

**RISK ASSESSMENT FORM**

**Form COVV(1)**

Use this form to record details of individual risk assessments. Use it in conjunction with the guidance found in the Management of Risk Booklet.

<b>Risk Assessment Number 63 ( Soroptimist ) Ltd</b>	<b>Date Of Assessment: 09/06/20</b>
<b>Task / Work Activity / Work Area Assessed: Pre-booking</b>	<b>People Involved In Making This Assessment: Debbie Proops and Derek Jeffery</b>

**Supplementary Checklist Used In Respect Of;**  
**New And Expectant Mothers  Fire safety  Young Persons  Substances Hazardous To Health  Display Screens  Manual Handling**

<b>1. Persons Affected By The Activity</b>	<b>2. What Hazards Have Been Identified?</b>	<b>3. Control Measures Already In Place</b>	<b>4. Further Control Measures Identified As Necessary</b>	<b>5. Action on measures listed in Col. 4</b>	<b>6. Work Completed Date And Signature</b>
<b>Employees Customers Visitors</b>	<b>Spread of Covid-19 Coronavirus</b>	<p>Terms and conditions to comply with Covid-19 measures in place are sent to each booking.</p> <p>Overseas bookings cannot be taken at this time.</p> <p>Ensure all bookings are pre-paid</p> <p>Guests, contractors and other visitors should be advised not to attend number 63 if they have symptoms or know that they are a contact of someone who has the symptoms</p> <p>Cloakroom unavailable for luggage storage</p> <p>Ensure AA COVID 19 Accreditation Compliance is achieved</p>	<p>T&amp;C's to be reviewed and approved by the Board including cancellation policy under COVID 19</p> <p>Incorporate GDPR statement on COVID Data collection</p> <p>Review lists of current bookings – guest numbers, room allocations, pre-opening bookings (re-scheduling and notification)</p> <p>Agree duration of policy with the board and communicate to staff and guests. Ensure periodic review by the Board of Directors</p> <p>Include in T&amp;C's, inform through website and brief staff</p> <p>Ensure this is included in the general statement from the board in the Opening Plan</p> <p>Ensure notification to guests and staff</p> <p>Complete RA's, staff briefings, Opening Plan, etc, complete and submit on-line assessment</p>	<p>Debbie to amend T&amp;C from Welcome Anywhere as agreed with the board . Director to amend the website Debbie to include statement in above amendments</p> <p>Board review bookings send the new T&amp;C</p> <p>Directors to inform staff</p> <p>Directors to amend the website and give information to staff</p> <p>Included in opening plan</p> <p>Debbie to complete the RA, hold meetings. Eamonn and Debbie complete the Opening Plan. Debbie to apply for the AA accreditation</p>	<p><b>10/07/20</b></p> <p><b>10/07/20</b></p> <p><b>10/07/20</b></p>

			<p>Post 'kitemark' of compliance on website and confirm to all enquiries and with every booking</p> <p>Write up Q&amp;A section for website for guests relevant to COVID 19 and cover of issues of safety, risk assessment, policy, pre-planning, team, notification, etc</p>	Directors will write the Q&A	<b>30/06/20</b>
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Risk Assessment Number 63 ( Soroptimist ) Ltd	Date Of Assessment: <b>09/06/20</b>
Task / Work Activity / Work Area Assessed: <b>Reception check-in</b>	People Involved In Making This Assessment: <b>Debbie Proops and Derek Jeffery</b>
Supplementary Checklist Used In Respect Of;	
New And Expectant Mothers <input type="checkbox"/> Fire safety <input type="checkbox"/> Young Persons <input type="checkbox"/> Substances Hazardous To Health <input type="checkbox"/> Display Screens <input type="checkbox"/> Manual Handling <input type="checkbox"/>	

1. Persons Affected By The Activity	2. What Hazards Have Been Identified?	3. Control Measures Already In Place	4. Further Control Measures Identified As Necessary	5. Action on measures listed in Col. 4	6. Work Completed Date And Signature
<ul style="list-style-type: none"> <li>• <b>Employees</b></li> <li>• <b>Customers</b></li> <li>• <b>Visitors</b></li> </ul>	<b>Spread of Covid-19 Coronavirus</b>	Restricting the number of persons in any work area in compliance with 2-metre rule	Social distancing of team members to guests – installation of Perspex screen at reception	Debbie to install the Perspex screen	<b>20/07/20</b>
		Distancing signs posted and hazard / distancing tape fitted to the floor.	Purchase warning tapes for locating in reception and lobby areas for distancing and warning tape for floor one directional flow	Derek to place warning tape for floor	30/06/20
		Consider contactless payment instead of cash . Payment on arrival , request details of the card verbally to avoid contact with credit card.	Implement/encourage contactless payments and use of email/e-billing to avoid cross contamination from guest to employee	Debbie to monitor stock of gloves and mask	01/07/20
		Receptionist wear gloves at all times and change and wash hands regularly	Ensure adequate supply of gloves and mask for reception staff Brief to reception staff procedures for PPE and social distancing compliance	Debbie and receptionist to provide PPE packs ready for collection. Director to amend the website.	28/06/20 <b>01/07/20</b>
		Have available disposable gloves and masks for guests to be issued from reception	Ensure quantities and process for issue of gloves to guests		

			Make up PPE packs for guests for them to collect from reception/lobby	Debbie to hold meeting with staff	30/06/20
		Guest luggage	Inform guests on the website or with their booking confirmation that assistance cannot be provided with luggage to the room	Debbie and Rachel to discuss breakfast as procedure during check in .	30/06/20
			Brief staff accordingly	Debbie , Jessica and receptionist to inform the guest that the tea and coffee is ready, indication of location and explain the procedures to keep the distance	01/07/20
		Confirm Continental Breakfast is available to the guest in their rooms.	Explain procedures and agree the time they wish their breakfast served to their room		
		OR (When dining room breakfast recommences)	Agree how tea or coffee will be booked and served	Debbie , Jessica and Receptionist to give instructions to guest during check in how to use the lift and distance procedures	01/07/20
		Agree sittings for guest breakfast in the dining room , indication of time and limitation of guests.	Confirm with the guest which sitting they wish to attend for breakfast	Debbie to sanitize the keys and pens.	01/07/20
			Guest should be advised on how to use the lift e.g one person in the lift, social distancing, one directional flow, breakfast arrangements, etc.	Debbie to print the supervisor checklist	29/06/20
			Sanitize room keys and pens after each use	Debbie to keep records of inspections, recording and recovery	01/07/20
		Monitoring and compliance	Produce management /supervisory checklist	Receptionist to provide leaflets for guests safely.	30/06/20
			Agree frequency of compliance inspections, recording and recovery		
		Information leaflets for guests	Have available at reception for issue and in-room		

<b>Risk Assessment Number 63 ( Soroptimist ) Ltd</b>	<b>Date Of Assessment: 09/06/20</b>
<b>Task / Work Activity / Work Area Assessed: Accommodation in- room / Housekeeping</b>	<b>People Involved In Making This Assessment: Debbie Proops and Derek Jeffery</b>
<b>Supplementary Checklist Used In Respect Of;</b>	
<b>New And Expectant Mothers <input type="checkbox"/> Fire safety <input type="checkbox"/> Young Persons <input type="checkbox"/> Substances Hazardous To Health <input type="checkbox"/> Display Screens <input type="checkbox"/> Manual Handling <input type="checkbox"/></b>	

<b>1. Persons Affected By The Activity</b>	<b>2. What Hazards Have Been Identified?</b>	<b>3. Control Measures Already In Place</b>	<b>4. Further Control Measures Identified As Necessary</b>	<b>5. Action on measures listed in Col. 4</b>	<b>6. Work Completed Date And Signature</b>
<ul style="list-style-type: none"> <li>• <b>Employees</b></li> <li>• <b>Customers</b></li> </ul>	<b>Spread of Covid-19 Coronavirus</b>	Current housekeeping and room cleaning schedules	Confirm laundry practices with laundry company	Debbie to contact Countlinen to discuss safe procedures during collection and deliveries of linen.	30/06/20
		Bed linen & laundry washed at a minimum temperature of 60°C	Housekeeping room cleaning schedules (MQS) to be reviewed and developed looking at the key touchpoints in the room	Supervisor Rachel to review MQS and key touch points in the room	30/06/20
		Bed linen & laundry placed in separate laundry bags	Review chemicals to be used and the PPE required to protect the housekeeping and cleaning team from both the chemical and any viral contaminant Check with the team they are comfortable with what is expected and how they are protected. Use their expertise to develop the right practices.	Debbie and Rachel to review the cleaning material and PPE. Debbie to hold a meeting with cleaners. Rachel to monitor the procedures and keep records.	01/07/20
		Hand washing facilities with soap and hot water	Housekeeping team to wear own clothes to work and change into their clean uniform at work, they should then change out of their uniform to go home. Uniform to be washed daily, extra uniform provided if required.		
		How to wash your hands guidance	During cleaning of bedrooms appropriate gloves, apron and facemasks to be worn.	Rachel to monitors cleaners procedures during cleaning of bedrooms	01/07/20
		Review the hotel's housekeeping and cleaning checklists to identify any additional precautionary steps needed.	Rachel to review the housekeeping checklists and discuss any precautions	01/07/20	

			<p>Remove as many non-essential items from public areas and rooms as possible, such as flowers, paper notes, pens, and hotel services advertisements, without compromising aesthetics.</p> <p>Consider closing floors without guests and keeping one empty guestroom in between each occupied room. Close common areas based on local regulations.</p> <p>Make sure hand sanitizer and disinfectant hand-wipes are available in all public areas, toilets and in guest bathrooms rooms and consistently refilled.</p> <p>Review chemicals and COSHH training as necessary. When selecting disinfecting products, suppliers, and other chemicals, train housekeeping staff to use the disinfectants correctly to protect the look and integrity of hotel furniture.</p> <p>When cleaned 'seal' the room to show it has been prepared for guests as a 'Safe Haven'</p> <p>For 'STAY' guests the room should only be cleaned on request</p> <p>Housekeepers and maids to sign a declaration that they know the importance of the work they are doing, their responsibility to guests and the importance to carry out all safety procedures.</p> <p>Remove guest information folder in the bedrooms</p>	<p>Debbie to remove any non-essential items from public areas in- house.</p> <p>Debbie to monitor bookings in the system , closure of floors and reassure when it is possible to keep empty room in between each occupied room.</p> <p>Rachel and receptionist to monitor hand sanitizer and disinfectant hand- wipes are available in all public areas , public toilets.</p> <p>Debbie to review chemicals and COSHH training as necessary.</p> <p>Rachel to reassure the room is ready and safe.</p> <p>Rachel and Jessica to contact housekeeper and report when a guest request to clean the room</p> <p>Debbie to request housekeepers signature when they have knowledge of safety procedures.</p> <p>Debbie to remove guest folders</p>	<p>26/06/20</p> <p>30/06/20</p> <p>30/06/20</p> <p>30/06/20</p> <p>01/07/20</p> <p>01/07/20</p> <p>01/07/20</p> <p>01/07/20</p>
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Risk Assessment Number 63 ( Soroptimist ) Ltd	Date Of Assessment: <b>09/06/20</b>
Task / Work Activity / Work Area Assessed: <b>Cleaning – Public areas</b>	People Involved In Making This Assessment: <b>Debbie Proops and Derek Jeffery</b>
Supplementary Checklist Used In Respect Of; New And Expectant Mothers <input type="checkbox"/> Fire safety <input type="checkbox"/> Young Persons <input type="checkbox"/> Substances Hazardous To Health <input type="checkbox"/> Display Screens <input type="checkbox"/> Manual Handling <input type="checkbox"/>	

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<ul style="list-style-type: none"> <li>• <b>Employees</b></li> <li>• <b>Customers</b></li> </ul>	<b>Spread of Covid-19 Coronavirus</b>	Present cleaning procedures and checks	Introduce new cleaning practices to safeguard and protect guests and employees from possible infection. Communicate the cleaning regime in place for the public areas	Debbie to explain the new cleaning procedures to housekeepers.	30/06/20
			Review the hotel's cleaning checklists to identify any additional precautionary steps needed	Rachel to review the cleaning checklist and report to Debbie any additional precaution needs attention.	30/06/20
			Ensure management and supervisory staff undertake daily checks throughout the property	Debbie and Rachel to monitor cleaners performance. praise for their good work and have a private discussion , give additional support and training for the staff with poor performance.	30/06/20
			Nominate a Hotel 'Safety Champion' to be the overseer of all things hygiene and the go to person for the team with any concerns	Debbie and Rachel to review if our team will need further training .	30/06/20
			Additional training for all team members around new guidelines and cleaning practices	Rachel to allocate one cleaner walking in the building during	30/06/20
		Have visual cleaner in public areas and increase public area cleaning in peak periods for door handles, shared surfaces etc			30/06/20

			<p>Waste baskets in public areas should be emptied more than once a day, particularly if tissues have been disposed of there.</p> <p>Ensure exposure to microbes is properly mitigated, identify what surfaces need to be cleaned, who is responsible for each area, specific sanitizing products to be used to clean each surface, and the various processes for each area of the property</p> <p>Ensuring we can maintain social distancing within toilets by reducing the number of people using the facilities at a given time. Depending on the configuration and set up of the toilets close off 'in-between' toilets and urinals</p> <p>Hand sanitiser in all public toilets and guest bathrooms</p>	<p>very busy days, increase cleaning for public areas, lift, door handles etc.</p> <p>Rachel to delegate a cleaner to check the waste baskets in public areas.</p> <p>Debbie put the hand sanitiser bottles in all public toilets and guest bathrooms</p>	<p>30/06/20</p> <p>30/06/20</p>
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<b>Risk Assessment Number 63 ( Soroptimist ) Ltd</b>	<b>Date Of Assessment: 09/06/20</b>
<b>Task / Work Activity / Work Area Assessed: General practices when in the property - guest contact and interaction, access, entrance and departure, movement, public areas, lifts, shared facilities</b>	<b>People Involved In Making This Assessment: Debbie Proops and Derek Jeffery</b>
<b>Supplementary Checklist Used In Respect Of;</b>	
New And Expectant Mothers <input type="checkbox"/> Fire safety <input type="checkbox"/> Young Persons <input type="checkbox"/> Substances Hazardous To Health <input type="checkbox"/> Display Screens <input type="checkbox"/> Manual Handling <input type="checkbox"/>	

<b>1. Persons Affected By The Activity</b>	<b>2. What Hazards Have Been Identified?</b>	<b>3. Control Measures Already In Place</b>	<b>4. Further Control Measures Identified As Necessary</b>	<b>5. Action on measures listed in Col. 4</b>	<b>6. Work Completed Date And Signature</b>
<b>Employees Customers Visitors Contractors</b>	<b>Spread of Covid-19 Coronavirus</b>	Current standard operating procedures	Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed.	Debbie to monitor procedures carry out by staff	30/06/20
			Locate H&S and COVID 19 Posters at relevant locations within the property	Debbie to allocate the posters in the building	26/06/20
			Remove stand-alone advertising to remove risk of contamination	Derek to remove the advertising leaflets.	02/07/20
			Ensure management and supervisory staff undertake daily housekeeping and cleaning checks throughout the property	Debbie and Rachel to monitor cleaning performance	30/06/20
			Train staff on government approved COVID-19 protocols and procedures under a recognised industry course	Debbie to provide online training and advice staff	30/06/20
			Staff uniforms should not be worn outside the building, staff should change on site.	Debbie to inform standards of dress	30/06/20
			Ensure sufficient rest breaks for staff	Debbie to prepare rota with breaks	30/06/20
			Social distancing also to be adhered to the staff area	Debbie to assure that staff will keep distance in the staff area	30/06/20
			Staff to maintain high levels of personal hygiene to minimize the risk of covid-19:	Debbie to give instructions of high levels of personal hygiene to the staff	30/06/20

		<p>Respiratory Hygiene – ensure all sneezes, coughs or blows of nose are caught in tissues that are disposed of immediately and hands washed after.</p>	<p>Debbie to explain safe procedures to staff when they sneeze or cough</p>	<p>30/06/20</p>
		<p>Ongoing meetings - brief every member of staff to ensure that they are aware of the hazards and risks and understand the rules and procedures we put in place</p>	<p>Debbie hold ongoing meeting with team</p>	<p>30/06/20</p>
		<p>Disinfectant mats to be placed at main entrance and kitchen and delivery access doors and checked and maintained</p>	<p>Rachel and Leo to fill up the disinfectant mats</p>	<p>30/06/20</p>
		<p>Comprehensive cleaning regimes for workstations and equipment</p>	<p>Leo and housekeeper to maintain high levels of cleaning regimes for workstations and equipment.</p>	<p>30/06/20</p>
		<p>Removing shared tools &amp; equipment, ensure staff have personal tools &amp; equipment.</p>	<p>Debbie to ask staff to have their personal tools &amp; equipment</p>	<p>30/06/20</p>
		<p>Lift is subject to an increased level of regular routine cleaning and sanitising by housekeeping staff who have been fully briefed and instructed. Staff are encouraged to use the staircase to get to the floor on which they work.</p>	<p>Debbie to brief staff on procedures of how to use the lift, cleaning routine and safe procedures after using the lift</p>	<p>30/06/20</p>
		<p>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 possible after using a lift</p>		
		<p>Any display material likely to harbour the virus should be removed ( books ,leaflets magazines etc)</p>	<p>Debbie to monitor remove of display material</p>	<p>01/07/20</p>
		<p>Public health notices should ideally be laminated so that they can be cleaned. Information for guests placed in rooms to be laminated or disposable</p>	<p>Rachel and Jessica to laminate information for guests in the rooms. Rachel to dispose unnecessary information.</p>	<p>30/06/20</p>
		<p>Hygiene stations available in the lobby with gloves, masks, hand sanitiser and wipes</p>	<p>Jessica &amp; Rachel to monitor and assure we supply gloves, masks, hand sanitiser in the lobby</p>	
		<p>Daily staff Briefings need to be planned out and done regularly as the guidance changes</p>	<p>Debbie to prepare brief meetings when the guidance changes.</p>	<p>30/06/20</p>
		<p>Risk assessment will need to be adjusted as guidance changes</p>		

			<p>Furniture in public areas should be rearranged to meet social distancing standards for the convenience and safety of guests. Cleaning and disinfecting should be frequent (multiple times per day) with an emphasis on hard non-porous surfaces including front desk counters, bell desks, elevator buttons, door handles, public bathrooms, vending machines, ice machines, escalator and stair handrails, and surrounding areas.</p>	<p>Debbie to amend the RA accordingly</p> <p>Derek to rearrange the furniture to meet the social distance. Cleaners to increase public are cleaning, lift, stair handrails etc.</p>	<p>01/07/20</p> <p>22/06/20</p>
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Risk Assessment Number 63 ( Soroptimist ) Ltd	Date Of Assessment: 09/06/20
Task / Work Activity / Work Area Assessed: Food & Beverage	People Involved In Making This Assessment: Debbie Proops and Derek Jeffery
Supplementary Checklist Used In Respect Of;	
New And Expectant Mothers <input type="checkbox"/> Fire safety <input type="checkbox"/> Young Persons <input type="checkbox"/> Substances Hazardous To Health <input type="checkbox"/> Display Screens <input type="checkbox"/> Manual Handling <input type="checkbox"/>	

1. Persons Affected By The Activity	2. What Hazards Have Been Identified?	3. Control Measures Already In Place	4. Further Control Measures Identified As Necessary	5. Action on measures listed in Col. 4	6. Work Completed Date And Signature
Employees Customers	Spread of Covid-19 Coronavirus	Current food service procedures	Restricting the number of persons in the dining room in compliance with the 2-metre gap by agreeing reorganisation of dining room tables, buffet set-up and location and implementing set breakfast and meal-time sittings. Produce default room lay-outs and table plans	Rachel and receptionist to allocate the tables for the guest and keep the correct distance.	30/06/20
		Food Safety Compliance	Introducing Continental breakfast with room service for the immediate period upon re-opening	Debbie and Rachel to discuss the continental breakfast menu and place an order accordingly.	30/06/20
		COSHH HACCPS Food Hygiene training	Agree when the dining room will be open, how meal provisions will be made, plated versus buffet service, drinks service procedures, etc	Debbie to brief kitchen staff and team on cutlery procedures. How to serve food and safe procedures of PPE.	30/06/20
			Consider single use cups, plates & utensils and disposables		
			Ensure there is no sharing of utensils, cups and plates. Comprehensive cleaning regimes for tray, trolley, buffets and place settings		
			Food service staff to wear of aprons, gloves and face masks .		
			Ensure adequate and consistent supply of PPE. Staff will be instructed on how to remove and dispose of these carefully [to reduce contamination].		

		<p>All waste bins and receptacles in food production and service areas are carefully and safety emptied by cleaners.</p>	<p>Debbie to explain cleaners the waste bins procedures.</p>	<p>30/06/20</p>
		<p>Strict adherence to Pre-Booking the Restaurant and Bar to accommodate safe seating and distancing. Also managing the reduced capacity of areas.</p>	<p>Receptionist to reassure limitation of guests in the rooms where they will have food and drinks.</p>	<p>30/06/20</p>
		<p>F&amp;B Etiquette – notice to customers reassuring them of what is being done to ensure their safety e.g. Cutlery and glasses have been sanitised and put in place using gloves whilst wearing PPE.</p>		
		<p>Use of a signed 'For Service Only' table to distance when delivering to the table, ask guests to put dirty plates, cutlery and glasses onto this table</p>	<p>Debbie to review cleaning procedures and compliance.</p>	<p>30/06/20</p>
		<p>Menu's to be a Photocopy to allow single use cost effectively.</p>	<p>Debbie to brief kitchen staff and team on procedures of serving food , equipment procedures and interaction with our guests.</p>	<p>30/06/20</p>
		<p>Kitchen Cleaning program to be reviewed and re-created in line with Offering, Staffing levels, Business levels and COVID compliance</p>		
		<p>Enforce no hand-to-food contact by using gloves</p>		
		<p>Ensure the kitchen staff don't share knives or equipment.</p>		
		<p>Coaching the team how to give great service in different circumstances. Enjoying interacting in a safe way with guests. Cross training the team to improve flexibility and efficiency</p>		
		<p>Staffing levels and ratios to be re-assessed for the new service styles and cleaning Requirements</p>		
		<p>Opening Times to be reviewed and amended based on Booking Levels and safe practise including closure if necessary</p>	<p>Directors to advise Debbie and team</p>	<p>28/06/20</p>

			<p>Payment – Cashless, contactless when possible, where PDQ is offered it is to be sanitised between guests</p>	Debbie to brief receptionist team on payment procedures.	30/06/20
			<p>Consider food ordering procedures at the table and how drinks orders will be taken and served. e.g. Wine self-service, etc</p> <p>Room service is delivered to the door then the team member leaves.</p> <p>On tray information card sharing the new procedure including tray collection Restaurant and Bars will need to be cleaned more frequently and the immediate area used by a guest will need to be sanitised before being used again</p> <p>Team Training to be developed and conducted how to clean tables and the general area</p>	Debbie to brief staff of food & drinks order procedures. Room service delivery and cleaning procedures.	30/06/20
			<p>Consider expanding room service options to plated evening meal and possibly plated cold salads, sandwiches, etc for lunch</p>	Debbie to review the menu	21/06/20

<b>Risk Assessment Number 63 ( Soroptimist ) Ltd</b>	<b>Date Of Assessment: 09/06/20</b>
<b>Task / Work Activity / Work Area Assessed: Departure and check-out</b>	<b>People Involved In Making This Assessment: Debbie Proops and Derek Jeffery</b>
<b>Supplementary Checklist Used In Respect Of;</b>	
<b>New And Expectant Mothers <input type="checkbox"/> Fire safety <input type="checkbox"/> Young Persons <input type="checkbox"/> Substances Hazardous To Health <input type="checkbox"/> Display Screens <input type="checkbox"/> Manual Handling <input type="checkbox"/></b>	

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<b>Employees Customers Visitors</b>	<b>Spread of Covid-19 Coronavirus</b>	Guests notified that storage for luggage temporary unavailable	Limit the amount of contact the guest needs with Reception before and during check out process	Debbie and receptionist team to keep limit guests in the reception	30/06/20
		Invoices to be sent via email	Keys to be left in a box allocated in the Reception desk	Debbie to put a box for the keys	29/06/20
			Ask the guest for their feedback on anything we can do to improve the experience generally and specifically with regards to safety.	Debbie & receptionist to request reviews from our guests	30/06/20
			Review procedures for a contactless departure.	Debbie and Rachel to review check out procedures	30/06/20
			Key cards to be sanitised by team upon recollection.	Debbie to prepare the key card in follow safe procedures.	27/06/20
			Utilise E-invoices rather than paper copies.	Debbie, Jessica, receptionist team to advice the guest to avoid the reception area and call the extension number when they have an enquiry or if they need any assistance.	30/06/20
			Customers are to be encouraged to speak to Reception via the phone from their room regarding any queries they may have about their stay prior to check out		
			Ask guests to advise of any special departure arrangements in advance including mode of transport, shuttle, taxi, Transfers, etc	Debbie to brief procedures for taxi collection	30/06/20
	Agree taxi collection arrangements for staff and guest compliance				

Risk Assessment Number 63 ( Soroptimist ) Ltd	Date Of Assessment: 09/06/20
Task / Work Activity / Work Area Assessed: <b>Events &amp; meetings</b>	People Involved In Making This Assessment: <b>Debbie Proops and Derek Jeffery</b>
Supplementary Checklist Used In Respect Of;	
New And Expectant Mothers <input type="checkbox"/> Fire safety <input type="checkbox"/> Young Persons <input type="checkbox"/> Substances Hazardous To Health <input type="checkbox"/> Display Screens <input type="checkbox"/> Manual Handling <input type="checkbox"/>	

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<ul style="list-style-type: none"> <li>• <b>Employees</b></li> <li>• <b>Customers</b></li> <li>• <b>Visitors</b></li> </ul>	<b>Spread of Covid-19 Coronavirus</b>	Current procedures for meeting spaces	Review room capacities and communicate to prospective bookers through website and meeting room information and correspondence restricting the number of delegates. Ensure online venue listings are updated	Rachel to monitor number of delegate and contact the organization accordingly.	30/06/20
		Food service procedures	Review Meeting room cleaning MQS to incorporate deep cleaning after each use and frequent cleaning of high-touch areas	<b>Rachel to review cleaning procedures and amend the MQS</b>	
		Cleaning procedures	Pre-payment by BACS or over the phone and pre-confirmation of all hospitality and refreshment requirements	Debbie to brief receptionist best procedures for payment.	30/06/20
		Booking procedures	Notify all existing bookings of new arrangements and review numbers in attendance inconsideration of social distancing guidelines. Depending on the type of event social distancing may make event impossible to deliver safely. The Sales team are to get support from the Manager to deliver this message to applicable bookings	Debbie to monitor number of delegate and contact the organization accordingly	26/06/20
			“Safety Station” availability of gloves, masks and sanitiser in all Meeting/Event rooms	Debbie to monitor stock of gloves, mask and sanitiser.	26/06/20
			Stationery in the room on request only	Debbie to brief team on procedures of food & drink menu. Jessica to contact the organization and discuss the menu	<b>30/06/20</b>
		Avoid tray service for events e.g. canape receptions, prosecco receptions, etc. Use fixed point and buffet service			



			<p>Improve Technology and AV offering, ability to connect easily to Zoom, Microsoft Teams etc. To make the experience as hassle free as possible and avoid the need for staff interaction</p> <p>Event planning needs to be more detailed including who is attending, why, what they want to be achieved etc. so plans can be made for the guest journey</p> <p>Monitor what is happening in the market to develop ideas and offerings to stay on trend</p> <p>Review cancellation policy. Allow more flexibility moving forward, option to move bookings to a later date with no penalty</p> <p>Use the new Events brochure Pdf to send out to promote and sell event and meeting space</p> <p>Change from Buffet service to contained meals that are pre-ordered.</p> <ul style="list-style-type: none"> <li>• Lunch in a Bag</li> <li>• Bento Box</li> <li>• Plated Service (Covered)</li> </ul> <p>Review hot beverage service arrangements for social distancing and self-serve at beverage machines. Ensure beverage machines are wiped down and sanitised after every service period. Use disposable cups and packaged snacks/biscuits.</p>	<p>Rachel to monitor the bookings and discuss any concern with Debbie</p> <p>Debbie to monitor offer in the market</p> <p>Director to review policy</p> <p>Rachel to discuss safe menu with organizers</p> <p>Rachel to reassure social distance . PDQ is clean after use and safe procedures for clutery.</p>	<p><b>30/06/20</b></p> <p><b>20/06/20</b></p> <p><b>01/07/20</b></p> <p><b>30/06/20</b></p> <p><b>30/06/20</b></p>
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<b>Risk Assessment Number 63 ( Soroptimist ) Ltd</b>	<b>Date Of Assessment: 09/06/20</b>
<b>Task / Work Activity / Work Area Assessed: First Aid</b>	<b>People Involved In Making This Assessment: Debbie Proops and Derek Jeffery</b>
<b>Supplementary Checklist Used In Respect Of;</b>	
<b>New And Expectant Mothers <input type="checkbox"/> Fire safety <input type="checkbox"/> Young Persons <input type="checkbox"/> Substances Hazardous To Health <input type="checkbox"/> Display Screens <input type="checkbox"/> Manual Handling <input type="checkbox"/></b>	

1. Persons Affected By The Activity	2. What Hazards Have Been Identified?	3. Control Measures Already In Place	4. Further Control Measures Identified As Necessary	5. Action on measures listed in Col. 4	6. Work Completed Date And Signature
<ul style="list-style-type: none"> <li>• <b>Employees</b></li> <li>• <b>Customers</b></li> <li>• <b>Visitors</b></li> <li>• <b>Contractors</b></li> </ul>	<p><b>Spread of Covid-19 Coronavirus</b></p>	<p><b>Designated First Aiders List</b></p> <p><b>First Aid procedure</b></p>	<p>Try to assist at a safe distance from the casualty as much as you can and minimise the time you share a breathing zone.</p> <p>First Aider must wear gloves, apron and mask Remove and dispose of these carefully and safely</p> <p>If they are capable, inform the recipient to do things for you, but treating the casualty properly should be your first concern. Remember the 3P model – preserve life, prevent worsening, promote recovery</p> <p>Before starting CPR, to minimise transmission risk, use a cloth or towel to cover the patient’s mouth and nose, while still permitting breathing to restart following successful resuscitation making use of mask or face shield, disposable gloves, eye protection, apron or other suitable covering</p> <p>You should minimise the time you share a breathing zone with the casualty and direct them to do things for you where possible</p> <p>Should it be necessary to call for an ambulance ,dial 999 and advise call handler as to whether the casualty is Covid -19 symptom free or whether they are exhibiting symptoms of Covid-19’</p> <p>After delivering any first aid ensure you safely discard disposable items and clean reusable ones thoroughly. Wash your hands thoroughly with soap and water or an alcohol-based hand sanitiser as soon as possible</p>	<p>Debbie to update Rachel of First Aid safety procedures</p>	<p><b>30/06/20</b></p>

Risk Assessment Number 63 ( Soroptimist ) Ltd			Date Of Assessment: 09/06/20		
Task / Work Activity / Work Area Assessed: Deliveries and Contractors			People Involved In Making This Assessment: Debbie Proops and Derek Jeffery		
Supplementary Checklist Used In Respect Of;					
New And Expectant Mothers <input type="checkbox"/> Fire safety <input type="checkbox"/> Young Persons <input type="checkbox"/> Substances Hazardous To Health <input type="checkbox"/> Display Screens <input type="checkbox"/> Manual Handling <input type="checkbox"/>					
1. Persons Affected By The Activity	2. What Hazards Have Been Identified?	3. Control Measures Already In Place	4. Further Control Measures Identified As Necessary	5. Action on measures listed in Col. 4	6. Work Completed

					Date And Signature
<ul style="list-style-type: none"> <li>• <b>Employees</b></li> <li>• <b>Contractors</b></li> </ul>	<b>Spread of Covid-19 Coronavirus</b>	<p>Current supplier evaluation procedures</p> <p>Delivery procedures</p>	<p>Supplier etiquette – contact your suppliers to establish what they are going to do for deliveries, e.g. signing for, temperature checks etc.</p> <p>Use of PPE by the team when receiving, storing and stocking up bars</p> <p>Leave the stock when it can be for 72 hours before use by the team and guests</p> <p>Social Distancing -Reducing the number of persons in any work area to comply with the 2-metre rule</p> <p>Staff and contractors to wear gloves, face masks and aprons when necessary e.g. Fresh food deliveries.</p> <p>Dispose of the packaging into a refuse bag, file documents and wash your hands.</p> <p>Drop off for deliveries with enhanced safety measures for staff who enter or work in the area, such as a regular cleaning &amp; disinfecting or equipment, use of protective gloves</p> <p>Frequency of delivery and availability of stock may be an issue, plan, also warn guests that we may not always be able to get everything we need</p> <p>Consider shelf life of products to minimise wastage.</p> <p>There may be minimum delivery sizes, negotiate with suppliers to remove delivery charges and plan what is needed</p>	<p>Debbie to hold a meeting Rachel on delivery procedures.</p>	30/06/20

