

COVID-19

Risk Assessment

Nelson Hotels

1. Hazard

This risk assessment template identifies controls to minimise the hazard of COVID-19 spread.

COVID-19 is an illness that can affect your lungs and airways. Symptoms can be mild, moderate, severe or fatal. It is transmitted from small droplets that are created when infected persons sneeze or cough. These can be directly transmitted to another person or a surface and then transferred if a person touches their eyes, mouth or nose.

2. People exposed

Please tick the people who will be exposed.

x	Employees	x	Contractors
x	Visitors/guests	x	Members of the public
x	Vulnerable groups*	x	Extremely vulnerable groups**
	Other:		

*Vulnerable groups are classified by the NHS as moderate risk. They will meet the criteria that make them eligible for the annual flu vaccination, for example, those aged 70 or older, and those who are pregnant. Vulnerable individuals who cannot work from home must be offered the safest on-site roles so they can maintain social distancing.

**Extremely vulnerable groups are classified by the NHS as high risk. They will have been informed by their GP that they are extremely vulnerable and will have received a letter confirming this. For employees who have been identified as extremely vulnerable individuals by their GP, they are not to work outside of the home and therefore must not return to the workplace.

For all vulnerable and extremely vulnerable employees a specific risk assessment and health declaration form has been completed.

1. Control measures

3.1 Effective personal hygiene

What facilities and/or procedures will be put in place to enhance the implementation of effective handwashing practices by all employees to prevent the spread of COVID-19?

	Wash hand basins are provided to ensure that hand washing can be achieved.
Employees are reminded that wearing gloves is not a substitute for good hand washing.	If gloves are provided, has training been provided on good practices such as changing between a work task and handwashing after use.
	Wash hand basins to be supplied with soap and an effective means of drying hands.
	Wash hand basins are supplemented with alcoholic hand gel.
	Hand gel is provided at the entrance of the business and at suitable locations throughout.
	Employees carry their own personal hand gel for personal use.
	Gloves are provided and training has been given on their use.

3.2 Social distancing

What procedures will be put in place to ensure appropriate social distancing is maintained between employees in their workspace?

Take Steps to review work schedules, start and finish times, working at home to reduce workers on site, and re-allocating workers to other tasks.	Wherever possible, social distancing must be maintained. This includes all work areas, entrances, exits and rest areas and is also applicable to visitors to the site.
Management checks to ensure that this is adhered to.	Where social distancing cannot be achieved, alter the task so people are stood side to side or back to back.
Perspex screens at the main reception desk.	Where social distancing cannot be achieved physical barriers (for example perspex screens) have been installed.
Conference calls to be used instead of face to face meetings. Where possible use telephone or email to communicate.	Implement measures to prevent non-essential movement between work areas.
	Create floor markings to ensure separation.
	Re-design the workflow

3.3 Cleaning and disinfection

What changes will be made to your cleaning and disinfection procedures to ensure they are capable of controlling the potential spread of COVID-19?

	Touch points, such as door handles, keyboards and fridge handles are disinfected regularly throughout the day and as a minimum the start and end of the day using appropriate cleaning products.
nebuliser machine used daily, effective against viruses and Covid-19.	Disinfectant used is effective against viruses such as COVID-19 and the contact time is adhered to.
Checklist and sign off sheet to be checked by management.	All touch points to be cleaned with hot soapy water as a minimum of once a day.
	Shared entrances to the business are part of the enhanced cleaning regime. .
GM to coordinate with Op's Manager	There is sufficient supply of cleaning materials, recognising increased usage compared to normal.
Refer to SOP to follow protocol if a visitor/employee has confirmed symptoms.	If a person displays symptoms of COVID-19 in the workplace or there is a confirmed case of someone with COVID-19 having recently visited the premises, then enhanced cleaning following the latest government guidance is undertaken.
	Colleague uniforms are to be laundered daily either professionally or at the highest temperature possible, above 60C, as not to impact the uniform.
	Employees avoid wearing their uniform on public transport
	Personal belongings brought to work must be minimal and stored away.

3.4 Personal protective equipment

What procedures will be put in place to ensure existing (standard issue) PPE worn by staff, such as overalls and gloves, are changed and cleaned regularly in accordance with government advice on COVID-19 control?

	If employees choose to wear a face covering, they must wash hands thoroughly before putting on and removing, avoid touching the face, change the covering if it becomes damp, change face covering at least daily, continue to observe enhanced hand washing, cleaning regimes and social distancing.
	Review current procedures for laundering PPE to prevent the potential spread of COVID-19.
	Laundering services or facilities installed within the premises to ensure PPE does not need to be taken home by employees and is adequately cleaned after each shift

3.5 Workplace Practices

3.5.1 Deliveries

What changes will be made to your delivery procedures to ensure they are minimising the potential spread of COVID-19?

	The number of deliveries to site have been reduced, for example by increasing the size of order and reducing frequency.
Communicated to staff on return to work	Stop personal deliveries to the workplace.
	Have a clear area for deliveries to be marked in the workplace and maintain social distancing when delivery is being made.
	Hands are washed thoroughly after handling the delivered items.
	Signage is displayed to indicate the delivery area and inform delivery personnel of the control on site.

3.5.2 Entering and leaving work

What procedures will be put in place to ensure appropriate social distancing is maintained between customers and or visitors?

	At the hotel main reception desk, the receptionist must be socially distanced, or a screen placed as a barrier.
Biometric Clock Machine for staff to be part of the enhanced cleaning regime	If keypads are used to access buildings, consider deactivating if security can still be maintained. If keypads are used, ensure they are part of the enhanced cleaning regime.
	Markings placed at the entrance of the building to ensure social distancing is maintained before entering the building and queuing.
	Signage is displayed to inform the guest of social distancing measures and requesting they are observed.

3.5.3 Movement within work

What procedures will be put in place to minimise contact between employees, visitors and customers within the business?

	Reduce movement around building by discouraging non-essential movements.
	Restrict colleague movements to only essential areas.
Follow Gov. guidelines on social distance -2m rule.	If lifts are used, restrict the number of occupants to increase social distancing. Restricted to one person or family.
	Lift to be included in the enhanced cleaning regime.
	If meetings must absolutely be held in person, maintain the social distancing and avoid sharing appliances, such as pens and whiteboards. Space meeting room layout to be changed to ensure distancing can be maintained.
	Meeting rooms are to have enhanced cleaning, with areas being disinfected before and after meetings.
	Customers/visitors are to be clearly instructed on flow around the building, either through floor markings or signage.

3.5.4 Communal areas

What procedures will be put in place to ensure appropriate social distancing is maintained between employees and visitors in your business?

	Stagger breaks to reduce occupancy of communal areas. If possible, take breaks outside in well ventilated areas.
	Seating to be rearranged to aid maintenance of social distancing and reduce face to face interactions.
	Ensure that the communal areas are included in the enhanced cleaning regime. If there are showers and changing facilities, ensure that they are kept clear of personal items.
Staff toilet- one person only to use	Reduce occupancy of toilets to ensure social distancing can be maintained.
	Reduce the likelihood of guests congregating in communal areas by altering service, for example online check in or providing table service, distancing facilities, for example moving till points apart or use of floor marking to identify the social distancing area.
	Review occupancy limit of toilets to ensure that social distancing can be maintained. Inform guests of revised occupancy of toilets and wait until facilities are available.
	Facilities to be taped off to ensure social distancing is maintained, for example taping off one urinal if 2 are in close proximity.

3.5.5 Travelling Whilst in work

What procedures will be put in place to ensure employees reduce the spread of COVID-19 travelling to and from work?

	If travelling in a company vehicle you are unable to social distance, then passengers sit back to back or side by side and should wear a face covering.
	Work vehicles to be included on the enhanced cleaning regime.

3.5.6 Managing visitors

What additional procedures will the company put in place to ensure any essential visitors do not present a risk of spreading COVID-19 to staff?

	Discourage visitors to the workplace. Where visitors are absolutely necessary, then inform them of the controls on site before arriving.
	Host of visitor to inform visitor of the site-specific controls when arriving at site.
	Limit the number of visitors /Contractors at any one time and consider organising visits when occupancy is low, for example if maintenance is required then undertake early in morning or late afternoon.
	If visitors have to sign in, ask them to use their own pen or have a means of disinfecting the pen after each use.

3.5.7 Managing the workforce

Are there any specific tasks where maintaining social distance between employees presents a challenge, and are additional measures possible which will prevent the spread of COVID-19?

	Fix teams into work groups or shift patterns. This reduces the number of contacts as employees are working with the same people routinely.
	If materials are passed between employees, for example office supplies or documentation, organise drop off zones where items can be left and then collected.
	All shared cutlery, crockery, cups and drinking glasses must be effectively cleaned and disinfected before use by other persons
	Ensure employees are not incentivised to work if they are feeling unwell
	Ensure employees are not incentivised to work if they have had contact with a symptomatic individual
	Content of the Fire Risk Assessment has been updated in this risk assessment to reflect any changes in layout

3.6 Workplace Procedures

3.6.1 Communication and training

How will the company ensure all of your employees understand the measures needed to prevent the spread of COVID-19 whilst at work?

	All employees have read and understand the control measures detailed in this risk assessment
	All employees receive COVID-19 training
	All employees receive regular update training and are informed of the new control measures. If control measures are not followed, the employee is immediately retrained in them.
	All employees complete a COVID-19 Return to Work questionnaire to ensure they are fit to work.
	All employees understand the symptoms of COVID-19 and the action they must take if they are in contact with anyone that has the symptoms.

3.6.2 Ventilation within the business

How do you ventilate your business to minimise the potential spread of COVID-19?

	Windows and doors should be left open to encourage ventilation of the space. This action must not impact other safety considerations, for example reduced security as the entrances are not secure or fire doors being propped open.
	Ventilation systems should be adjusted to achieve the maximum number of air changes possible, whilst maintaining colleague comfort. If there is a complex ventilation system, then guidance is to be sought from the company's ventilation and air conditioning advisors

3.6.3 Common hand contact surfaces

What procedures will be put in place for reusable hand contact surfaces?

	Reusable hand contact surfaces are replaced with alternative non-contact methods (i.e. menus on display, condiments in single use sachets etc)
	All reusable hand contact surfaces are cleaned and disinfected between use (i.e. menus, till, PDQs, kitchen equipment, etc. condiments cleaned and disinfected between use).

3.7 Review and monitoring

What procedures will be put in place to review and monitor the control measures of this risk assessment?

	The risk assessment is updated at least yearly or sooner when the Government guidance changes, or work practices change.
	Monitoring of control measures are undertaken throughout the day and recorded.

3.8 Dealing with COVID-19 in the workplace

What procedures are implemented if an employee and / or visitor becomes unwell and displays symptoms at work?

	All employees that have been exposed to symptomatic persons must self-isolate for 14 days or take an appropriate COVID-19 test to establish if they are infected.
	All employees who test positive must self-isolate and follow the sickness procedure.
	All employees must complete a return to work form after self-isolation or completion of a negative COVID-19 test.