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| **Assessment Details** | | | | | | | | |
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| **QT Reference No:** |  | | | **Date:** | Ongoing since 27/4/2020 | | | |
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| **Business Name:** | Best Western Woodlands Hotel | | | **Address:** | 13 Panmure Terrace, Broughty Ferry, Dundee, DD5 2QL | | | |
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| **Insurance Certificate:** | Allianz | **Gas Safety Certificate:** | H & H Plumbing & Heating | **Fire Risk Assessment:** | | Croner | **Carbon Monoxide Detectors:** | CM Sturrock |

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| **Completion Guide** |
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| The example below demonstrates how this Risk Assessment works. Give the Severity (S) and Likelihood (L) a score based on the table below. Multiply (S) by (L) to create a risk score (R).  Score each job hazard rather than each control measure.   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Severity (S):** | **6** Multiple Death | **5** Single Death | **4** Major Injury | **3** Lost Time Injury | **2** Minor | **1** Delay | | **Likelihood (L):** | **6** Certain | **5** Very Likely | **4** Likely to Happen | **3** May Happen | **2** Unlikely to Happen | **1** Very Unlikely to Happen |   The figures will give a risk score between **0** and **36**:  **0-10** low risk (Green), **11-20** medium risk (Amber) and **21-36** high risk (Red).  Focus should be placed on any high risk areas and where risk can be mitigated. |

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| **Job Hazard Exposure / Detailed Hazard** | **Possible Harm  and Effects** | **Existing  Control Measures** | **Recommended Controls / Information  (In Priority Order)** | **S** | **L** | **R** |
|  | | | | | | |
| **Spread of COVID-19**  **Coronavirus** | * Staff * Visitors * Contractors * Vulnerable Groups | **All Staff to have a return to work interview and training in what measures have been introduced and requirements are for them and guests** | All employees must have a return to work interview and a fit for work document, reporting any changes in circumstances to Manager as soon as possible  Training in bagging and storing of dirty laundry procedures  Training in the use of PPE, what and when it is required | 1 | 1 | 1 |
|  |  | **Hand Washing**   * **Hand washing facilities with soap and water in place** * **Stringent hand washing taking place** * **Guidance posters on display** * **Drying of hands** * **gel hand sanitisers in place** * **Suspend the use of warm air hand dryers** | Employees to be reminded to wash and sanitise hands upon arrival at work and on a regular basis to wash their hands for 20 seconds with soap and water and to dry hands properly with paper towels  Use the same measures for public toilet areas for handwashing  Follow Catch it, Bin it, Kill it and to avoid touching face etc  Tissues to be made available  Encourage staff to report any problems | 2 | 1 | 2 |
|  |  | **Public usage of toilets to be signed for social distancing awareness and cleaning of public toilets within the hotel to be robust and frequent** | Use a cleaning checklist and leave in the area for transparency  Ensure a robust cleaning schedule is in place and monitor standards | 2 | 2 | 4 |
|  |  | **Cleaning**  **Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, reception area - including keyboards and telephones, lift buttons using appropriate cleaning methods and products - Records to be filled in and filed** | Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed, checklist at front door for door handles, leave as many doors open as possible for entry | 2 | 1 | 2 |
|  |  | **Social Distancing**  **Reducing the number of persons in any work area to try and comply with the 2 metre gap recommendation** | Staff to be reminded on a daily basis of the importance of social distancing both in and outside the workplace  Management checks to ensure cooperation | 2 | 3 | 6 |
|  |  | **Wearing of gloves & Face coverings**  **All cleaning including bedroom laundry and cleaning must be done wearing gloves and face covering an adequate supply will be supplied** | All staff to be reminded that wearing of gloves is not a substitute for handwashing, gloves and hand sanitiser will be provided for all staff with aprons available  All staff must wear a face covering during front of house duties, these will be provided and either disposable after every shift or washed at high temperature after shift. Staff may wear their own but must ensure that these are to the correct standard and washed at high temperature. | 1 | 1 | 1 |
|  |  | **Air purifiers to be placed in room before servicing and stay over commences**  **PPE must be worn**  **Cleaning Checklists to be completed and filed**  **Deep Clean records to be completed and filed** | Staff to place in each room at the start of servicing and move on to the next  Rooms only to be serviced on departure of guest  Stay over service to be reduced to emptying bins and freshening towels, toiletries and supplies if required | 3 | 3 | 9 |
|  |  | **All tables to be cleaned then disinfected, appropriate materials will be provided** | Staff to be trained on appropriate products and order in which these are to be used | 2 | 2 | 4 |
|  |  | **One way system for breakfast and minimal contact.**  **Buffet breakfast has been reintroduced for cold items, juice and toast. This will be manned by a member of staff who will prepare items for customer.**  **Customer may pick up individually wrapped items**  **All hot food will be served from the kitchen straight to the guest table** | Staff to make sure there is minimal contact between guests and themselves during high traffic service  Staff will be trained appropriately with the new system and teamwork will be key.  Guests will be seated and served to facilitate minimal contact with other guests and staff during breakfast service  Staff will wear gloves when clearing which will be changed frequently and have hand sanitiser | 3 | 2 | 6 |
|  |  | **Symptoms of COVID-19**   * **If anyone becomes unwell with a new continuous cough or a high temperature in the workplace they will be sent home and advised to follow the stay at home guidance** * **If advised that a member of staff or public has developed COVID-19 and were recently on the premises the management team will contact the public health authority and take advice** | Internal communication and cascading of messages through the line managers will be carried out and support to colleagues in a fast changing situation, support will be given to staff who are affected or has a family member affected | 3 | 3 | 9 |
