ω	ယ	
	Both sets of doors to entrance will be open to provide good social distancing to be maintained.		ω	ω	One to entrance/one door exit
	Only the receptionist will be located at the reception. The office to the rear of reception will be closed.	_	ω	ω	
	The reception desk is organised so staff can social distance from the guests.	_	ω	ယ	
	Wherever possible, as much information will be obtained	_	ω	ω	Reception staff to get all information at time
	from the guest at the time of booking to minimise check- in time. An email will be sent to guest prior to arrival				of booking and to send email out informing guest of our procedures
	cash payments. An invoice will be sent by email (if paper lawsice is needed then this will be left for the guest to				

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Sanitizing hand dispensers are positioned in prominent places around the hotel e.g. exit and entry points, all departments. These are regularly refilled. Signs are displayed at these points to remind staff and guest to use them. Hand washing facilities are provided.	Surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards, headsets) are wiped with disinfectant regularly throughout the day and at the end of the shift.	Employees will continue to follow existing risk assessments and safe systems of working for handling post and packages.	Employees are instructed to avoid close contact with people who have symptoms.	Tissues are available at your workplaces, for those who develop a runny nose or cough at work, along with closed bins for hygienically disposing of them.	Employees instructed to cover their cough or sneeze with a tissue, then throw the tissue in a bin and wash their hands. The need to "Catch It, Bin It, Kill It" will be communicated to employees.	When employees they blow their nose, sneeze or cough, eat or handle food they are instructed to avoid touching their eyes, nose, and mouth with unwashed hands.	Face mask to be worn in all public areas of the hotel	If guests require assistance with luggage, it needs to be collected before or after the guest and left outside the door. Staff to continue following hand washing procedures.	All keys will be sanitised daily.	All pens on reception desk will be sanitised. Reception staff will have their own stationary.	collect).
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There are sanitizing stations on all main doors and entrance to restaurants and hand sanitizing dispensers on all corridors	Reception to sanitize their work stations as they start work and once they have finished	Any staff dealing with delivery's, post, and packages to wash their hands straight away	Social distancing poster around the hotel	As above	All staff to have tissues and wash their hands after using them	Inform and educate staff when they need to wash their hands.	Both staff and guest informed to wear face mask in all public areas	Staff to be trained on how to do luggage safely	Key will be sanitised after each use	2 boxes with sign one with sanitised pens one with used pens	

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	Breaks will be staggered, and social distancing will be maintained at all times. Breaks will be taken in designated areas e.g. a function room or conservatory. Managers to communicate the location to their staff.	Personal protective equipment will be provided for staff, including gloves, face masks, disposable aprons and face visors.	Staff will stay in their own departments where practicable.	Paper time sheets will be used instead of clocking in/out to increase social distancing.	Staff start and finish times will be staggered to prevent this risk of transmission. Changing in/out of uniforms will take place in the designated room. Staff will wipe down handles, surfaces and other touch points. Staff will be informed to wash their Uniforms above 60°C. Staff will be provided PPE	Reception/Housekeeping/maintenance will use the main front doors when entering and leaving the hotel, and not through the kitchen door.	NHS hand-washing and respiratory hygiene posters are displayed in the workplace. Face mask poster informing guest that mask must be worn in all public areas of the hotel
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	Breaks will be staggered and staff advised where to take lunch	BPH will ensure that a suitable and sufficient stock of appropriate PPE is held in stock and all staff will be trained on appropriate use of PPE			Rotas will be checked to monitor staff start and finish time Any staff changing into uniform will be told wipe down any touch points after getting changed Staff informed to wash uniform above 60	All staff to be informed of staff rules	Poster are displayed round the hotel

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	×							area at any one time not being able to maintain social distance	
	Chef rotas to be introduced with different start time and shift patterns	Kitchen staff to wear face mast in all public areas of the	Kitchen porters to wear face mask when operating dish washes and rinsing dishes, gloves to be worn when handling rubbish bags	All surfaces will be cleaned down as per normal procedures, using the appropriate detergents and wearing of PPE.	Packaged and plated meals will be provided for staff lunches, and these will be staggered to avoid crosscontamination.	Crockery and glasses will be washed at 80 °C. A oneway system will be maintained for dirty dishes.	The chef will plate up food and put it on a tray. The chef will then step back 2m to allow the food server to collect the tray.	Deliveries into the kitchen will be staggered, and staff handling delivered goods will wash their hands. Delivery drivers must obey social distancing rules.	room, walk in fridges etc.
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	To control social distancing and use of changing rooms	Mask to be worn when in public areas	PPE to be worn when operating dish washer KP will wear face mask	All cloths to be washed after each shift	Plated lunched to be placed on a table for staff to collect	A one way system for dirty dishes has been put in place	Chef and waiting on staff will maintain social distancing when sending out dishes	Delivery drivers to sanitize hands on arrival and to step back while orders are being checked, chef to wash hands after dealing with delivery and stock	one person at a time

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All service will be table service no standing guest		Food ordering staff to maintain social distancing when taking orders,	Walk ins need to be kept to a minimum	Customers details will be taken for track and Trace, customers are required to provide verification of their name and address e.g. drivers licence or utility bill	Access will be restricted at the entrances to ensure Social distancing. Maximum capacity for archers bar/conservatory is 98 inside	Social distancing of 2m will be maintained between table and Floors will be marked out to guidance	A two hour time slot for all bookings	Bookings can not to be taken for more than 6 adults from 2 households by booking separate tables	A reservation system to control booking and monitor social distancing keeping to the government guidelines	Face mask poster on all entrance/ face mask to be used when walking around hotel	Customers will not be allowed in the restaurant/ bars should they have COVID-19 symptoms.
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Guest must remain seated, table service only	distance, staff can remove face mask to assist someone how relies on lip reading but must maintain social distancing	An online food order system has been developed, Staff to wear face mask when taking food orders and to maintain a safe	Bookings encouraged, verification of all walk in need to be taken	Verified on arrival (the NHS covid-19 app dose not substitutes this)checking address match the booking, Details will be kept for 21 days	Access with be restricted floor marked up to keep social distancing	As per Welsh government guidelines currently 2 meters	Tables and touch point to be sanitized between each use	Maximum number of people can meet is 6 from 6 house holds only (excluding children under the age of 11 or a carer of a member of the group) outside only	At time of booking all details of adults over the age of 18 need taken	Face mask only to be taken off when customer is sat at table.	Sign informing guest not to enter if you have symptoms of covid-19 on all entrance to restaurant and bar

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Surface and contact points will be wiped down after use. This includes chairs, tables, bar tops, tills, counters, chip & pin etc.	customer A clear all policy when cleaning tables	Customers asked to step back from buffet so that staff can serve them. Buffets to be plated by hospitality staff once plated staff to place plate on a tray for collection by	Contactless payments wherever possible. Discourage cash payments. If paying at the Counter social distancing will be maintained	All staff to wash hands and use sanitiser stations.	Cutlery, plates glasses cleared by staff	Cutlery to be brought out once a food order has been taken. No tables to set up before hand	Menu's to be paper versions	All condiments will be provided in individual sachets only.	Guest can pay inside but must maintain
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An enhanced cleaning programme has been introduced with check sheets for all touch points	All crockery/cutlery weather clean or dirty to be removed after a guest has left the table to be sanitized	All buffets will be plated up by hospitality staff and then place on the counter for customers to remove the plate	Card/ room payments to be encouraged, if handling cash staff to use gloves and to wash hands after handling cash	All food and beverage staff wash hands regular after before and after serving food	Bar glass to be picked up by the bases plates etc. taken to kitchen wash-up, staff to wash hand before moving on to other duties, gloves will be provided	Cutlery to be wrapped in a napkin, and placed into oblong white container along with condiments. The container is then placed on the table for guest to help them self	A fresh menu to be given to each guest then disposed of after use	Staff to ask guest what they require to avoid waste	

10	Toilets to be monitored and cleaned of a regular bases		ω	ယ	Toilets to have a one in one out and an enhanced cleaning programme and to be checked on a regular bases
	All cleaning cloths/sponges to cleaned daily , use sanitising wipes on tables	_	ω	ω	Fresh cleaning cloths on each shift
	No live music/ television sound too kept to minimal	_	ယ	ω	Background music only
	Windows to be opened to increase ventilation and doors to be wedged open (not fire doors)	_	ω	ယ	As per government guidelines
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Maintain social distancing when delivering room service/takeaway between customer and staff to avoid risk of	Guest expectations will be managed. Guest will be advised that staff will operate social distancing at all times. Trays will not be brought into the room.	_	ω	ယ	Trays to be left outside the guest room on butler stand, staff to knock on door and stand back while the customer remove the tray, once customer has gone back in room Remove the butler stand. Butler stand to be disinfected after each use
covid-19	Online ordering will be adopted, with timeframe for delivery (allergies/intolerance discussed and communicated to kitchen staff at booking).		ယ	ယ	Reception communicate the allergies/intolerance to the kitchen
	Phone orders with payment at time of order will be encouraged.		ω	ω	Orders will be taken over the phone and payment charged
	Any guest picking up take-aways must use hand sanitiser. Meals will be collected from collection point advised, whilst operating social distancing.	_	ယ	ω	Guest informed on time of booking where to pick up takeaway and to sanitize their hands on arrival at the hotel
	Staff to ask customer to ring reception when finished with trays and to leave it outside the room for collection.		ů	င်း	Corridors checks will be more frequent all Trays will be taken to kitchen for cleaning/sanitizing.
	Staff will practice good hygiene and hand washing at all times.		ω .	ω	Staff informed to wash their hands before and after every delivery and collection

