

Details	
Group	Stay Original Company Ltd.
Site	The Swan
Title	RA_The Swan
Assessed By	The Swan - Manager

Task	Completed date of assessment
COVID-19 Risk assessment 1 - PPE	23-09-2020

COVID-19 Risk assessment 1 - PPE
Hazards?
Infection spread by staff with symptoms of COVID-19
Infection spread by customers with COVID-19
Infection spread from surfaces and equipment infected with COVID-19
Who might be harmed and how?
Suppliers
Staff
Customers
Visitors
Controls in place
Tasks shall be assessed to determine the use of PPE as a method of avoiding COVID-19 infection
Where gloves are deemed necessary as PPE, they must be worn for relevant tasks only. Hand washing rules must be applied as per normal even where gloves are worn
When gloves are being removed from hands, they must be removed in a manner to reduce direct hand contact with the outer surfaces of the gloves. Gloves should be disposed of and hands washed immediately using hot water and soap
Face coverings will be encouraged where staff use public transport to get to work. Due to supply shortages, the use of 'surgical' masks is not encouraged
Housekeepers will be asked to wear visor masks or face coverings whilst cleaning rooms to avoid them unconsciously touching their face before washing hands after touching dirty linen and surfaces.
Customers and staff will be required to wear a face covering when moving around the business. Face coverings though are not a replacement for other ways of managing risks including social distancing and increased hand and surface washing.
Face coverings provided by the company are provided because the staff have to wear one.
When a face covering is worn hands must be washed for 20 seconds with soap and water or sanitiser before putting on and again before and after removal.

Additional controls required	Action by whom	Action by when	Completion date - comments
In line with current Govt guidelines the role of PPE in providing additional protection against COVID-19 is extremely limited. For this reason additional PPE is not considered beneficial unless responding to a suspected or confirmed case of C-19	Management	01-01-0001	
Completed date of assessment:	23-09-2020		

Review date	Person completing review	Reason (e.g. annual review, following accident, changes)
29-06-2020	James Brooke-Webb	Government guidance 23.06.2020

Task: COVID-19 Risk assessment 1 - PPE

Trained employees	Training date	Signature

Details	
Group	Stay Original Company Ltd.
Site	The Swan
Title	RA_The Swan
Assessed By	The Swan - Manager

Task	Date of assessment
COVID-19 Risk assessment 8 - At risk groups	12-07-2020

Hazards?
Infection spread by staff with symptoms of COVID-19
Infection spread by customers or visitors with COVID-19
Infection spread from surfaces and equipment infected with COVID-19

Who might be harmed and how?
Customers
Staff
Visitors
Guests
New and expectant mothers

Controls in place
All staff will be required to complete a pre-return to work questionnaire specifically asking for information regarding their own health and that of their direct contacts
Where staff indicate that they are clinically extremely vulnerable or clinically vulnerable, steps will be taken to minimise their risk of exposure to COVID-19 e.g. work from home
Only essential staff will be required to be on the premises
Where vulnerable staff cannot work from home, if possible they will be placed in lower risk roles, provided with PPE where necessary and physical distancing measures will be implemented
Where staff meetings are held on site physical distancing requirements will be adhered to
Staff who need to self isolate will be required to do so and will not be permitted to enter the premises. Measures will be taken to support self isolating staff during their period of self isolation

Additional controls required	Action by whom	Action by when	Completion date - comments
Date of assessment:	12-06-2020		

Review date	Person completing review	Reason (e.g. annual review, following accident, changes)
12-07-2020		

Task: COVID-19 Risk assessment 8 - At risk groups

Trained employees	Training date	Signature

Details	
Group	Stay Original Company Ltd.
Site	The Swan
Title	RA_The Swan
Assessed By	The Swan - Manager

Task	Date of assessment
COVID-19 risk assessment 6 - Housekeeping	12-07-2020

Hazards?
Infection spread by staff with symptoms of COVID-19
Infection spread by customers with COVID-19
Infection spread from surfaces and equipment infected with COVID-19

