

COVID 19 – OPERATIONAL SITE RISK ASSESSMENT – THE FALCON HOTEL

The following assessment looks to assess the management of Covid-19 in The Falcon Hotel when it is operational. All government guidelines will be followed, but this is to detail specific controls that can be applied within the hotel.

The key people affected by the risk of Covid-19 are:

- Customers
- Staff
- Contractors
- General Public

Hazards & Risk Matrix

<u>Risk</u>	<u>Severity</u>	<u>Likelihood</u>	<u>Risk Rating</u>	<u>Likelihood with controls</u>	<u>Risk Rating with Controls</u>	<u>Risk Reduction Rating</u>
The Spreading of Covid-19 amongst staff. Without control measures there is risk that a staff member could bring Covid-19 into the work place and thus spread it further	10	9	90	6	60	33%
The spreading of Covid-19 to the wider public. Without control measures, Covid-19 could enter the premises, not only contaminating employees, but other customers and therefore spreading to the wider community.	10	9	90	6	60	33%
Increased Aggression from Customers. The public are not used to being controlled in a hotel environment. Restrictions may lead to issues with interaction with staff	8	8	80	4	40	50%

Control Measures

- ***Excellent personal hygiene practises by all employees***
 - Staff to wash their hands at the beginning, during and after shifts. Staff will be encouraged to wash their hands after every task undertaken.
 - Hand sanitiser will be available in staff areas and will be encouraged to be used after every task undertaken, especially if hand washing is not possible.
- ***Zoning of Work Spaces***
 - Where possible, staff spaces (bars etc.) will be marked to show zones to ensure social distancing between staff. 1 person per zone at any one time.
- ***Maintenance of Social Distancing (Employees and customers)***
 - Where possible the recommended distance for social distancing will be implemented. Increased signage, and floor stickers to be in place to remind of social distancing and to provide guidance on where the public could stand in the case of queues.
 - All customer tables to be measured to ensure that the recommended distance for social distance is upheld. This may result in removing tables and chairs from the restaurant areas. We will endeavour to space our tables to more than 1m.
 - Food and Beverages to be served to a service table which is placed at the recommended social distance from the customer table. Customers to be asked to pick up their food/ drink from the station to ensure the maintaining of social distance between customers and staff at all times.
- ***Maintenance of Washware Equipment***
 - Glasswashers, dishwashers, hot water and washing machines to be maintained whilst the hotel is closed. All statutory inspections to continue. If faults are discovered then they are prioritised for repair.
- ***Seating Layouts***
 - All seating will be re-positioned to ensure safe social distancing
 - Some tables to be created for social distancing within the table (i.e for guests who are not in the same household, or social bubble) The use of these tables is to be ascertained at the time of booking. This will be at the discretion of the customer and not enforceable by staff (unless government guidance on this changes).
- ***Reservations only***
 - All tables are to be used for reservations only. This allow control over the number of guests in a restaurant room at any given time. At the point of reservation the customer will be encouraged to answer questions on their party (social bubble etc.) and seating preferences.
- ***Hand Sanitising Stations***
 - Hand Sanitiser dispensers to be available throughout the hotel, with signage as to encourage customers and staff to use frequently.
 - Hand Sanitiser Dispenser to be available at Main Entrance and Exit with signage to ask customers and staff to use on entrance and exit particularly.
- ***One Way System***
 - One way system to be in operation for Main entrance and Exit to reduce cross over of customers through the building
- ***Table Service Only***
 - Table service only to be available, customers are not to approach the bars to place orders for food and drink

- Laminated menus to be given to customers by staff and to be re-collected, sanitised and stored out of customer reach to ensure lower levels of contamination
- Condiments are on request only
- ***Payment by Card Preferable***
 - Where possible card payments will be strongly throughout the hotel
 - Contactless payment is preferable
 - Cash should not be refused, but it should be made clear that card payments are preferred. If cash is handled or the PDQ machines are handled, both staff and customers should be encouraged to wash or sanitise their hands immediately
- ***Clear process for when it is a suspected a member of staff has Covid-19 and checking for symptoms***
 - Clear policies and training to be given to detail what to do with a member of staff displaying symptoms of Covid-19
- ***Training and Changing Ways of Working***
 - Training to be provided to all staff on Covid-19 and how to manage the risks associated with it in the workplace
 - Training to be provided around the measures taken in regards to Covid-19 e.g how to maintain social distancing when taking orders, handling of glasses and tea/coffee saucers when giving to a customer, handwashing or sanitising after every task undertaken
 - All training to be documented and signed to show full understanding
- ***Perspex Barriers at Bar Tills and Reception***
 - A physical barrier is to be established at these points as they are deemed to be the places which customers either will continue to use, or have historically used, more frequently. We anticipate that although customers will be asked not to approach the bar, they will continue to do so out of habit, so this is a preventative measure of this.
- ***Paper Towels in Toilets***
 - All public and staff toilets will be stocked with paper hand towels to ensure no cross contamination (as could be the case with hand towels or pull through towel machines). It remains that the practise of handwashing is key.
 - If government guideline change on the regulation of air dryers (as there is some thought that air dryers could be detrimental to the spread of Covid-19) then we will turn off all hand dryers.
- ***Adequate Supply of Cleaning Chemicals***
 - Supply chain to be monitored so as to ensure that there is never a lack of soap, detergents, bleach, sanitiser and all other cleaning options
- ***PPE Consideration – Masks and Gloves***
 - In the absence of government guidance being mandatory, masks and gloves are available for all staff at any time, and are to be work by staff when there is no way that social distancing can be enforced.
 - If the wearing of masks becomes mandatory in the hospitality setting, then masks will be provided for all staff by the company. Depending on the grade of mask, it will be essential to change masks throughout the shift
 - PPE does not replace the need for excellent personal hygiene standards.
- ***Over handwashing & Over sanitisation***
 - More frequent hand washing and sanitising may remove the healthy oils and good bacteria that defends against disease.



- This may lead to hand dermatitis. Hand cream is provided in the public toilets to combat this, though it is noted that staff who already suffer from this will be aware of the condition and will manage it themselves.
- ***Fitness to Work Forms (Health Declaration)***
 - Staff to sign health declarations daily to ascertain their wellbeing, especially in relation to Covid-19
 - It is important to ensure staff report symptoms, and that managers are trained in assessing staff for symptoms also.
 - Verbal checks daily, and weekly to check on staff well being. Surrounding Covid-19, but also to ensure that the mental health of employees is monitored as there is a vast amount of change and pressure on each employee following the Covid-19 pandemic.
- ***Violence and Aggression Risk Assessment Review***
 - Many of the controls of this risk assessment, social distancing, one way system, prevention of accessing the bars, and it is an unfortunate truth that the general public are not used to being told what to do. In addition the effects of alcohol different from person to person, so the risk of violence and aggression is increased.
 - All staff, and managers in particular are to refer to the main risk assessment relating to violence and aggression. This will be reviewed and extra control measures will be added if suitable.
 - All Front of House Assistants and Receptionists to be clear who their shift supervisor or manager is, so that a clear reporting of incidents can take place.
 - Explanatory Signage to be very clear throughout the hotel to ensure that customers are given as many opportunities as possible to understand new rules and regulations before approaching staff.
- ***Minimising Touch Points***
 - The hotel will have enhanced cleaning of touch points, but we consider it wise to open as many doors throughout the hotel as possible, to minimise touch points, but also to ensure the flow of air throughout the buildings
 - Internal fire doors do not apply, although consideration that where the internal fire door is fitted with a Dorguard, this would be ok.
 - Dorguards to be checked regularly to ensure they are functioning fully in case of a fire.
- ***Staggered Shifts***
 - Staff shifts to be staggered to avoid staff arriving and leaving at the same time, thus creating gatherings
 - Staff shift patterns to be created to minimise cross over between shifts. Where possible staff will be working with the same group on every shift.

Areas of Responsibility

The Falcon Hotel Management Team take ultimate responsibility for the ensuring that the control measures are upheld by staff. The Falcon Hotel Management Team will hold the staff on site accountable to ensuring that whilst they are on shift, they take responsible action to ensure that that the control measures are acted upon, through the guidance of management.

Date for Actioning Control Measures

All of the control measures are to have been actioned upon the hotel's opening on 4th July 2020.