

Risk Assessment Form

Subject	COVID-19 – return to work	Risk Assessment Form Hazard Identification/Consideration of Risk		Version no.	1
Location	Beaufort Park Hotel			Completed by	Simon Rogers
Person(s) at Risk	Employees, guests, contractors			Other persons involved in the assessment	Mark Small
Date of Assessment	13/5/2021			Review Date	04/8/2021

Hazard Description	Control Measures in Place	Likelihood	Severity	Risk factor	New Control Measures Identified
1 Staff at risk of not understanding or having the knowledge covid-19	All operational activities relating to the services we provide are carried out in strict conformance with the Beaufort Park Hotel Action Plan .	1	3	3	Welsh government coronavirus: guidance for tourism and hospitality business for a phased and safe re-opening
	Everyone is updated on actions being taken to reduce risks of exposure in the workplace.	1	3	3	UKH hospitality Cymru covid-19 secure advice and risk assessment for hospitality business.
	Everyone's contact numbers and emergency contact details are up to date.	1	3	3	Risk assessment and action plan will be posted on to the staff portal and posted out to staff
	Managers know how to spot symptoms of coronavirus (COVID-19) and are clear on any relevant processes, for example sickness reporting and sick pay, and procedures in case someone in the workplace is potentially infected and needs to take the appropriate Action. Temperature monitoring in the work place	1	3	3	BPH will consider and review relevant technological support to ensure that staff and protected as far as reasonably practicable from covid-19. Main Symptoms high temperature, new continuous cough, loss of, or change in normal sense of taste or smell
	Employees are aware where to obtain key information	1	3	3	Public Health England (PHE), World Health Organisation (WHO), Government, Health & Safety Executive (HSE).

2 spread of viral infection	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.	1	3	3	Organized indoor events can take place subjected to social distancing No limits outside no social distancing
	Employees who are in a vulnerable group have been identified and are shielding as necessary.	1	3	3	Currently have no vulnerable staff
	Social distancing measures have been introduced to reduce the social interaction between people. This includes:	1	3	3	Welsh government coronavirus: guidance for tourism and hospitality business for a phased and safe re-opening
	<ul style="list-style-type: none"> 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 				UKH hospitality Cymru covid-19 secure advice and risk assessment for hospitality business:
	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.	1	3	3	To self-isolate for 10 days
	Any staff living with someone who has symptoms of coronavirus that they should not come into work and should self - isolate for ten days	1	3	3	Currently 10 days
	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.	1	3	3	Self-isolate for 10 days
	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.	1	3	3	Staff to complete a pre-return to work medical assessment over the phone before coming back into the work place

3 spread of viral infection	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.	1	3	3	Need to be symptom free for 48 hour (not including loss of taste or smell)
	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.	1	3	3	
	<p>If a guest presents them-selves with symptoms of COVID-19 or is asymptomatic but need to self-isolate, they will 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-threatening conditions, then medical help will be sought immediately.</p> <p>If the guest is unable to check out then:</p> <ul style="list-style-type: none"> • 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 disposable paper bags, with no tray, and disposable cutlery. Guest to be informed to call reception for any other requests • Staff have been informed that the bedroom is in quarantine and do not enter • Extra towels, coffee/tea, toilet paper etc to limit number of visits to the room will be provided. Large rubbish bags will be provided, which will need to be tied off when full, and kept in the room for co-ordinated collection. Housekeeping will not clean the room during occupancy. • Staff will wear PPE when handling items of rubbish and waste, or other items guest may have handled. • Guest to be limit to one outside visitor for medical purposes only. • Guest to inform reception 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. 	1	3	3	<p>Management to be informed, Guest to be advised to check out and self-isolate at home. If guest cannot check out inform the appropriate health care professional for advice, guest should follow government guidance on dealing with covid-19</p> <p>At this point communication is vital to stop spread of covid-19</p> <p>Guest told to stay in room and communicate by calling reception should they need requirements</p> <p>All staff to be informed we have covid -19 case and the room is in quarantine</p> <p>All room service(meals and drinks)need to be served in disposable containers</p> <p>Extra housekeeping supplies to be provide</p> <p>Rubbish need to be double bagged and stored for 72 hours before being discarded in general waste</p> <p>Guest to be informed of fire alarm procedures on how to social distance</p>

Guest with covid- 19

4 Front of house Reception	Employees are instructed to wash hands more often - with soap and water for at least 20 seconds or use a hand sanitiser when they leave or arrive at work, and before and after eating/handling food. Hand towels provided for drying hands.	1	3	3	All staff to be given training on how to wash hands and poster will be displayed in all hand wash areas
	Social distancing will be practiced. Floor marking are positioned in appropriate locations to support social distancing.	1	3	3	Floors will be displaying covid-19 keep your distance
	Protective screens are fitted to the reception area to protect reception staff.	1	3	3	Screens are in place
	Excess furniture	1	3	3	Will be removed and stored to minimise contact points.
	Doors and windows to be open to provide ventilation	1	3	3	Ventilation for good air flow
	Only the receptionist will be located at the reception. The office to the rear of reception will be closed.	1	3	3	
	The reception desk is organised so staff can social distance from the guests.	1	3	3	
	Wherever possible, as much information will be obtained from the guest at the time of booking to minimise check-in time. An email will be sent to guest prior to arrival outlining the extra precautions, including card and not cash payments. An invoice will be sent by email (if paper invoice is needed then this will be left for the guest to collect).	1	3	3	Reception staff to get all information at time of booking and to send email out informing guest of our procedures
	All pens on reception desk will be sanitised. Reception staff will have their own stationary.	1	3	3	2 boxes with sign one with sanitised pens one with used pens
	All key cards will be sanitised daily.	1	3	3	Key cards to be sanitised after each use
	If guests require assistance with luggage, it needs to be collected before or after the guest and left outside the door.	1	3	3	Staff to be trained on how to do luggage safely. Hand washing procedures after dealing with luggage

Face mask to be worn in all public areas of the hotel. Face mask do not need to be worn in bars, restaurant, function room

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.

Employees are instructed to avoid close contact with people who have symptoms.

Safe systems of working for handling post and packages.

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.

Social distancing poster around the hotel

Any staff dealing with delivery's, post and packages to wash their hands straight away After dealing with items

5 Front of house	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.	1	3	3	Reception to sanitize their work stations as they start work and once they have finished Antibacterial cleaner to be provided
	Sanitizing hand dispensers are positioned in prominent places around the hotel all exit and entry points and all departments. These are regularly refilled.	1	3	3	Signs are displayed at these points to remind staff and guest to use them.
	NHS hand-washing/face mask and respiratory hygiene posters are displayed in the workplace.	1	3	3	Poster are displayed round the hotel
	Reception/Housekeeping/maintenance to use the main front doors when entering and leaving the hotel, and not throw the kitchen door.	1	3	3	All staff to wash hands/sanitize on arrival to work
	Staffs starts and finish times will be staggered Changing in/out of uniforms will take place in the designated room.	1	3	3	Rotas be monitor and staff staggered to prevent this risk of transmission. Any staff changing into uniform will be told wipe down any touch points Staff informed to wash uniform above 60
	Uniforms				
	Paper time sheets will be used instead of clocking in/out to increase social distancing.	1	3	3	
	Staff will stay in their own departments where practicable.	1	3	3	
	Personal protective equipment will be provided for staff, including gloves, face masks, disposable aprons and face visors.	1	3	3	suitable and sufficient stock of appropriate PPE is held in stock and all staff will be trained on appropriate use of PPE
Kitchen	Only one person will be allowed in the dry store, prep room, walk in fridges etc.	1	3	3	Notices have been put up to remind staff one person at a time
	Deliveries into the kitchen will be staggered	1	3	3	Delivery drivers to sanitize hands on arrival and to maintain social distancing while order are checked, chefs dealing with delivery wash hands afterwards
	Food will be plated up and put it on a tray. The chef will then step back 2m to allow the food server to collect the tray.	1	3	3	Chef and waiting on staff will maintain social distancing when sending out dishes
	Crockery and glasses	1	3	3	Will be washed at 80 °C.
	All surfaces will be cleaned down as per normal procedures, using the appropriate detergents and wearing of PPE.	1	3	3	All cloths to be washed after each shift

