

Area/Task Equipment	Risk Level	Nature of Risk	Protective and Preventative Measures	Further Controls Needed (if none place initials and date in space below)	Date implemented
Preventing the virus from entering the business	High	Spread of COVID-19 virus causing illness which may be asymptomatic, mild, moderate, severe or fatal to team members, guests, contractors, suppliers and visitors	<p>Please read alongside the Pub COVID Secure Risk Assessment. Below are the additional controls for hotel operations.</p> <ul style="list-style-type: none"> <li>• Website and booking confirmation will be used to communicate our new ways of working.</li> <li>• Hand sanitiser stations will be placed at entrances with a notice to encourage guests to use them before entering.</li> <li>• One group at a time check in arrangements to be communicated to guests via notices and floor marking to guide guests on the correct social distancing to be observed.</li> <li>• Social distancing controls to be observed when taking in deliveries of clean linen and collection of dirty linen</li> </ul>		
Reducing the risk of transmission		Spread of COVID-19 virus causing illness which may be asymptomatic, mild, moderate, severe or fatal to team members, guests, contractors, suppliers and visitors	<ul style="list-style-type: none"> <li>• All standard operating procedures and hotel safety checks to be completed as normal.</li> <li>• Every reasonable effort must be made to comply with the social distancing guidelines set out by the government.</li> <li>• Where the social distancing guidelines cannot be followed in full in relation to a particular activity, all mitigating actions possible will be taken to reduce the risk of transmission between team members, guests, contractors, suppliers and visitors by:</li> </ul>		

			<ul style="list-style-type: none"> <li>➤ Increasing the frequency of hand washing and surface cleaning, o Keeping the activity time involved when social distancing cannot be achieved e.g. in corridors, on stairs as short as possible, o</li> <li>➤ Passing back to back whenever possible.</li> <li>➤ Hand sanitiser provided for guests to use before entering the reception area.</li> <li>• Floor marking used to indicate where guests must stand to maintain social distancing to reception team member.</li> <li>• Guest registration information to be completed by team member and not handed to guest to complete.</li> <li>• A pack containing tea, coffee, milk, biscuits, sugar etc. will be provided to guests on request during check in. Unused items will be discarded at checkout.</li> <li>• Hand sanitiser provided and used by team member on Reception between guests.</li> <li>• Payment in advance taken with booking where possible. Cash payment on arrival to be avoided where possible. PDQ machine to sanitised after each use with D10.</li> <li>• Drop box /basket provided in reception for the return of keys and key cards. All keys and key cards cleaned with D10 after use.</li> <li>• Non-essential POS, menus etc. to be removed from rooms.</li> <li>• Disposable menus will be provided in guest rooms and discarded after each use.</li> <li>• Team members trained and to refer to the posters regarding symptoms, personal</li> </ul>		
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			<p>hygiene and hand washing and enhanced cleaning measures.</p> <ul style="list-style-type: none"><li>• Adequate supplies of hot water, soap and towels maintained at wash hand basins to facilitate hand hygiene. Hand sanitiser to be provided in reception areas so team members can sanitise their hands between checking in different guest parties.</li><li>• Team members must wash their hands with soap and warm water regularly and thoroughly for at least 20 seconds. This must be completed frequently throughout the day and especially: -<ul style="list-style-type: none"><li>➤ On arrival at work</li><li>➤ After handling objects belonging to or handled by a guest, supplier or contractor.</li><li>➤ After each room clean.</li><li>➤ After every break.</li><li>➤ After coughing or sneezing or using the toilet.</li></ul></li><li>• Documented 'Opening Checks' to be completed by manager as per the pub operating guidelines. <a href="#">[2]</a></li><li>• Daily 'Health Screen / Pre-Shift Brief' completed with all hotel team members by the management team as they come on shift.</li><li>• Chemical solutions are made in accordance with the supplier's instructions</li><li>• Team member on reception to ensure reception desk, PDQ machine, door handles and push plates and other lobby area touch points are regularly wiped down during gaps between guests.</li></ul>		
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			<ul style="list-style-type: none"><li>• Do not clean or make up stay over/occupied rooms – this service is suspended for the safety of our team and guests.</li><li>• On entering the room for cleaning, open the window and disinfect the handle afterwards. Using cleaner and sanitiser complete normal cleaning regimes but pay attentions to hand contact surfaces including the bedside table, desk, light switches, door handles inside and out, taps, toilet handles, soap and shower gel dispensers, hair dryer heating/air conditioning controls, door handles, wardrobe coat hangers, kettle, consumables tray and TV remote control.</li><li>• Shower curtains where possible should be changed after each guest room use and cleaned in the washing machine on a 60oC cycle.</li><li>• Any remaining tea, coffee, biscuits should be disposed of. Used crockery, glasses and teaspoons to be cleaned in the dishwasher before the next guest.</li><li>• Wash your hands thoroughly between each room.</li><li>• Housekeeping teams to ensure door handles and push plates on doors on corridors are cleaned and handrails on stairs.</li><li>• At the end of shift, team members to clean vacuum cleaner handles, cleaning carry tray, trigger spray bottles, toilet brush, mop and trolley handles.</li><li>•</li><li>•</li></ul>		
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<p>Reducing risk of transmission where a person has symptoms.</p>	<p>High</p>	<p>Spread of COVID-19 virus causing illness which may be asymptomatic, mild, moderate, severe or fatal to team members, guests, contractors, suppliers and visitors</p>	<ul style="list-style-type: none"> <li>• Where a guest has been taken unwell with symptoms consistent with COVID-19, they should be advised to check out and return home to self isolate if possible.</li> <li>• If the guest has acute symptoms and their life is at a potential risk, emergency medical assistance should be sought immediately.</li> <li>• If the guest is unable to check out, they must stay in their room. Arrangements should be made for meals / food to be delivered to outside their room either from delivery service from the pub (if available) or local takeaway delivery services</li> <li>• Additional requests for fresh linen/towels, tea coffee etc. to be left at the door. Several bin bags to be provided to store rubbish, used linen and towels which must be kept in the room (not placed in the corridor) until an agreed pick up time.</li> <li>• Guest must inform hotel management before checking out. Vacated room to be left undisturbed for 72 hours before cleaning. The virus if present, will not survive on hard surfaces after this time but as an additional precaution, team members completing the cleaning should wear gloves and a disposable plastic apron.</li> <li>• All cloths and mop heads used must be removed for washing at 60oC once cleaning has been completed before reuse. The gloves and aprons used must be removed and double bagged into waste bags tied and placed in the outside bins. Hands must be washed with</li> </ul>		
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			<p>soap and water on completion of cleaning as normal.</p> <ul style="list-style-type: none"> <li>• If the room has been heavily contaminated with visible body fluids, leave the room off sale and call the maintenance helpdesk for a specialist deep clean to be completed.</li> </ul>		
Monitoring and Compliance	High	Spread of COVID-19 virus causing illness which may be asymptomatic, mild, moderate, severe or fatal to team members, guests, contractors, suppliers and visitors	<ul style="list-style-type: none"> <li>• The General Manager or Operator is responsible for ensuring that the control measures are implemented in their hotel however all members of the team through their training and briefings will encouraged and expected to take personal responsibility to ensure that appropriate practices are correctly implemented at all times and feedback any issues of concern.</li> <li>• Managers will monitor compliance with the risk assessment and new ways of working. Management will sign off the risk assessment to confirm compliance with the controls and/or take appropriate action to ensure full compliance.</li> </ul>		