Who might be harmed and how?
Customers
Staff
Visitors
Guests

Controls in place
Protective face visor should be worn by housekeepers cleaning rooms. Visor is to be cleaned with sanitiser before moving on to the next room.
If gloves are worn they must be removed carefully from the top of the glove after dirty tasks are completed, put straight into the bin. Hands must be washed immediately.
Wash hands before putting on gloves if required. Sanitise face visor and place over head. Ensure adequate supplies of relevant PPE, chemicals and linen bags are available.
Entering the Room: Ensure the room is empty. Place cleaning in progress door sign over outside handle. Do not enter rooms where guests are present.
Bathroom: Clean & sanitise bathroom fixtures and fittings using general purpose sanitiser and clean cloth
Bathroom: Glass and mirrors should be cleaned and sanitised.
Bathroom: WC Pans and general area should be cleaned and sanitised using sanitiser. WC bowl to be cleaned using toilet brush, disinfected. Ensure seat/lid is closed before flushing.
Bathroom: Toilet roll to be removed and quarantined for 72 hours. Touch surfaces to be cleaned/sanitised.
Bedroom Cleaning: Remove of all bed and bathroom linen and put in a bag that can be tied up. Remove all guest refuse in a sealed bin liner. Take both to dirty return areas.
Bedroom Cleaning: Collect & remove soiled crockery & cutlery. Inspect & clean kettles. Sanitise handles. Empty and clean bins. Clean and disinfect headboards Remove stains with a scrubber/sanitiser.
Dirty Bedroom: All high-risk touchpoints in rooms are to be cleaned/disinfected e.g. all door handles/edges, controller dials & buttons, Telephones, switches, locks, bedroom door signs etc.
12. STOP after completion of all DIRTY tasks. Remove and dispose of gloves if worn. Remove visor and sanitise. Wash hands for 20 seconds with soap. Do not eat and drink before following this process.
Only CLEAN housekeeping staff may enter a room to provide clean bedroom and bathroom linen and supplies.
Clean Bathroom Provisions: All rooms are to be fully stocked with new bath linen & toiletries on changeover. Any collateral used by an in-house guest will be replaced as necessary. Fresh bath linen provided. New toiletries provided
Beds Made with Clean Linen Take clean linen directly to clean room and prepare the bed – as per the hotel standard. Never take clean linen into a room that has not yet been cleaned.
Completion of cleaning: Exit and place "Clean Room" sign over outside door handle.
NEVER go from cleaning to handling clean linen with the same gloves or without washing hands from dirty tasks first.

Additional controls required	Action by whom	Action by when	Completion date - comments
Date of assessment:	12-06-2020		
Review date	Person completing review	Reason (e.g. annual review, following accident, changes)	
12-07-2020			

Task: COVID-19 risk assessment 6 - Housekeeping

Trained employees	Training date	Signature

Details	
Group	Stay Original Company Ltd.
Site	The Swan
Title	RA_The Swan
Assessed By	The Swan - Manager

Task	Completed date of assessment
COVID-19 Risk assessment 5 - Employee safety	23-09-2020

COVID-19 Risk assessment 5 - Employee safety

Hazards?

- Infection spread by staff with symptoms of COVID-19
- Infection spread by customers with COVID-19
- Infection spread from surfaces and equipment infected with COVID-19

Who might be harmed and how?

