

**Redcliffe Hotel Ltd**

Marine Drive, Paignton, TQ3 2NL

**Location: Hotel and external areas.**

<b>Title :</b> Covid-19 Control	<b>Date of Assessment :</b> 04/06/2020	<b>Risk Assessor :</b> Stephen Twigger
<b>Risk Assessment Reference :</b> RED001	<b>People involved in making this assessment :</b>	
<b>Task/ Process :</b> Covid-19 Controls	<b>People at Risk :</b> Employees, Contractors, Members of the Public	

**Hazard : Uninformed staff** Staff who are not fully aware and understanding of the procedures and arrangements we have put in place to work within Government Policy on essential working could compromise our arrangements and jeopardise the health of others.

**Control Measures:**

1. Specific procedures and measures to reduce the risk of spreading Coronavirus have been prepared. These are based on NHS, Public Health and Government guidance and instruction. They are updated daily to reflect any changes in the official advice and guidance.
2. Every member of staff has been fully briefed to ensure that they are aware of the hazards and risks and understand the rules and procedures we have put in place.
3. NHS and Public Health warning posters displayed throughout the premises.
4. Our plans and procedures have been shared and co-ordinated with our other tenants at our premises.

**Hazard : Passenger and goods lifts** The enclosed space within the lift creates a risk of potential contamination through coughing and sneezing and contact with internal surfaces and controls.

**Control Measures:**

1. Lifts are subject to an increased level of regular routine cleaning and sanitising by contract cleaning staff who have been fully briefed and instructed by their own managers.
2. Staff are encouraged to use the staircase to get to the floor on which they work.
3. Staff encouraged to avoid using passenger lifts when a large amount of users are present.
4. Staff instructed to avoid using a fingertip to press buttons; instead to use the back of the knuckle to select the appropriate floor and to wash hands as soon as soon as possible after using a lift.
5. Staff instructed to face away from other users and avoid touching surfaces.

**Hazard : Food & Drink Preparation Areas** Potential risk or transfer of virus through cross contamination

**Control Measures:**

1. Staff instructed to ensure that good hygiene standards must be maintained when food or drinks are being prepared.
2. Ensure that when spills of food or liquids occur they are cleaned straight away and work surfaces are left in a clean and sanitised condition.
3. Use their own drinking mugs and glasses to prevent cross contamination.
4. keep their hands out of and not to touch food and waste bins or receptacles as they may contain contaminated products, food or tissues.

5. Wash their hands thoroughly before using these facilities.

6. Leave all cooking and drink preparation equipment in a clean condition and wiped (sanitising wipe) out after use.

7. Put half eaten food products in a clean, sanitised, sealed wrapper, bag or container, if they are to be stored in the communal refrigerator.

8. To wash company provided fruit before consumption.

9. To thoroughly wash crockery and cutlery after each use to put them away.

10. Clean tea towels are provided on a daily basis to ensure ongoing hygiene. Single use paper tissues are also provided.

11. A dishwasher is available and must be used to thoroughly clean crockery and cutlery.

**Hazard : Communal facilities, entrance, toilets, stairs. etc** Risk of cross contamination from equipment, surfaces etc. that may have been touched or otherwise contaminated by coronavirus and create a risk to health.

**Control Measures:**

1. Contract cleaning services have been increased. Toilets and communal areas, along with workspaces, are cleaned more frequently than before and the cleaning routine is to a higher specification.

2. Supplies of soap and sanitising agents provided and regularly topped-up at all hand washing stations. NHS and Public Health hand washing advice posters displayed.

3. Staff instructed to clean their hands after using the toilet, by washing their hands with soap and water for at least 20 seconds.

4. Staff made aware that where welfare facilities are used during the working day, they must have an awareness of surfaces (toilets, sinks, door handles, soap, and soap dispensers, etc) and objects which are visibly contaminated with bodily fluids must not be touched, but reported to a manager.

5. Staff instructed to ensure that the toilet seat is in the closed position before flushing to prevent aerosols becoming airborne and contaminating the facilities with potential pathogens.

6. Staff are required to ensure that coats, scarfs and other outdoor items are stored separately within coat cupboards avoiding contact with other people's personal items.

**Hazard : Waste** Ill-health as a result of the transfer of coronavirus and other pathogens through cross contamination after contact with waste (accidental or otherwise).

**Control Measures:**

1. Waste bins are provided at employee desk areas and within kitchen areas.

2. Staff instructed to not put their hands directly into food waste or general waste bins or receptacles as they may contain contaminated products, food or tissues.

3. Staff instructed that disposable tissues should be used when coughing and or sneezing and put directly into a waste bin, preferably bagged, or pocketed and taken home.

