COVID - Main Principles in Hotels

This risk assessment covers the main principles of control in order to prevent the spread of coronavirus. Reference should be made to additional site/departmental specific COVID risk assessments within this risk assessment module. The coronavirus situation is dynamic and hazards and controls must be updated as government advice changes. In order for this risk assessment to be suitable and sufficient, the contents must be reviewed, controls amended to reflect the operation and then adopted. The use of a sign off sheet is recommended to record the adoption of the risk assessment and that findings of the risk assessment have been communicated to and understood by the relevant team.

WITH CONTROLS

LOW RISK

SEVERITY		LIKELIHOOD
10	✖	2

20

RISK RATING REDUCTION ⬇ **60%**

WITHOUT CONTROLS

HIGH RISK

| SEVERITY		LIKELIHOOD
10	✖	5

50

PEOPLE EXPOSED

- Colleagues
- Contractors
- Visitors / Guests
- Members of the Public

HAZARDS

⚠ **Spread of COVID-19 from person to person, both from colleagues and other visitors.**
Spread of COVID-19 from person to person, both from colleagues and other visitorsCOVID-19 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.

CONTROL MEASURES

○ **Social Distancing**
Wherever possible, social distancing must be maintained. This includes all work areas, entrances, exits, guest areas, reception, office space, meeting rooms and team rest areas.A minimum safe distance as directed by local government rules must be maintained between team and guests and also between between guests and guests. To aid this, signage and markings can be used.

○ **Cleaning**
Cleaning of the premises to be enhanced. Touch points, such as door handles, lift buttons, keyboards and fridge handles must be disinfected at the beginning of the day and regularly throughout. Ensure that disinfectant used is effective against viruses such as coronavirus and the contact time is adhered to. Once a day, all touch points to be cleaned with hot soapy water. Shared entrances are also to be part of the enhanced cleaning regime. Ensure there is sufficient supply of cleaning materials, recognising increased usage compared to normal.

○ **Homeworking**
Colleagues should work from home if at all possible. Only under these circumstances should returning to the premises be considered: - 1) Roles that cannot be performed remotely. 2) Where home circumstances means working from home is not possible. 3) Equipment required to do the job safely is unavailable at home.

○ **Protecting colleagues who are at higher risk**
Those colleagues who have been identified as clinically extremely vulnerable individuals by their GP are not to work outside of the home and therefore must stay away from the usual workplace environment. Clinically vulnerable individuals (for example over 70's and some people with underlying health conditions) and who cannot work from home must be offered the safest on site roles. These roles must mean they can maintain a safe distance as directed by local government rules. If the safe distance as directed by local government rules cannot be achieved for clinically vulnerable individuals, then an individual risk assessment must be completed for them.

○ **Ventilation to the space**
Where possible, windows and doors should be left open to encourage ventilation . This action must not impact other safety considerations, for example reduced security as the main entrance is 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 and guest comfort. If there is a complex ventilation system, then guidance is to be sought from the company's ventilation and air conditioning advisors.
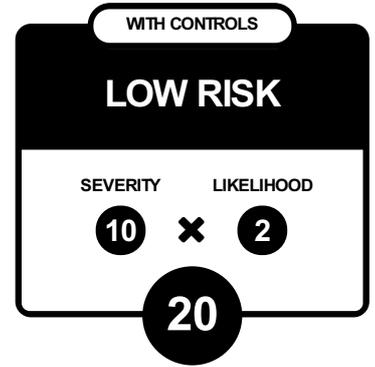
- **Hand hygiene**

  Facilities to be provided to ensure that good hand hygiene can be achieved. All wash hand basins to be supplied with liquid soap and an effective means of drying hands. Paper towels are preferred to electric hand dryers. If providing paper towels, ensure that bins are provided for their safe disposal. The wash hand basins can be supplemented with alcoholic hand sanitiser. Hand sanitiser to be provided at the entrance of the hotel and at suitable locations throughout, for example at reception or by lifts. Team can also carry their own personal hand sanitiser and encouraged to use.

- **Coming to and leaving work**

  To facilitate social distancing, stagger times that colleagues arrive and leave work, reducing congestion at entrances and exits. Mark the floor at entrances to show a safe distance as directed by local government rules. If keypads are used to access building, consider deactivating and relying on security personnel to check in. If key pads are used, ensure they are part of the enhanced cleaning regime. If corporate vehicles are used to transport team, reduce number of people being carried to achieve social distance. If social distance cannot be achieved, then passengers to sit back to back or side by side and should wear a face covering. Work vehicles to be included on the enhanced cleaning regime.

- **Moving around buildings and meetings**

  Reduce movement around building by discouraging non-essential movements. Encourage use of telephone system and teleconferencing to reduce face to face meetings. Restrict team movements to only essential areas. If lifts are used, restrict number of occupants to increase social distancing. Occupants of lifts to face away from one another and mark floor to indicate this. Lift to be included in the enhanced cleaning regime. If meetings must absolutely be held in person, maintain the safe distance as directed by local government rules and avoid sharing appliances, such as pens and whiteboards. Meeting room layout to be changed to ensure the safe distance as directed by local government rules can be maintained. Meeting rooms are to have enhanced cleaning, with area being disinfected before and after meetings.

- **Workstations**

  Workstations assigned to individual and no hot-desking. Maintain social distancing through spacing of desks. Only if it is not possible to move workstations apart, then arrange to work side by side, facing away from each other or using physical screening. Floor markings used to indicate safe distance as directed by local government rules. Similarly, team members are to be assigned to tills and PDQ machines. If team do have to share a till or PC, it must be sanitised between users.

- **Social distancing in common areas**

  Common areas includes entrances, exits, rest areas, canteens and team toilets. Stagger breaks to reduce occupancy of rest 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 common areas are included in the enhanced cleaning regime. If there are showers and changing facilities, ensure that they are kept clear of personal items, the use is restricted or staggered to facilitate social distancing and the area is subject to the enhanced cleaning regime. Reduce occupancy of toilets to ensure social distancing can be maintained.

- **Managing visitors**

  Where appropriate discourage visitors with meetings being conducted remotely. Where visitors are absolutely necessary, then inform them of the controls on site before arriving. Host of visitor to inform visitor of site specific controls when arriving at site. Limit the number of visitors at any one time and consider organising visits when occupancy is low, for example if maintenance is required then undertake outside of peak trade time. If visitors have to sign in, ask them to use their own pen or have a means of disinfecting pen after each use.

- **Deliveries to site**

  Reduce the number of deliveries to the site, for example by increasing the size of order and reducing frequency. Stop personal deliveries to the premises. A clear area for deliveries to be marked in the premises and maintain social distancing when delivery is being made. Hands washed thoroughly after handling the delivered items.

- **Accidents, incidents and emergencies**

  First aiders trained on revised approach for CPR and administering first aid. If deemed necessary, then face masks provided for administering mouth to mouth. In the event of an emergency, people do not have to maintain the safe distance as directed by local government rules, if doing so could hamper the evacuation or present further hazards. Once the emergency is over, then remind team to wash hands.

- **Managing workforce**

  Where possible, fix teams into work groups or shift patterns. This reduces the number of contacts as colleagues are working with the same people routinely. If materials are passed between colleagues, for example documentation, organise drop of 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.

○ **Personal protective equipment and face coverings**

The implementation of the other control measures should mean that extra PPE is not necessary for the control of coronavirus. PPE and face coverings do not replace the other control measures listed within this risk assessment. If colleagues 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.

○ **Communication and training**

All colleagues understand the coronavirus control measures within the premises and the behaviors expected of them. This is achieved through team training and communication throughout the business, for example posters or floor markings. Team are informed of the new control measure before returning to the hotel. Colleagues to complete the COVID-19 Return to Work questionnaire to ensure they are fit to return, understand the symptoms of coronavirus and the action they must take if they or a household member exhibits those symptoms and the new coronavirus controls in the workplace.

○ **Manual handling tasks**

Some manual handling tasks will require a two person lift of carry. If possible, avoid undertaking the task. Consider if the item really need to be lifted or carried. If it does, then maintain social distancing. If it is not possible to maintain social distancing them reduce the period of time to undertake the lift or carry by ensuring it is properly organised and the route is clear. This does not mean rushing the lift or carry, but ensuring it is properly planned. Colleagues to wash hand thoroughly after completing lift. If multiple lifts or carries are needed, then restrict to the same people working together.

○ **Managing suspected cases (employees / guests)**

a) 'Covid' questionnaires used for both employees and guests.b) Temperature check regime in place. c) Isolation procedure in place (see separate risk assessment).

○ **Equipment**

Where equipment might be shared, the sharing of them should be minimised. Ideally a work item would be assigned to a colleague for their sole use. Where this is not possible there must be effective cleaning and disinfection of the item before it is used by another colleague.

○ **Booking and payment**

This should be done remotely and not require contact. If payment does need to be made, then contactless is preferential.