- Suppliers
- Staff
- Guests
- Customers
- Visitors

Controls in place

- Advice will be provided to employees on measures to adopt when travelling to and from work including the wearing of masks if using public transport and cleaning hands on arrival at work and back home
- Training will be provided for all employees on new provisions to combat the spread of COVID-19. Staff will apply the controls in place to prevent the risks of infection to each other and our customers
- Shaking of hands is discouraged - we encourage the use of other verbal greetings and smiling as non-contact methods of greeting
- Staff will be trained and regularly reminded of the need to avoid touching eyes, nose, and mouth. Where they do touch their face etc. they should wash their hands immediately
- Hand washing regimes will be in place using soap and hot water for at least 20 seconds. Hand sanitizer with at least 60% alcohol will be used if soap and water are not available
- Health screening questionnaires will be completed daily on arrival at work. Where employees indicate they are at risk of infection they will be excluded from work and asked to remain away from the workplace for 14 days
- Training and guidance will be provided on how to communicate our controls to customers/guests and on how to deal with any person/s who fail to adhere to the controls in-place
- Touch points such as door handles, tills, card machines, keyboards, touch-screens, telephones and handrails will be cleaned and sanitized every 30 minutes
- Dirty surfaces will be cleaned with soap and water/detergent before disinfection with a sanitiser
- The use of PPE will be carefully assessed and all government guidelines will be followed. See PPE risk assessment
- As far as reasonably possible, physical distancing to current recommended standards will be maintained between employees at work
- Staff uniform requirements will be reviewed, especially the use of hats in areas where the risk of food contamination is low to assist with the reduction of hand to face contact
- Staff will be encouraged to avoid the use of public transport to get to work. Where they do have to use public transport then they will be advised to wear face coverings
- Staff will be encouraged to bring their uniform to work in a bag and change into their uniform upon arrival. Changing areas will be regularly cleaned and disinfected
- Rota planning will take into account arrival at work time with times staggered to avoid large groups arriving at any one time
- Employees temperatures will be checked every day upon arrival at work and recorded.
- Records of staff rotas will be retained for a minimum of 21 days to assist with the NHS Track & Trace operation

Additional controls required	Action by whom	Action by when	Completion date - comments
Completed date of assessment:	23-09-2020		
Review date	Person completing review	Reason (e.g. annual review, following accident, changes)	
24-06-2020	James Brooke-Webb	Government guidance issued 23.06.2020	

Task: COVID-19 Risk assessment 5 - Employee safety

Trained employees	Training date	Signature

Details	
Group	Stay Original Company Ltd.
Site	The Swan
Title	RA_The Swan
Assessed By	The Swan - Manager

Task	Completed date of assessment
COVID-19 Risk assessment 4 - Customer safety	23-09-2020

COVID-19 Risk assessment 4 - Customer safety

Hazards?

- Infection spread by staff with symptoms of COVID-19
- Infection spread by customers with COVID-19
- Infection spread from surfaces and equipment infected with COVID-19

Who might be harmed and how?

- Customers
- Visitors
- Guests
- Suppliers
- Staff

Controls in place

- Customers will be encouraged to use contactless payments where possible, without disadvantaging older or vulnerable customers.
- Physical distancing measures will be in place to permit customers and family groups to physically distance whilst queuing, and whilst inside the premises (see physical distancing risk assessment)
- Posters and notices will be displayed detailing the rules in place to prevent the risks of infection from COVID-19 at point of entry and throughout the premises. Such posters will include detail of physical distancing and hand washing arrangements
- Customers exhibiting symptoms of COVID-19 will be politely asked to leave the premises for the safety of others.
- Hand wash stations in public areas and toilet facilities will be stocked with suitable hand soap, hand drying facilities and 60% alcohol hand gel. Hot water will also be available to all hand wash basins
- 60% alcohol hand sanitising gel stations will be positioned throughout the premises for customers to use. Staff will be encouraged to remind guests of the need to use these gels
- All tables will be completely cleared before customers are seated. No tables will be set prior to customers sitting at their table i.e. no cloths, cutlery, crockery, glasses etc. Tables will be cleared and sanitised before seating guests
- Staff interaction with customers will be limited, for example table check backs will be suspended.
- Tables will be kept clear of any sundry items e.g. table talkers, menu's, flowers etc.
- Menu's will be single use, disposable copy only. Where possible mobile phone app use will be encouraged for ordering and menu choices. Digital solutions will include menu allergen information
- Table screens will be available on request. Screens must be cleaned between uses
- Where door checks include searches of bags or persons, gloves must be worn. Hands must be washed/gloves replaced between each search
- Live music will not be played. Additional background music will be kept to a low volume to avoid guests shouting to make themselves heard
- Records of customer names and contact details shall be held for a period of 21 days to assist with the operation of the NHS Test & Trace scheme
- A temporary record will be kept of customer names and contact details for 21 days to assist with the NHS Track & Trace operation
- As far as possible customers will be encouraged to gather only in group sizes and groupings as permitted by current Government guidelines.
- Additional background music will be kept to a low volume to avoid guests having to shout to make themselves heard
- Customers will be required to wear a mask or visor when enter, leaving or moving around the business as will the staff.

