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| Negligible | 1 | |
| Minor | 2 | |
| Moderate | 3 | |
| Major | 4 | |
| Severity | Extreme | 5 |

Risk Matrix used in Risk Assessment below

Coronavirus (COVID-19) Hospitality Assessment Howard’s House Hotel

Contents

- Transmission from non-essential works
- Individuals at increased risk
- Travel
- Social Distancing
- Hygiene
- Food safety & infection control
- Public H&S
- Stress (including mental health)
- Deliveries
- Emergency arrangements

Assessment date: 27th July 2020

Review date: 27th September 2020

Version: 1.0

| Hazard | Risk | Control measures | RR | Persons at risk |
|---|-------------------|--|------------------|-----------------|
| Transmission from non-essential workers | 4 x 4 = 16 | 1) Only essential workers to work at Howard’s House. Those not in food production roles, such as administrative staff, should work from home if at all possible 2) It will be determined what the minimum number of people is needed on the premises to operate safely and effectively Those working from home shall be monitored and receive regular contact to understand when they are able to return to the workplace 3) | 4 x 1 = 4 | Employees |

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| Individual workers at a higher risk of contracting COVID 19 | 4 x 5 | 1) Clinically extremely vulnerable individuals shall remain shielded in accordance with their medical advice | 4 x 1 | Employees |
| | = 20 | 2) If clinically vulnerable (but not extremely clinically vulnerable) workers cannot work from home, they should be offered the option of the safest available on-site roles 3) Assess and make reasonable adjustments to avoid disabled workers being put at a disadvantage 4) Assess the health and safety risks for new or expectant mothers | = 4 | |
| Risk of COVID 19 transmission - Staff travelling to and from work | 4 x 4 = 16 | 1) Commuting to work via walking, cycling or private transport where possible 2) Public transport to be used as last resort and face covering recommended when travelling 3) Staggering arrival and departure times at work to reduce crowding into and out of the workplace 4) Reducing congestion, for example, by having more entry points to the workplace | 4 x 1 = 4 | Employees and contractors |
| Social distance when using the premises | 4 x 4 = 16 | 1) Maintain social distancing in the workplace wherever possible 2) Where the social distancing guidelines cannot be followed in full in relation to a particular activity, businesses should consider whether that activity needs to continue and implement additional measures 3) Use 'fixed teams or partnering' where possible (so each person works with only a few others) 4) Consideration into installing screens or barriers to separate people from each other 5) Setting up im signage and one way systems where the premises design permits 6) Regulating use of high traffic areas including corridors, and staircases to maintain social distancing | 4 x 2 = 8 | All persons using hospitality premises |

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| Welfare & hygiene - handwashing, sanitation facilities and toilets | 4 x 4 = 16 | <ol style="list-style-type: none"> 1) Wash your hands thoroughly and regularly. Use soap and water for at least 20 seconds. Use alcohol-based hand sanitizer if soap and water is not available and hand washing technique to be adopted as directed by NHS 2) Providing handwashing facilities, or hand sanitizer where not possible, at entry and exit points 3) Avoid touching your face/eyes/nose/mouth with unwashed hands and cover your cough or sneeze with a tissue then throw it in the bin 4) Increase cleaning rota / schedule in your work area 5) Enhance the cleaning regimes for toilet facilities particularly touch points such as door handles, locks and the toilet flush 6) Provide suitable and sufficient rubbish bins for hand towels with regular removal and | 4 x 1 = 4 | All persons using hospitality premises |
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| | | <p>disposal</p> <ol style="list-style-type: none"> 7) Ensure sufficient supplies of soap, hand sanitiser and paper towels remain in place 8) Requesting staff change into work uniforms on site using appropriate facilities/changing areas, where social distancing and hygiene guidelines can be met 9) Washing chef's whites at home, clean items to be worn daily | | |
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| Food safety | 4 x 2 = 8 | <ol style="list-style-type: none"> 1) Revise the food safety management system (FSMS) including Hazard Analysis and Critical Control Point (HACCP) processes 2) Use the food standards agency (FSA) guidance and available checklists to ensure food safety remains through COVID secure measures 3) Allowing kitchen access to as few people as possible 4) Minimizing interaction between kitchen staff and other workers, including when on breaks 5) Minimizing access to walk-in pantries, fridges and freezers, for example, with only one person being able to access these areas at one point in time | 4 x 1 = 4 | All persons using preparing, serving and consuming food and drink on the premises |
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| Infection control | 4 x 4 = 16 | <ol style="list-style-type: none"> 1) Any infection control policies used are to be reviewed to ensure they remain valid Putting teams into shifts to restrict the number of workers interacting with each other 2) Minimising contact at 'handover' points with other staff, such as when presenting food to serving staff and accepting deliveries 3) Using safe outside areas for breaks 4) Opening windows and doors frequently to encourage ventilation, where possible 5) Wedging doors open, where appropriate, to reduce touchpoints. This does not apply to fire doors 6) All reusable items relating to food service such as salt and pepper grinders are to be cleaned after each use 7) Where you are already using PPE in your work activity to protect against non-COVID19 risks, you should continue to do so 8) Unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited. 9) While food packaging is not known to present a specific risk, efforts should be made to ensure it is cleaned and handled in line with usual food safety practices 10) | 4 x 1 = 4 | All persons using hospitality premises |
| Members of the public and protecting servers staff | 4 x 4 | 1) Cleaning and disinfecting your premises used to be something that was hidden from the customers' view. Now, it's likely that | 4 x 1 | All persons using hospitality premises |