|  |  | **Mental Health**  **Management will promote health & wellbeing awareness to staff** | Regular communication of mental health information and open door policy for those who need additional support | 3 | 3 | 9 |
|  |  | **All staff must change into clean uniform on the premises to minimise the chance of contamination and change after finishing shift** | Facilities will be provided for ALL staff to change in privacy, this must be adhered to. These must be washed to standard daily | 1 | 1 | 1 |
|  |  | **Restaurant and bar service - Room Service** | Room service will be provided to all guests  Timings and menu given to guest upon arrival via QR code and can communicate order using talk.to app  Delivered to the guest bedroom door on tray and stand  Cutlery will be sanitised and presented in sealed pouch. All cutlery, crockery and glassware is washed in machine at high heat to manufacturer specifications  All charged to room - no money to be exchanged | 2 | 2 | 4 |
|  |  | **Restaurant and Bar Service** | Where possible bookings will be taken with contact details  Customers will be seated in one of 4 areas, observing social distancing between tables  The tables will be bare, cleaned & wiped down with EC6 and then sprayed with Dew Disinfect- safe and sanitising electrolysed water  All cutlery will be presented sanitised and sealed for customers to open  All crockery, cutlery and glassware is washed in machine at high temperature to manufacturers specifications  Laminated menus will be sanitised before and after each use  Cruets will be sanitised before and after each use  Table service will be adhered to, no customers are to order at the bar or waiting station  A contact name and phone number must be recorded for each party, if they refuse to give then we will refuse service, this must be handed in to reception and stored in the daily envelope.  Staff will be mindful of hand hygiene, washing hands frequently and also using hand sanitiser  Gloves will be worn for clearing tables  A one way system is in place for the restaurant, one entrance and one exit, clear sign are displayed at exit  Contactless payments will be encouraged, if Pin is required PDQ must be sanitised before and after each use  Sauces will be served in individual sachets as required and where necessary in sanitised ramekins | 2 | 2 | 4 |
|  |  | **Leisure Club**   * **Pool and Spa** * **Gym** | Queuing for time slot to be socially distanced in leisure club foyer – markings on the floor – arrival advised not before 10 minutes prior to slot time  Hand sanitiser at front door of hotel and front door of leisure club to be used upon arrival  Leisure club rules are on show at reception desk  All members were sent an email and letter advising of new procedures and rules before reopening  Face coverings to be worn by members and guests upon arrival and departure  Face coverings worn by staff at all times unless behind protective screen at reception desk  Names and numbers taken at time of booking and handed in to reception at the end of the day to go with other information for the day for track and trace  Temperature check upon arrival before admittance to pool or gym  Pool to be sectioned off into 3 lanes, each will be 2 meters wide and the full length of the pool  Each lane will be for 1 household or an individual, maximum of 4 in one lane  Showers to be blocked off and only poolside shower for rinsing before and after entering pool  Spa is in use for 1 household or 2 socially distanced individuals at any one time – starter button to be sanitised after every use  Pool and Gym - Time slots must be booked, ½ hour interval between slots for sanitisation  Gym to have a maximum of 9 persons per booked time slot including maximum of 2 in the weight room at any one time  Members and guests are provided with relevant sanitising products to wipe down machines after use  Sauna and Steam room remain closed as per Government Legislation  Members and guests advised that ½ hour maximum on any one piece of equipment  Socially distanced equipment in use – all other equipment has either been removed, unplugged or has appropriate signage  Showers not in use  Only 8 lockers available – socially distanced in each changing room, these are sanitised after every use in the ½ hour provided to staff for cleaning between time slot  Doors are left open for extra ventilation and to minimise touch points  1 hour each day 1.30-2.30pm for staff change over and deep clean of all equipment and all areas, using correct cleaning materials. Professional fogging machine and “Dew” sanitising products to be used and all areas to be fogged thoroughly. “Dew” products are electrolysed water and contain no chemicals |  |  |  |
|  |  | **Functions, large gatherings - TBC (once guidelines are issued)** |  |  |  |  |
|  |  | **Check in/out procedure to provide minimal contact, email confirmation and preferably payment in advance, email invoice or receipt** | To prevent cross contamination check in and check out should have as little contact as possible, provide a drop box for keys which will be sanitised after use, email all invoices and receipts out where possible to avoid contact  Payments to be made by card where possible | 3 | 2 | 6 |
|  |  | **Limit lift usage to one person or one household to promote social distancing** | Display posters at all lift entrances and in lift to limit to one person at a time | 2 | 1 | 2 |
| **Infectious outbreak within a hotel bedroom** |  | **Quarantine the bedroom and ALL staff to be instructed not to enter** | Call the guest to clearly understand the situation and if the guest needs to extend their stay and for how long  Offer assistance with calling local doctor, 111 or ambulance  Inform all staff that the bedroom is in quarantine and DO NOT ENTER  Inform Duty Manager so all cases are accounted for if the situation becomes worse (reporting purposes for the EHO)  Extra amenities, food, linen and bags, medicines etc to be placed outside the room if required  Place an emergency body fluid kit outside the room for the guest to use if required  Immediately clean all public areas as per guidelines and increase frequency  Minimise contact with guest on departure  Leave the bedroom empty for 72 hours if possible and then place in air purifier before servicing room | 3 | 3 | 9 |