|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Example Hotels, Pubs and Restaurants Risk Assessment for illustrative purposes only** | | | | | | |
| Hertfordshire’s Better Business for All partnership has produced guides, checklists and FAQs as part of a toolkit to support businesses to complete their risk assessment and put new processes and procedures in place to allow you to re-open and trade safely. These documents are all downloadable via:  <https://www.hertfordshirelep.com/what-we-do/priorities/business-support/better-business-for-all/covid-19-advice-and-support/> | | | | | | |
| **COVID 19 is a new illness that can affect the lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal.** | | | | | | |
| **Assessment Date**  **By Whom** | **Re-assessment Date**  **By Whom** | **Re-assessment Date**  **By Whom** | **Re-assessment Date**  **By Whom** | **Re-assessment Date**  **By Whom** | **Re-assessment Date**  **By Whom** | **Re-assessment Date**  **By Whom** |

**Contents**

Pre-opening Distancing Cleaning

Trading Physical Ventilation/Air Conditioning

Personnel Social Dealing with Emergencies

Personal Hygiene Hand Contact Points

| **Hazard** | People affected | | | **Numbers Affected** | | **Current control measures in place**  *Consider whether each heading is appropriate and state outcome and what can be immediately achieved* | | **Future controls** | | **Risk level**  Low  Medium  High | | **Review date target date/by whom** | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **RE - OPENING** | | | | | | | | | | | | | |
| Legionellosis  *Low use of water systems due to Lockdown may given rise to an increased risk of conditions in which Legionella bacteria can grow.* | |  | | |  | | * Legionella Control in place   **See Hertfordshire’s Better Business for All partnership ‘s guide**  <https://www.hertfordshirelep.com/media/8180/legionella-advice-overview.pdf> | |  | |  | |  |
| Gas Leaks | |  | | |  | | * Confirm if gas supplier has closed system – if so notify of intention to re-occupy * Check Gas safe certificate(s) are current * Check for gas odours   **Any other controls?** | |  | |  | |  |
| Electrocution | |  | | |  | | * Check intake panel for any pest damage * cables for any damage * Switch fuses on slowly and one by one to prevent power surging * Electrical certificates in date * PAT testing for portable electrical equipment up to date   **Any other controls?** | |  | |  | |  |
| Fire | |  | | |  | | * No faults on panel * Alarm operational * Fire doors operational and not blocked from outside * Fire suppression system – serviced   **Any other controls?**  **See link below for further advice**  [**https://www.hertfordshirelep.com/media/8193/business-re-opening-fire-safety-advice-covid-19-poster.pdf**](https://www.hertfordshirelep.com/media/8193/business-re-opening-fire-safety-advice-covid-19-poster.pdf) | |  | |  | |  |
| Presence of Pests | |  | | |  | | * No signs or smells of pests * No build up of waste * Traps, baits and sited as per bait plan   **Any other controls?** | | Pest control contractor to undertake pre-opening survey | |  | |  |
| Spreading and Catching the Corona Virus  Spreading and Catching the Corona Virus | | **Staff**   * Permanent * Part Time * Peripatetic * Furloughed * Agency * Head Office or Area Staff   **Vulnerable**  **Groups**   * Elderly * Pregnant workers, * Those with existing underlying health conditions   **Delivery Drivers**  **Guests/guests**  **Visitors**  **Others** Stipulate  **Staff**   * Permanent * Part Time * Peripatetic * Furloughed * Agency * Head Office or Area Staff   **Vulnerable**  **Groups**   * Elderly * Pregnant workers, * Those with existing underlying health conditions   **Delivery Drivers**  **Guests/guests**  **Visitors**  **Others** Stipulate | | |  | | **Review Activities**   * Undertaken – no changes for hotel, bar or restaurant * Currently wedding receptions not allowed | |  | |  | |  |
| **Review Trading /Service arrangements**   * Extend opening hours * Reduce menu options * Guests to be encouraged to make full choice at time of ordering to limit contact * No stools at bars | | * Deliveries – to agree timings with suppliers * Guests to be advised of longer opening hours | |
| **Review Cash Management arrangements**   * Encourage cashless payments * Payments taken at time of placing order * Online payments | | * Guests to be advised of new ordering arrangements * Consider tipping arrangements | |
| **Services**  ***Hot and Cold Running Water***   * Running satisfactorily *– supervised by Lockdown Team* * New boilers installed   ***Dishwasher , Washing Machine and Dryer***   * equipment checked including operating temperatures, correct * sufficient cleaning and disinfecting chemicals available and/or ordered   ***Registered Waste Carriers***   * Notify of re-opening and agree collection days and frequencies | |  | |
| **Cleaning Suppliers**   * Orders placed with suppliers for chemicals and equipment | | Confirm with suppliers if chemicals are suitable for soft fabrics | |
| **Review Design and Layout – to achieve social distancing (inside and outside)**  **See Hertfordshire’s Better Business for All partnership ‘s Visitors guide for example of a Floor Plan** | | Obtain Layout plans for inside and outside | |
| **TRADING** | | | |  | |  |
| **PERSONNEL** | | | |  | |  |
| ***Guests*** | | * A review to take place regarding maximum numbers of guests in areas * Consider zoning areas | |
| ***Visitors***   * Avoid where possible * Visitors requested to wash hands when entering restaurant and frequently during visit   **See Hertfordshire’s Better Business for All partnership ‘s Visitors guide for further advice**  **Any other controls?** | |  | |
| ***Contractors***   * Statutory inspections for lifts, café sets etc up to date | | A review to take place to identify :   * All essential contractors * Determine if any work can be postponed | |
| ***Staff welfare***   * All staff to complete pre return to work questionnaire – declaring fit to work * The business follows the Government Guidance for unwell staff with COVID symptoms   + Isolation – 7 days for positive case or contacts 14 days * Have readily available contact details of any unwell member of staff * Have reviewed what staff are required – who is essential and when * Have in place remote working when appropriate * Staggered break times * Minimise contact arrangements between front of house and back of house staff by   + Restricted areas in the kitchen   + All food from kitchen is handed over at the PASS   **Any other controls?** | |  | |
| ***Unwell Staff***   * Staff must follow the [stay at home guidance](https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance) if they have any of the symptoms below   + a new continuous cough   + a high temperature   + a loss of, or change in, your normal sense of taste or smell (anosmia) * comply with all requests for testing * Staff who have been notified through the [NHS test and trace](https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works) or other national contact tracing service that they are a contact of a confirmed case of COVID-19 in the community they must inform their line manager and self-isolate for 14 days, in line with the [NHS test and trace guidance.](https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works)   Staff must isolate for at least 7 days if positive  **Any other controls?** | |  | |
| ***PPE/Protective Clothing***   * Cleaning and housekeeping staff trained on the use of and provided with:   + Gloves   + Disposable gowns/aprons   + Closed shoes   + If cleaning that generate splashes (e.g. while washing surfaces), add facial protection with a face shield (a visor) and impermeable aprons * Uniforms for staff are provided – bare below elbows   **See Hertfordshire’s Better Business for All partnership ‘s guide on PPE**  <https://www.hertfordshirelep.com/media/8183/ppe-overview.pdf>  **Any other controls?** | | * Bins to collect worn PPE/protective clothing to be provided with liners * A no tie policy introduced for all staff | |
| ***Delivery Drivers***   * They will be asked if they are well. * If they use the business toilets or wash hand basins their contact details will be recorded and held for 21 days.   **Any other controls?** | | * More detailed policy to be developed | |
| ***Working Across hotel sites***   * No Working across sites * Virtual meetings or telephone calls held between sites   **Any other controls?** | |  | |
| ***Shifts/Teams*** | | * Review staff bubbles | |
| **PERSONAL HYGIENE** | | | |
| * Staff advised to cough into tissues * Increased hand washing   **Any other controls?** | | * Staff to be reminded of COVID Personal Hygiene Rules | |
| **Personal Hygiene for staff**  **The following COVID Personal Hygiene Rules are in Place**   * Staff are not to wear uniforms at home or to and from work, * Uniforms changed on a daily basis and washed immediately after use (withy detergent and on highest temperature possible) * Where possible a change of footwear would be good practice when working in treatment areas * All hand and wrist jewellery should be removed, barring a single band plain ring which should be navigated during hand hygiene moments. * Fingernails should be clean, short and free of artificial nails or adhesive nail products. * Breaks in skin should be covered with a waterproof visible dressing * Hair tied back to avoid unnecessary touching. * Avoid touching face and hair, or other areas on the body, * Staff to wash hands immediately after “signing in” and before changing into their work clothes * Hand washing thoroughly following NHS guidelines * Staff advised to avoid touching face, eyes and nose * Staff reminded that gloves are not a substitute for hand washing * Staff should sneeze into tissues, and use disposable tissues when coughing or blowing the nose which are binned immediately (in lidded lined bins and foot operated) and hands are washed thoroughly afterwards. * No reusable cups or bottles on site   **Any other controls?** | |  | |
| ***Hand washing***  ***There will be enhanced hand washing***   * Arriving at work * Frequently during the day * After BLOWING NOSE, coughing or sneezing * Visiting the toilet * Before putting on gloves * Paper towels provided   **See link below for further guidance**  <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/> | | * Washing hands | |
| **Hand Sanitiser Units**  **Identify locations** | |  | |
| ***Provision of face covering*** | | * Identify when required | |
| **Hand Drying**   * Hot air dryers are provided * Disposable paper towels * Single use towels * Waste receptacles for single use or disposable towels.   **Any other controls?** | |  | |
| **DISTANCING** | | | |
| ***Physical*** | | | |
| **Floor plan** implemented  With routes, barriers, signage , hand sanitising dispensers etc identified. | |  | |
| **Doors**   * Doors will be kept open where possible * Door guards or magnetic closers on fire doors, otherwise remain shut   **Any other controls?** | |  | |
| **Travel Routes**   * Inside and outside * Marked on entrance door * Floor arrows * Reminder signs * Barriers in place for no entry points   **Any other controls?** | |  | |
| **Physical Barriers**   * Screens place – decide location * Barriers – decide location   **Any other controls?** | | * To be marked on layout plans * Barriers to be placed at reception * Till areas * To consider using parasols or heaters as barriers to assist social distancing | |
| **Outside areas**   * Maximised and organised in line with social distancing requirements * Tables and chairs positioned following current guidelines   **Any other controls?** | |  | |
| **Smoking Areas**   * Social distancing signage to be displayed * No seating   **Any other controls?** | | * Smoking areas and location of signage to be placed on layout plans * Seating to be removed * Review extending or staggering staff smoking breaks | |
| **Sharing Equipment**  Chefs to have own knives  **Any other controls?** | | * Assess extent of sharing tools and equipment for maintenance and grounds maintenance staff | |
| ***Social Distancing - Guests*** | | * A maximum number of guests allowed inside and inside will be set | |
| **Waiting Seats**   * Where guests are requested to wait; waiting seats will be spaced taking account of social distancing advice, positioned back to back or side by side.   **Any other controls?** | |  | |
| **Restaurant and bar areas**   * Guests encouraged to pre book * Guests will be advised not to arrive more than 15 minutes before booking * Tables to be spaced to ensure required social distancing * Bars stools removed * Table to be laid shortly before guest arrives at table. * Guests will order at tables * Guests required to pay at time of ordering * Table tray will be provided to serve the table * Orders will be delivered to table * Condiments to be brought with food * Condiment dispensers or sachets to be cleaned and sanitised after removal from table * Only one person clearing and cleaning the tables and cleaning chairs * Till areas to be screened   **Any other controls?** | |  | |
| **Hotel Bed Rooms/Meeting Rooms**   * Enhanced cleaning regime * Empty Room policy for cleaning * Provide sanitsers in bed rooms and meeting rooms * Provide soap dispenser in bedrooms * Offer guests reduced cleaning frequency during stay in bedrooms * Offer guests reduced clearing options for meeting rooms. * Room service trays placed on a tray table outside bedroom for guest to collect * Guests requested to leave room service trays outside their bedroom doors * Plated foods to be provided in meeting rooms * No self service of foods in meeting rooms * Leaving room fallow following a suspected or confirmed COVID case * Chairs will be positioned for current social distancing requirements | |  | |
| **Queuing**  **See Hertfordshire’s Better Business for All partnership ‘s**  <https://www.hertfordshirelep.com/media/8181/managing-queues-at-business-premises.pdf> | |  | |
| **Social Distancing - Staff** | |  | |
| **Start Times for Staff** | | * Consider whether start times for staff can be staggered | |
| **Staggered Break Times**   * Staggered break time | |  | |
| **Restrict Contact Between Front of House and Back of House Staff**   * Minimise contact arrangements between front of house and back of house staff by   + Restricted zones in the kitchen   + All food from kitchen is handed over at the PASS | |  | |
| **Staff Meetings**   * Where possible meetings will be held virtually | |  | |
| **Working From Home**   * This will be kept under review and undertaken where possible | |  | |
| **HAND CONTACT POINTS** | | | |
| **Under constant review to reduce**   * Remove touch pads touch pads to doors * Propping open doors * Motion sensor soap dispensers * Pens and pencils * Shared tools for maintenance and ground maintenance teams – individuals’ tools * Shared knives for chefs * Photocopier * Microwave ovens * Oven control knobs * Slicers – temporarily removed and purchase of pre-sliced products * Fridge/freezer doors * Taps * Remote Controls   + TV   + Projectors * Lift Call Buttons * Lotions removed from toilets * Key drop provided * Float – restricted to one person * Tills * Keyboards * Towel drops in WCs * Touch screen s- remove or enhanced cleaning regimes   **Any other hand contact points?** | | * Consider motion sensor doors * Identify all hand contact points in rooms to identify: * which could be removed or changed * those remaining added to cleaning schedule * Finalise optional Housekeeping Programme for Bedrooms * Add to Cleaning Schedule | |
| **Guests handling Merchandise** | | * Displays discourage Guest handling * Rotation of high touch stock * Staff not serving by hand to hand * Returned, donated, brought in for repair or extensively handled stored or separated for 72 hours or cleaned * Items which require Guest testing are covered or frequently cleaned | |
| **CLEANING** | | | |
| * Sufficient and suitable cleaning products and equipment in place   BSEN 1276 – for bacteria  BSEN 14476 – for viruses   * Enhanced cleaning regime for touch screens * Provide sanitising wipes or paper towels and sanitiser trigger sprays adjacent to hand touch screens   **Any other controls?** | | Cleaning Schedules to be updated for:   * Housekeeping * Front of House * Kitchen * Toilets   To include :   * frequency and timings, chemicals and method of cleaning * Cleaning protocols for canteen and guest bedrooms   Will cover ,   * Structure * Surfaces * equipment, * soft furnishings * hand contact points * screens * PPE, protective clothing, visors * all identified hand contact points – see elsewhere * Cleaning equipment   Hand sanitises to be positioned in strategic areas inside and outside and details recorded on floor plans | |
| **INFORMATION AND SIGNAGE** | | | |
| We are aware of signage fatigue and so only necessary signage will be provided | | | |
| **Staff Entrance** | | * Sign to be placed at staff entrance explaining that by “signing in” they confirms they and their household are well. | |
| **Information for Guests**   * Explain when opening * Covid controls in place * Cash management arrangements * Any pre ordering requirements * Menus – disposable/chalk boards/ wipe able * What can guests expect i.e. when no gloves/face covering and why * Any guest behaviour expected * Signage behind toilet doors   **Any other information?** | | * Emails to be sent * Social Media account updated * Information sticker for the doors to be ordered * Keep under review how best to make guests feel safe | |
| **Social Distancing – inside and outside**   * Provision of signage to remind staff and guests of social distancing * Signage at entrance to pinch points/narrow corridors/small Guest WCs reminding them to socially distance * Discouraging people lingering in WC areas by removing unnecessary products   **Any other controls?** | | * Consider inclement weather options | |
| **Contact Tracing**   * Information of when staff worked is in place * Guests contact details for next 21 days will be sought   **Any other information required?** | | * Consider any GDPR issues | |
| **Training and information for staff**   * Information is provided on the FLOW system and converts:   + What Covid 19 is   + Key controls and why * Use and storage of chemicals and cleaning equipment for housekeepers and maintenance * Staff shown how staff put on and take off PPE/Protective clothing   **Any other training or information?** | | * Enhanced cleaning and disinfection procedures for housekeeping and cleaning staff. * If necessary update emergency evacuation training * Set up Comms strategy for staff – weekly, allow to ask anonymous questions, WhatsApp group * Consider thank you letters to staff and sent to home address for those working and/or setting up for reopening * Consider survey as to how staff are feeling | |
| I**nformation for Suppliers**  **Consider and state relevant controls** | | * Suppliers to be notified of intended reopening date | |
| **Delivery of foods and other goods - Arrangements**  One member of staff responsible for goods in.  **Any other controls?** | |  | |
| **Ventilation/Air Conditioning** | | | |
| * Keep all internal well ventilated * Windows kept open where possible * Mechanical ventilation/air condition has been serviced and is operational * Duct cleaning certificates in date * Toilets and lobby areas suitably ventilated by keeping lobby doors open as much as possible and in any event during cleaning   **Any other controls?** | | * Check whether mechanical ventilation will not reduce during low occupancy levels | |
|  | |  | | |  | | **Dealing with Emergencies** | | | |  | |  |
|  | |  | | |  | | **Evacuation**     * All staff, guests and visitors must be familiar with the evacuation plan (including all temporary and agency staff). * There will be the minimum staffing levels available to undertake the hotel’s evacuation plan * Where appropriate, PEEPS must continue to be conducted and reviewed.   **Any other controls?** | | * To review and amend evacuation procedures and muster stations. * Update, if necessary fire risk assessment * Update staff fire training if necessary | |  | |  |
| **First Aiders** | | Review First Aid Risk Assessment taking account of St Johns Ambulance advice  <https://www.sja.org.uk/get-advice/first-aid-advice/covid-19-advice-for-first-aiders/>  and HSE advice  <https://www.resus.org.uk/media/statements/resuscitation-council-uk-statements-on-covid-19-coronavirus-cpr-and-resuscitation/covid-community/> | |
| * Positive COVID case | | * To put in place a procedure for dealing with guest or staff with suspected or positive COVID and enhance cleaning procedure | |
|  | |  | | |  | |  | |  | |  | |  |
| Completed By | | |  | | | | | | | | | | |