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| | = 16 | <p>people will feel safer walking into a building if they see comprehensive cleaning taking place frequently</p> <ol style="list-style-type: none"> 2) Customers should have free, easy access to hand sanitiser containing 60% alcohol when entering your premises to clean their hands 3) Introducing visible social distancing measures for your premises. For example, using plexiglass screens at serving locations, social distancing markers on the floor, someone on the door to manage the number of people entering the building, etc. Provide your servers with appropriate disposal 4) protective personal equipment (PPE) for their job, for example, gloves and face masks. Whilst previously this may have been alarming, in the current situation this can help reassure and protect both your workforce and customers against the spread of the virus 5) Encourage payment transactions to be completely contactless. This could include requesting that customers use contactless card payments (the contactless payment limit was recently increased to £45 per transaction), mobile payments, disinfecting a chip and pin pad after every use, and offering e-receipts instead of paper to reduce potential contact 6) Disinfectant and disposable cleaning wipes should be made available for customers to use alongside self-service/touch screen terminals 7) Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example, carrying out services at night | = 4 | |
| | 4 x 4 = 16 | <ol style="list-style-type: none"> 1) Remote staff to receive periodic contact via online team meeting or line management calls 2) Advise staff of technology apps that can assist with stress management and / or mental health 3) Offer flexible working arrangements where possible 4) Review any mental health first aider support for staff 5) Safe social interaction helps promote better mental health 6) Offering advice around regular exercise will improve mental health 7) Consult with local authorities if there is additional mental health resources available | | Employees |
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| Emergency incident - | 5 | 1) In an emergency, for example, a fire or | 5 | All persons using |
| accident or fire within the premises | x 2 = 10 | break-in, people do not have to stay 2m apart if it would be unsafe 2) People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards, including washing hands 3) First aider cover to be reviewed to ensure it remains suitable and that first aiders are aware of additional COVID precautions to take if attending to a casualty | x 1 = 5 | hospitality premises |

Training

We will distribute a manager's brief and have it completed, alerting all staff to COVID 19 secure specific processes, policies and procedures. The following links provide additional guidance:

- <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offeringtakeaway-or-delivery>
- <https://www.ukhospitality.org.uk/page/coronavirus>

Management - general controls for boards to consider

- We will display posters in staff areas to remind teams of the health, safety and infection control procedures in place at work. These could also include details of the best person to contact, for example an Infection Control Officer, if they have any concerns.
- Make sure staff members' phone numbers and emergency contact details are kept up to date.
- Reduce the number of available menu items for food and drink serving establishments. This will allow kitchen staff to follow safe distancing procedures by streamlining production lines. It's worth noting, it is highly unlikely that COVID-19 can be transferred by food products.
- Introduce creative resourcing solutions so there are fewer people in the workplace at any one time to reduce the risk of infection. This could include staggering shifts or having A and B teams.
- Recommend that staff members only wear their uniforms or work clothes whilst on the premises. They shouldn't travel to and from work in their workwear.
- Ask staff members to consider avoiding or minimising the time they spend using public transport to get to work for their own safety.
- Consider using contactless thermometers to check staff members' temperature before entering the premises. If they have a temperature, government guidelines advise they should self-isolate for 7 days.
- As far as possible, where staff are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people
- Considering where congestion caused by people flow and 'pinch points' can be improved. Using one-way systems, staggered shifts and assigned staff mealtimes are possible ways to minimise the risk of transmission
- Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements