

Details	
Group	Stay Original Company Ltd.
Site	The King's Arms
Title	The King's Arms_RiskAssessment
Assessed By	Natalie Zvonek-Little

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?**

Customers

Staff

Suppliers

Visitors

**Controls in place**

Housekeepers will be asked to wear visors when cleaning rooms to avoid them unconsciously touching their faces before washing hands after touching dirty linen and surfaces.

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

Staff and customers will be required to wear face coverings when moving around the building under the current government guidelines.

The company will provide face coverings for staff who have to wear face coverings under the current government guidelines.

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)

**Task: COVID-19 Risk assessment 1 - PPE**

Trained employees	Training date	Signature

Details	
Group	Stay Original Company Ltd.
Site	The King's Arms
Title	The King's Arms_RiskAssessment
Assessed By	Natalie Zvonek-Little

Task	Completed date of assessment
COVID-19 Risk assessment 8 - At risk groups	11-09-2020

COVID-19 Risk assessment 8 - At risk groups
<b>Hazards?</b>
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
<b>Who might be harmed and how?</b>
Guests
Staff
Visitors
Customers
New and expectant mothers
<b>Controls in place</b>
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, they will be placed in lower risk roles, provided with PPE where necessary and physical distancing measures will be implemented
Meetings will where possible be completed virtually with group gatherings in the business restricted (physical distancing requirement implemented) or be non-permitted
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
Completed date of assessment:	11-09-2020		
Review date	Person completing review	Reason (e.g. annual review, following accident, changes)	

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

Trained employees	Training date	Signature

Details	
Group	Stay Original Company Ltd.
Site	The King's Arms
Title	The King's Arms_RiskAssessment
Assessed By	Natalie Zvonek-Little

Task	Completed date of assessment
COVID-19 risk assessment 6 - Housekeeping	04-09-2020

COVID-19 risk assessment 6 - Housekeeping

### 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?

- Guests
- Customers
- Staff
- Visitors

### Controls in place

- Protective face visors should be worn by housekeepers cleaning rooms. The visor is to be cleaned with sanitiser after use and 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 dirty gloves straight in the bin and wash hands with hot water and soap immediately.
- Wash hands before putting on gloves if required. Sanitise face visor before use. 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 discarded. Touch surfaces to be cleaned/sanitised.
- Bedroom Cleaning: Removal of used bed & bathroom linen Remove and bag soiled bed and bathroom linen. Remove and place all customer refuse in refuse bin/on the housekeeping trolley. Place bagged linen into laundry collection point.
- 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.
- STOP after completion of DIRTY tasks. Remove and dispose of gloves, masks and aprons directly into the bin. Wash and sanitise hands. Do not eat or drink until you have followed 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 & full sanitised toiletries bottles. Any collateral used by an in-house guest will be replaced as necessary. Fresh bath linen 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 been sanitised.
- 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 after dirty tasks first.

Additional controls required	Action by whom	Action by when	Completion date - comments
Completed date of assessment:	04-09-2020		
Review date	Person completing review	Reason (e.g. annual review, following accident, changes)	

**Task: COVID-19 risk assessment 6 - Housekeeping**

Trained employees	Training date	Signature

Details	
Group	Stay Original Company Ltd.
Site	The King's Arms
Title	The King's Arms_RiskAssessment
Assessed By	Natalie Zvonek-Little

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?

Staff

Customers

Visitors

Suppliers

Guests

### 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, and a surplus of uniform supplied to aid the washing of uniform between EVERY shift.

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. Rota planning will also look to achieve a Team A and Team B approach

Records of staff rota's will be retained for a minimum of 21 days to assist with the NHS Test & Trace Scheme 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)	

**Task: COVID-19 Risk assessment 5 - Employee safety**

Trained employees	Training date	Signature

Trained employees	Training date	Signature

Details	
Group	Stay Original Company Ltd.
Site	The King's Arms
Title	The King's Arms_RiskAssessment
Assessed By	Natalie Zvonek-Little

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

COVID-19 Risk assessment 4 - Customer safety
<b>Hazards?</b>
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
<b>Who might be harmed and how?</b>
Suppliers
Customers
Visitors
Staff
Guests
<b>Controls in place</b>
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 social 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 and sanitised before customers are seated.
Table screens will be available on request. Screens must be cleaned between uses
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, however where menu's have not been soiled they will be quarantined for 7 days and reused to help with environmental impact.
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
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)	

**Task: COVID-19 Risk assessment 4 - Customer safety**

Trained employees	Training date	Signature

Details	
Group	Stay Original Company Ltd.
Site	The King's Arms
Title	The King's Arms_RiskAssessment
Assessed By	Natalie Zvonek-Little

Task	Completed date of assessment
COVID-19 Risk assessment 3 - Cleaning (general)	11-09-2020

COVID-19 Risk assessment 3 - Cleaning (general)
<b>Hazards?</b>
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
<b>Who might be harmed and how?</b>
Visitors
Staff
Customers
Suppliers
<b>Controls in place</b>
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
Completed date of assessment:	11-09-2020		
Review date	Person completing review	Reason (e.g. annual review, following accident, changes)	

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

Trained employees	Training date	Signature

Details	
Group	Stay Original Company Ltd.
Site	The King's Arms
Title	The King's Arms_RiskAssessment
Assessed By	Natalie Zvonek-Little

Task	Completed date of assessment
COVID-19 Risk assessment 2 - Physical distancing	11-09-2020

COVID-19 Risk assessment 2 - Physical distancing

### 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

Customers

Visitors

Guests

Members of the public

Staff

### Controls in place

Tables and chairs will be set out to provide the current recommended gap between seated customers/groups inside and outside of the premises.

Host 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

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

Where physical distancing cannot easily be achieved then mitigating controls will be set in place to reduce the risk of face to face seating of different social groups e.g. tables layout, screens etc.

PPE is worn for cleaning areas where persons with possible COVID-19 have been present eg hotel bedrooms. Disposable gloves and disposable aprons are worn and disposed of immediately after use. hands are washed with soap and warm water for 20 seconds

Additional controls required	Action by whom	Action by when	Completion date - comments
Completed date of assessment:	11-09-2020		

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

**Task: COVID-19 Risk assessment 2 - Physical distancing**

Trained employees	Training date	Signature