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											19 housekeeping and maintenance	11 House keeping Risk of getting covid -
PPE will be disposed of after cleaning takes place.	Waste will be bagged-up in the room.	Shower curtains	Linen and bedding will be bagged before leaving room.	Staff to be informed on how to use cleaning products	Rooms will be cleaned and disinfected safely by HK staff. All contact surface and touch points will be sanitised.	Notices will be positioned on trolleys to remind guest to maintain 2m social distancing	Room cleaning will take place in the absence of a guest. Trolleys will contain PPE and hand gel. Staff will wash hands and use sanitised gel after cleaning each room.	Maintenance staff to maintain social distancing where possible, any contractor must be sign in and out	Maintenance staff will only carry out work in guest bedrooms in the absence of the guest	Toilets will be cleaned on a regular basis/Cleaning schedules to be operational within all areas of the hotel	Staff will wait in lounge area to be given keys from housekeeper in charge. All staff to wash hands on arrival to work	Housekeeping/ maintenance staff to use the main front doors on arrival and leaving the work place
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All PPE will be disposed of after cleaning	All bedroom waste bag up in room	Shower curtains to be washed on all depart rooms	Each rooms linen to be bag up in the room	Cleaning detergent is left on surface for a few minutes to give it a chance to work before cleaning off	A check sheet for each room to be filled in once the touch points have is cleaned.	Staff will observe social distancing, sign on trolleys informing guest of social distancing	Rooms are only to be cleaned on a depart room. Stay over guest rooms will be cleaned on a request basis only and cleaned once the guest has left the room	Details need to be taken for track and trace	All surface that maintenance have touched must be wiped down after work has been completed	An enhanced cleaning schedule is in place and documented for toilets, hotel guest encourage use the bathroom in their rooms	Housekeeping have staggered start time and wait for house keeper to give them the information need	All staff informed of the rules

		1965 83				•	Staff / customers at risk of catching covid - 19 contaminated room		12	
If an area has been heavily contaminated, such as with visible bodily fluids, from a person with coronavirus	hard surfaces with warm soapy water. We will then disinfect these surfaces with our usual surface cleaning products. We will pay particular attention to frequently touched areas and surfaces, such as bathrooms, grabrails in corridors and stairwells and door handles	this minimises the possibility of dispersing virus through the air. We will clean and disinfect anything used for transporting laundry with our usual products, in line with the cleaning guidance above. Hard surface - using a disposable cloth, we will first clean	We will wash laundry items in accordance with the manufacturer's instructions, using the warmest water setting and dry items completely. Staff will avoid shaking dirty laundry in an infected room	When items cannot be cleaned using detergents or laundered, for example, uphoistered furniture and mattresses, steam cleaning will be used.	Cleaning will take place after 72 hours	Disinfect any touch points that may have been contaminated by an infected person as soon as possible, all routes and public areas and contract points need to be cleaned. Gloves and aprons must be worn as a minimum during cleaning		The lounge toilets upstairs will be designated as staff toilets to avoid transmission between staff and Customers.	Housekeeping will inform availability of room to reception by phone.	
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Staff trained in the use of PPE and the	water then disinfected Colour code cloths will be introduce for different areas of room	All trolleys and cleaning equipment will be cleaned and sanitized after use Surface will be washed in warm soapy	All towers and bed linen need to be double bagged up in room and stored for 72 hours in a secure place then sent back to the laundry following there procedures All staff to be informed not to shake laundry	If room cannot be left for 72 hour, then all soft furnishing/ upholstered will need to be steam cleaned	cleaning will be done following the cleaning guidelines	This need to be done as soon as possible to stop the spread of covid-19	Infected room to be kept off for 72 hours and sign placed on door All staff informed. https://gov.wales/coronavirus	Housekeeping staff to use lounge toilets		