**Risk Assessment Number 63 ( Soroptimist ) Ltd**

**Date Of Assessment: 09/06/20**

**Task / Work Activity / Work Area Assessed: PPE**

**People Involved In Making This Assessment: Debbie Proops and Derek Jeffery**

**Supplementary Checklist Used In Respect Of;**

**New And Expectant Mothers**  **Fire safety**  **Young Persons**  **Substances Hazardous To Health**  **Display Screens**  **Manual Handling**

1. Persons Affected By The Activity	2. What Hazards Have Been Identified?	3. Control Measures Already In Place	4. Further Control Measures Identified As Necessary	5. Action on measures listed in Col. 4	6. Work Completed Date And Signature
<b>Employees Customers Visitors Contractors</b>	<b>Spread of Covid-19 Coronavirus</b>	Incorporation of revised PPE compliance guidelines on Pre-Opening Plan  Agree specific PPE equipment, quantities and supplier  Agree guidelines for staff AND guests	PPE for Number 63 to be: Apron, gloves and face masks. Manager to source and control PPE stock  Compile and issue staff guidelines on wearing of PPE And disposal/removal  Compile and issue Guest guidelines on wearing of PPE and disposal/removal  Agree location and set-up of guest PPE stations	Debbie to purchase PPE and monitor stock with Rachel.  Debbie to brief staff of PPE safety procedures and how to disposal and removal.  Debbie to arrange the location of guest PPE stations. Jessica and Rachel will monitor	26/06/20  30/06/20  22/06/20

<b>Risk Assessment Number 63 ( Soroptimist ) Ltd</b>	<b>Date Of Assessment: 09/06/20</b>
<b>Task / Work Activity / Work Area Assessed: MQS</b>	<b>People Involved In Making This Assessment: Debbie Proops and Derek Jeffery</b>
<b>Supplementary Checklist Used In Respect Of;</b>  <b>New And Expectant Mothers <input type="checkbox"/> Fire safety <input type="checkbox"/> Young Persons <input type="checkbox"/> Substances Hazardous To Health <input type="checkbox"/> Display Screens <input type="checkbox"/> Manual Handling <input type="checkbox"/></b>	

1. Persons Affected By The Activity	2. What Hazards Have Been Identified?	3. Control Measures Already In Place	4. Further Control Measures Identified As Necessary	5. Action on measures listed in Col. 4	6. Work Completed Date And Signature
Staff Guests	Spread of Covid-19 Coronavirus	<p>Undertaking current review of all Standards Operating procedures (SOP's) and converting them to Minimum Quality Standards (MGS)</p> <p>Incorporation of Hospitality Industry Guidelines into procedural review</p> <p>MQS to include updated COVID 19 requirements wherever identified</p>	<p>Manager to identify Key SOP's to be moved to MQS and individuals responsible</p> <p>Manager to brief other management and supervisory staff on process for production of MQS for their designated areas and the need to incorporate COVID 19 compliance measures in procedural (MQS) review</p> <p>Staff Briefing and presentation to be arranged for week prior to re-opening</p> <p>Necessary training to be undertaken with agreed dates and personnel</p> <p>MQS requirements to include supervisory and management checklists for monitoring and compliance</p>	Debbie to undertake current MQS and hold meetings with staff . supervisor will be include for monitoring	30/06/20

Risk Assessment Number 63 ( Soroptimist ) Ltd	Date Of Assessment: 09/06/20
Task / Work Activity / Work Area Assessed: Service Recovery (if a guest or staff member is found to have, or have had, the virus)	People Involved In Making This Assessment: Debbie Proops and Derek Jeffery

**Supplementary Checklist Used In Respect Of;**

**New And Expectant Mothers**  **Fire safety**  **Young Persons**  **Substances Hazardous To Health**  **Display Screens**  **Manual Handling**

1. Persons Affected By The Activity	2. What Hazards Have Been Identified?	3. Control Measures Already In Place	4. Further Control Measures Identified As Necessary	5. Action on measures listed in Col. 4	6. Work Completed Date And Signature
<b>Employees</b> <b>Customers</b> <b>Visitors</b> <b>Contractors</b>	<b>Spread of Covid-19 Coronavirus</b>	None	Clear procedure and response plan for employees and guests reporting the recognised covid-19 symptoms to be written up by Manager and communicated to all staff and board members  Displayed in the premises and available to guests  Government guidelines to continue to be monitored and responded to accordingly  Constant review of the procedure and policy	Included in opening plan	

Name; Debbie Proops  Signature;  Date;	8. Details Of Further Control Measures Required (Column 4) transferred to the Control Measures Action Record: YES / NO On Date:				
	9. Risk Assessment Reviewed Date and initials of Reviewer;				