4. All waste bins and receptacles are carefully and safely emptied daily by the contracted cleaning staff.

5. Staff are required to have consideration for contracted cleaning staff with regards to discarded tissues, food, etc. to prevent cleaning staff being accidently contaminated.

**Hazard : Smoking shelters** Inhalation of second hand tobacco smoke and or vapours from e-cigarettes may result in adverse coronavirus health effects.

**Control Measures:**

1. Smoking tobacco or e-cigarettes is confined to a dedicated external smoking shelter.

2. Staff advised to avoid inhaling second hand tobacco smoke and vapour emitted from cigarettes and e-cigarettes from other persons. Although there is no evidence of transmission this is a precautionary measure.

**Hazard : Meeting rooms** Potential risk or transfer of virus on account of close contact with other persons.

**Control Measures:**

1. Staff instructed that meetings in enclosed spaces such as conference and meeting rooms should only be undertaken when absolutely essential for business needs and kept as short as possible.
2. Staff using Conference and meeting rooms instructed to follow Govt advice and maintain a 2m separation distance.
3. Staff instructed that the same 2m distance rule must be applied to any meetings with clients or visitors.
4. Staff told to avoid physical contact with clients and visitors, such as handshakes, hugs, etc; and to give a polite explanation of this policy if required.

**Hazard : Workstations, IT and telephony equipment** Direct contact with potentially cross contaminated workstations, IT or telephony equipment may cause adverse coronavirus health effects.

**Control Measures:**

1. Staff are instructed to ensure that their workstations, IT and telephony equipment, such as keyboards, screens, phones and headsets are cleaned and sanitised on a regular basis throughout the working day. Suitable wipes and cleaners that do not damage equipment are provided.
2. Staff instructed that they should not use each others IT equipment, to prevent accidental cross contamination.
3. Telephone equipment is deep cleaned at the end of each working day by the contracted cleaning staff.
4. Staff instructed not to share phones, head sets and personal mobile phones with others to prevent accidental cross contamination.

**Hazard : Close contact** Staff working on the premises may be at risk of exposure to other members of staff or visitors who are carrying coronavirus, knowingly or unknowingly.

**Control Measures:**

1. Staff instructed to avoid close face-to-face contact or touching other employees, visitors, etc. and follow the 2m rule.
2. Physical contact, such as handshakes, hugs, pat on the back, etc. is to be avoided.
3. Staff are required to be environmentally aware and sit out of the immediate air flow from fan heaters, cooling fans and or ventilation systems that could spread the virus. Where possible the use of such systems will be avoided

**Hazard : Vulnerable employees** Vulnerable employees with existing health conditions are at a higher risk of contracting Covid-19, which may have a significant increased adverse affect on their health and wellbeing.

**Control Measures:**

1. In accordance with Govt. policy staff who are in the vulnerable and high risk categories are not allowed on the premises. They are either working from home or are furloughed.

2. Staff with family members in at risk categories have been instructed to inform their management team. Decisions on home working or furlough in accordance with Govt. policy are taken on a case by case basis.

**Hazard : Cleaning and hygiene** Inadequate cleaning & hygiene standards pose a risk of spreading infection by way of cross contamination from surfaces contaminated with the coronavirus.

**Control Measures:**

1. Cleaning regimes have significantly increased and the frequency of cleaning of hard surfaces (floors, handrails, door handles, passenger lifts, building equipment buttons, switches, etc). cleaning staff have been increased in line with the increased cleaning regimes.

2. Suitable disinfectant cleaning products are used by the contracted cleaning staff.

3. A colour coded cleaning system is used by cleaning staff, to prevent cross contamination of surfaces.

4. Sufficient hot water, liquid soap, disposable towels and hand sanitiser dispensers are provided throughout the building.

**Hazard : Personal hygiene** Poor personal hygiene standards pose a risk of passing or contracting the infection.

**Control Measures:**

1. The importance of good personal hygiene has been explained to all staff. Particularly the need for regular thorough hand washing and the avoidance of touching eyes, nose or mouth, if their hands are not clean.

2. Staff instructed to clean their hands frequently, using alcohol-based hand sanitisers or to wash their hands with soap and water for at least 20 seconds. Soap and gels are provided.

3. Staff instructed that any potentially contaminated clothing should be removed and placed in a suitable plastic bag or container.

4. Staff instructed that disposable tissues, should be used when coughing and or sneezing. Used tissues to be bagged and put into a bin or pocketed and taken home for safe disposal.

**Documents Associated with this Risk Assessment:**

**Review Date :** 04/06/2021

**Reviewer :** Stephen Twigger