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This will be put in a suitable and secure place and marked for storage until the individual's test results are known. After cleaning and handling waste, practice good hand washing. If an area has been heavily contaminated, then a deep-cleaning service may be considered	 Laundry, bedding towels etc to be double bagged and stored in isolation for 72 hours All soft furnishing will be steamed cleaned. After cleaning, waste will be put in a plastic rubbish bag and tied when full. The plastic bag will then be placed in a second bin had and tied 	 Housekeeping to wear appropriate PPE. Surfaces will be cleaned with hot soapy water then disinfected/sanitised. Attention will be paid to frequently touched surfaces. 	If the room cannot be isolated:	Cleaning product e.g. mop heads, cloths PPE and any other item used in cleaning an infected room needs will be disposed of straight away and not used anywhere else	All touch points in public areas will need to be cleaned to prevent cross contamination.	Waste will be put in a plastic rubbish bag and tied when full. The plastic bag will then be placed in a second bin bag and tied. This will be put in a suitable and secure place and marked for storage until the individual's test results are known.	We will avoid creating splashes with spray when cleaning	seconds, and after removing gloves, aprons and other protection used while cleaning will take place.
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Rooms will be fogged	laundry and stored for 72 hours All waste will be double bagged and stored for 72 hour	All soft furnishing, mattress, curtains will be steamed clean I inen need to be placed in a bag from the	Staff to be in full PPE before entering room	All cleaning products, PPE be double bagged and secured for 72 hours before being disposed of in the general waste	Guild line poster have been done for this	All waste to be double bagged and secured for 72 hour before being disposed of in the general waste	Cleaning product to be applied by cloths, toilet seat to be put down before flashing toilets	A A COLOR OF THE PROPERTY OF T

The business has considered	The business has pre communications plan.	The business have can offer, ou customers.	Cross skilling an identified and pr	The business has carri assessment of the organic and strategic priorities.		Coronavirus Someone been outbreak/business Preparedness in	Risk of Legionella Prior to occupati flushed long enc system away.	assessment will be underta guidance to determine whe Fire equipment and other cas normal, applying social cas subject to risk assessment.	of critical equipment of lifting equipment Where the exam		First-aiders certing 2020 and cannot of coronavirus m	
The business has considered the possible impact of	The business has prepared an emergency communications plan.	The business has considered the possibility of changes we can offer, our services, and our interaction with customers.	Cross skilling and alternative resources has been identified and provided to keep critical activities running.	The business has carried out a 'high level' impact assessment of the organisation e.g. financial assessment and strategic priorities.	Key stakeholders (internally and externally) have been identified and the company is aware of need to consult with.	Someone been assigned responsibility for planning and Preparedness in the event of a disease outbreak.	Prior to occupation all cold and hot water systems will be flushed long enough for all stagnant water to be flushed away.	assessment will be undertaken in accordance with HSE guidance to determine whether it is safe to use or not. Fire equipment and other critical items will be maintained as normal, applying social distancing practices, and subject to risk assessment.	distancing measures in the workplace are not perceived to be a barrier to carrying out the thorough examinations of lifting equipment, pressure systems, boilers etc. Where the examination is not undertaken a risk	qualify for the extension, the first aider must be able to explain why they haven't been able to requalify and demonstrate what steps they have taken to access the training, if asked to do so in the future.	First-aiders certificate that expires on or after 16 March 2020 and cannot access requalification training because of coronavirus may qualify for a 3-month extension. To	ב חמר מות לו ליוניתול מול חי מימים.
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	A list of staff telephone numbers and next of kin is in the covid file. Staff can be commutated through the staff portal	We will be monitoring government guidelines and adapting where necessary	Staff have been trained to work in all areas of the hotel		Inform environmental health, Riddor		Tanks and boilers where drained and turned off in two sections of the hotel, water is being flushed throw the system in the other areas of the hotel			Fire risk service was done august 2020		

		Likelihood (Potential)			Severity (Consequences)
Low	(1)	Harm will seldom occur	Low	3	Minor First Aid injury
Medium	(2)	Reasonably likely to occur	Medium	(2)	Short term injury or disability requiring medical treatment
High	(3)	Certain or near certain to occur	High	(3)	Death or major injury

Risk Rating - Adequate Control Measures should be considered for the following:1 - 3 Low risk
4 - 6 Medium / Significant risk
9 - High / unacceptable risk

Print date: 19.04.2021

Assessed by: Sign

Assessed by:

Simon Rogers

Sign