Additional controls required	Action by whom	Action by when	Completion date - comments
Completed date of assessment:	23-09-2020		
Review date	Person completing review	Reason (e.g. annual review, following accident, changes)	
24-06-2020	James Brooke-Webb	Government guidance issued 23.02.2020	

Task: COVID-19 Risk assessment 4 - Customer safety

Trained employees	Training date	Signature

Trained employees	Training date	Signature

Details	
Group	Stay Original Company Ltd.
Site	The Swan
Title	RA_The Swan
Assessed By	The Swan - Manager

Task	Date of assessment
COVID-19 Risk assessment 3 - Cleaning (general)	12-07-2020

Hazards?
Infection spread by staff with symptoms of COVID-19
Infection spread by customers with COVID-19
Infection spread from surfaces and equipment infected with COVID-19

Who might be harmed and how?
Customers
Staff
Suppliers
Visitors

Controls in place
Disposable cloths or paper roll and disposable mop heads will be used to clean all hard surfaces, floors, chairs, door handles and sanitary fittings
Manufacturer's instructions will be followed for dilution, application and contact times for all detergents, disinfectants and sanitisers used within the business. Staff must be trained in the effective and safe use of all chemicals
Only company approved cleaning chemicals shall be available for use. These shall include detergents and sanitisers which are effective against enveloped viruses such as COVID-19
'Touch surfaces' will be routinely cleaned using a sanitiser solution and disposable roll on a routine basis of no less than every 30 mins.
Customer dining areas will be cleaned and disinfected/sanitised between each service. This will include the sanitising of all hard surfaces i.e. tables & chairs.
Where customer toilets are open for use, they will be checked to ensure hand washing and hygiene provisions are in-place every 2-hours. Toilets will be taken out of use for customers whilst cleaning and checks take place.
Refuse from bins, customer tables, rooms etc. will be double bagged and disposed of appropriately
All work surfaces and touch points will be sanitised at the start of the day prior to any activities taking place. All surfaces and touch points will also be cleaned and sanitised as a last task at the end of the working day

Additional controls required	Action by whom	Action by when	Completion date - comments
Date of assessment:	12-06-2020		

Review date	Person completing review	Reason (e.g. annual review, following accident, changes)
12-07-2020		

Task: COVID-19 Risk assessment 3 - Cleaning (general)

Trained employees	Training date	Signature

Details	
Group	Stay Original Company Ltd.
Site	The Swan
Title	RA_The Swan
Assessed By	The Swan - Manager

Task	Date of assessment
COVID-19 Risk assessment 2 - Physical distancing	12-07-2020

Hazards?
Infection spread by staff with symptoms of COVID-19
Infection spread by customers with COVID-19
Infection spread from surfaces and equipment infected with COVID-19

Who might be harmed and how?
Customers
Guests
Staff
Suppliers
Visitors
Members of the public

Controls in place
Floor markings are positioned inside the business to facilitate compliance with current physical distancing advice, particularly in the most crowded areas, such as serving counters and tills.
Tables are set out to provide the current recommended gap between seated customers/groups inside and outside of the premises..
PPE is worn for cleaning areas where persons with possible COVID-19 have been present, e.g. hotel bedrooms - disposable gloves and disposable apron which are removed and disposed of safely after. Hands are washed with soap and water for 20 seconds.
Where customers are required to queue to access the site, the queuing area is to be marked and distance markers placed on the floor at 2 metre intervals
Door staff are to regulate the number of people within the building with a one in, one out rule to be operated when full occupancy capacity is reached
The occupancy level of the business is to be reviewed to allow for adequate physical distancing to be achieved and determined and a record of this number kept.
Signage is to be placed at the entrance door to advise customers of physical distancing rules within the premises
Where there is more than one point of access, doors will be designated for entry and exit
The layout of the floor will be adjusted and the number of tables and chairs within the premises reduced to allow for appropriate physical distancing to be achieved.
Signage shall be placed throughout the premises to remind customers of the need to maintain a physical gap to current recommended distances between social groups

Additional controls required	Action by whom	Action by when	Completion date - comments
Date of assessment:	12-06-2020		
Review date	Person completing review	Reason (e.g. annual review, following accident, changes)	
12-07-2020			

Task: COVID-19 Risk assessment 2 - Physical distancing

Trained employees	Training date	Signature