6	<p>Kitchen porters to wear PPE when operating dish washes and rinsing dishes, gloves to be worn when handling rubbish bags</p> <p>Kitchen staff to wear face mask in all public areas of the hotel</p> <p>Chef rotas to be introduced with different start time and shift patterns</p> <p>Staff Breaks</p>	1	3	3	PPE to provided
<p>Restaurant and bars</p> <p>Maintain social distancing between staff and customers to avoid risk of covid-19 whilst working with in the restaurant and bars</p>	Customers will not be allowed in the restaurant/ bars should they have COVID-19 symptoms.	1	3	3	Sign informing guest not to enter if you have symptoms of covid-19 on all entrance to restaurant and bar
	Face mask poster on all entrance/ face mask to be used when walking around hotel	1	3	3	Face mask can be taken off in bar, restaurants/ function rooms. Must be worn around hotel
	A reservation system	1	3	3	To Monitor and control bookings
	Floors will be marked out to guidance	1	3	3	keep social distancing
	Access will be restricted to help with Social distancing.	1	3	3	Maximum capacity for archers bar/conservatory is 120 inside
	Track and trace	1	3	3	Customers details over the age of 18 will be taken and kept for 21 days
	Walk ins need to be kept to a minimum	1	3	3	verification of all walk in need to be taken
	Food ordering staff to maintain social distancing when taking orders,	1	3	3	Staff to wear face mask when taking food orders and to maintain a safe distance, staff can remove face mask to assist someone how relies on lip reading but must maintain social distancing
	Table service	1	3	3	To be provided during busy periods

7	Purchasing drinks	1	3	3	Guest can purchase drinks at bar but should be discouraged from standing at the bar
	All condiments will be provided in individual sachets only.	1	3	3	Staff to ask guest what they require to avoid waste
	Menu's to be paper versions	1	3	3	A fresh menu to be given to each guest then disposed of after use
	Cutlery to be brought out once a food order has been taken.	1	3	3	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
	Cutlery, plates glasses cleared by staff	1	3	3	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
	All staff to wash hands and use sanitiser stations.	1	3	3	All food and beverage staff wash hands regular after before and after serving food
	Contactless payments wherever possible. Discourage cash payments.	1	3	3	Card/ room payments to be encouraged, if paying at the Counter social distancing will be maintained
	Buffets	1	3	3	To be plated by hospitality staff
	A clear all policy when cleaning tables	1	3	3	All crockery/cutlery weather clean or dirty to be removed after a guest has left the table to be sanitized
	Surface and contact points will be wiped down after use	1	3	3	This includes chairs, tables, bar tops, tills, counters, chip & pin etc.
	Toilets to be monitored and cleaned of a regular bases	1	3	3	Toilets to have an enhanced cleaning programme and to be checked on a regular bases
	Fresh cleaning cloths and sanitising wipes for each shift	1	3	3	All cleaning cloths/sponges to cleaned daily
	Music/ television	1	3	3	Sound too kept to minimal

8	Ventilation	1	3	3	Windows to be opened to increase ventilation and doors to be wedged open (not fire doors)
Maintain social distancing when delivering room service/takeaway between customer and staff to avoid risk of covid-19	<p>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.</p> <p>Staff to ask customer to ring reception when finished with trays and to leave it outside the room for collection.</p> <p>orders and payment at time of order</p> <p>Online ordering will be adopted, with timeframe for delivery (allergies/intolerance discussed and communicated to kitchen staff at booking).</p> <p>Any guest picking up take-aways must use hand sanitiser.</p> <p>Staff will practice good hygiene and hand washing at all times.</p>	1	3	3	<p>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</p> <p>Corridors checks will be more frequent all Trays will be taken to kitchen for cleaning/sanitizing</p> <p>No paper work between customer and staff For room service and takeaway</p> <p>Reception communicate the order allergies/ intolerance to the kitchen</p> <p>Meals will be collected from collection point advised, whilst operating social distancing.</p> <p>Staff informed to wash their hands before and after every delivery and collection</p>
House keeping Risk of getting covid -19 housekeeping and maintenance	Housekeeping/ maintenance staff to use the main front doors on arrival and leaving the work place Staff will have staggered start times. All staff to wash hands on arrival to work	1 1	3 3	3 3	<p>All staff informed of the rules</p> <p>Housekeeping will wait for house keeper to give them the information need</p>

9	Toilets will be cleaned on a regular basis/Cleaning schedules to be operational within all areas of the hotel	1	3	3	An enhanced cleaning schedule is in place for toilets, hotel guest encourage use the bathroom in their rooms
	Maintenance staff will only carry out work in guest bedrooms in the absence of the guest	1	3	3	All surface that maintenance have touched must be wiped down after work has been completed
	Maintenance staff to maintain social distancing when dealing with contractors	1	3	3	Details need to be taken for track and trace
	Room cleaning will take place in the absence of a guest. Trolleys will contain PPE and hand gel.	1	3	3	Staff will wash hands and use sanitised gel after cleaning each room
	Notices will be positioned on trolleys to remind guest to maintain 2m social distancing	1	3	3	Staff will observe social distancing, sign on trolleys informing guest of social distancing
	Rooms will be cleaned and disinfected safely by HK staff. All contact surface and touch points will be sanitised.	1	3	3	A check sheet for each room to be filled in once the touch points have is cleaned.
	Staff to be informed on how to use cleaning products	1	3	3	Cleaning detergent is left on surface for a few minutes to give it a chance to work before cleaning off
	Shower curtains	1	3	3	Shower curtains to be washed on all depart rooms
	Waste will be bagged-up in the room.	1	3	3	All bedroom waste bag up in room
	PPE will be disposed of after cleaning takes place..	1	3	3	All PPE will be disposed of after cleaning
Staff / customers at risk of catching covid - 19 contaminated room	The lounge toilets upstairs	1	3	3	Housekeeping staff to use lounge toilets
	Should there be an infection in one of the rooms, the room will be secured and locked for 72 hours. The door to the room will have a sign on the door to advice access not permitted. Windows and doors should be opened after 72 hours to air the room.	1	3	3	Infected room to be kept off for 72 hours and sign placed on door All staff informed. https://gov.wales/coronavirus

10	Disinfect any touch points that may have been contaminated by an infected person as soon as possible, all routes and public areas and contact points need to be cleaned. Gloves and aprons must be worn as a minimum during cleaning	1	3	3	This need to be done as soon as possible to stop the spread of covid-19
	Cleaning will take place after 72 hours	1	3	3	cleaning will be done following the cleaning guidelines
	Wash laundry items in accordance with the manufacturer's instructions	1	3	3	All towels 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
	Staff will avoid shaking dirty laundry in an infected room	1	3	3	All staff to be informed not to shake laundry
	We will clean and disinfect anything used for transporting laundry with our usual products, in line with the cleaning guidance above.	1	3	3	All trolleys and cleaning equipment will be cleaned and sanitized after use
	Hard surface - using a disposable cloth, clean hard surfaces with warm soapy water, then disinfect these surfaces with our usual surface cleaning products. pay particular attention to frequently touched areas and surfaces, such as bathrooms, grab-rails in corridors and stairwells and door handles	1	3	3	Surface will be washed in warm soapy water then disinfected
	If an area has been heavily contaminated, such as with visible bodily fluids, from a person with coronavirus (COVID-19), we will also provide protection for the eyes, mouth and nose as well as gloves and an apron.	1	3	3	Staff trained in the use of PPE and the importance of changing out of this as soon as they have finished room
	Hand washing regularly with soap and water for 20 seconds, and after removing gloves, aprons and other protection used while cleaning will take place.	1	3	3	Wash hand once PPE has been removed
	We will avoid creating splashes with spray when cleaning	1	3	3	Toilet seat to be put down before flushing toilets
	Waste will be put in a plastic rubbish bag and tied when full.	1	3	3	All waste to be double bagged and secured for 72 hour before being disposed of in the general waste
	All touch points in public areas will need to be cleaned to prevent cross contamination.	1	3	3	Guided poster have been done for this
	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	1	3	3	All cleaning products, PPE be double bagged and secured for 72 hours before being disposed of in the general waste
	If the room cannot be isolated: <ul style="list-style-type: none"> Housekeeping to wear appropriate PPE. Surfaces will be cleaned with hot soapy water then disinfected/sanitised. Attention will be paid 	1	3	3	Staff to be in full PPE before entering room All soft furnishing, mattress, curtains will be steamed clean

11	<p>to frequently touched surfaces.</p> <ul style="list-style-type: none"> 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 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. After cleaning and handling waste, practice good hand washing. If an area has been heavily contaminated, then a deep-cleaning service be used 				<p>Linen need to be placed in a bag from the laundry and stored for 72 hours</p> <p>All waste will be double bagged and stored for 72 hour</p> <p>Rooms will be fogged</p>
First-aid	<p>First aid provisions are in place.</p> <p>First-aiders certificate that expires 2020 and cannot access requalification training because of coronavirus may qualify for a 3-month extension. To 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.</p>	1	3	3	
Statutory inspections/inspection of critical equipment	<p>All reasonable efforts will be made to ensure that social 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.</p> <p>Where the examination is not undertaken a risk assessment will be undertaken in accordance with HSE guidance to determine whether it is safe to use or not.</p> <p>Fire equipment and other critical items will be maintained as normal, applying social distancing practices, and subject to risk assessment.</p>	1	3	3	<p>Fire risk service was done august 2020</p>
Risk of Legionella within the water system	<p>Prior to occupation all cold and hot water systems will be flushed long enough for all stagnant water to be flushed away.</p>	1	3	3	<p>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</p>
Coronavirus outbreak/business continuity	<p>Someone been assigned responsibility for planning and Preparedness in the event of a disease outbreak.</p>	1	3	3	
	<p>Key stakeholders (internally and externally) have been identified and the company is aware of need to consult with.</p> <p>The business has carried out a 'high level' impact assessment of the organisation e.g. financial assessment</p>	1	3	3	<p>Inform environmental health, Riddor</p>

12	and strategic priorities.				
	Cross skilling and alternative resources has been identified and provided to keep critical activities running.	1	3	3	Staff have been trained to work in all areas of the hotel
	The business has considered the possibility of changes we can offer, our services, and our interaction with customers.	1	3	3	We will be monitoring government guidelines and adapting where necessary
	The business has prepared an emergency communications plan.	1	3	3	A list of staff telephone numbers and next of kin is in the covid file. Staff can be commutated through the staff portal
	The business has considered the possible impact of disruption to our supply chain.	1	3	3	

		Likelihood (Potential)			Severity (Consequences)		
		(1)	(2)	(3)	(1)	(2)	(3)
Low		Harm will seldom occur			Low		
Medium		Reasonably likely to occur			Medium		
High		Certain or near certain to occur			High		

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: 06.08.2021

Assessed by: Sign

Assessed by:

Sign

Simon Rogers

