

Supported by:

**COVID R.E.A.D.Y Risk Assessment
Developed in association with Primary Authority**

 .
\*\* Subject to Guidance Update & Change. [Click here for updates.](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19)

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| **Hospitality Sector:** | Accommodation |

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| **Assessment Details** |
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| **EHA Membership No:** | Click here to enter text. | **Date:** | Click here to enter text. |
| **Business Name:** | Click here to enter text. | **Address:** | Click here to enter text. |
| Click here to enter text. |  |  |
|  | **Post Code:** | Click here to enter text. |
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| **Insurance Certificate:** |[ ]  **Gas Safety Certificate:** |[ ]  **Fire Risk Assessment:** |[ ]  **CO Detectors:** |[ ]
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| **Completion Guide:** |
| The example below demonstrates how this Risk Assessment works. Give the **Severity (S)** and **Likelihood (L)** a score based on the table below. **Multiply (S) by (L) to create a risk score (R)**. Score each job hazard rather than each control measure. |
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| Severity **(S)**: | **6** Multiple Deaths | **5** Single Death | **4** Major  | **3** Lost Time Injury | **2** Minor | **1** Delay |
| Likelihood **(L)**: | **6** Certain | **5** Very Likely | **4** Likely to Happen | **3** May Happen | **2** Unlikely to Happen | **1** Very Unlikely to Happen |

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| The figures will give a risk score between **0** and **36**:**0-10** low risk (Green)**11-20** medium risk (Amber)**21-36** high risk (Red) | **0-10** | **Green****Low Risk** | **11-20** | **Amber****Medium Risk** | **21-36** | **Red****High Risk** |
| Focus should be placed on any high-risk areas and where risk can be mitigated. |
| **Job Hazard Exposure / Detailed Hazard** | **Possible Harm and Effects** | **Existing Control Measures** | **Recommended Controls / Information (In Priority Order)** | **S** | **L** | **R** |
| **EXAMPLE****Person to person check in / out contact during COVID 19 pandemic** | Becoming infected with COVID-19 and further spread the infection |  | Receptions must have screening at check in desk | **2** | **2** | **4** |

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| **Person to person check in / out contact during COVID-19 pandemic affecting Reception team and Guest.** | Becoming infected with COVID-19 and further spread the infection. | New confirmation email created to explain to guests what to expect when they stay. | Click or tap here to enter text. | Click or tap here to enter text. | Ensure the reception team members have signed a fit for work document.Send out a clear and concise email stating arrival instructions and why these are in operation also stating what facilities are open (helps to manage guest’s expectations and minimise complaints).Ensure the health & safety of the reception team and guests by:* Ensuring all reception and back office areas have regular robust cleans adhering to a cleaning schedule, documented.
* Re enforce hand washing as the best method of control
* Social distancing measures are in place for both staff members and guests.
* Hand sanitiser available to both staff and guests within this area.
* Minimising guest numbers in the reception at any one time (staggered check in/out times if possible).
* Place clear shielding screens, on check in desks.
* Express check in. Have the guests check in paperwork and key/key card in an envelope ready for the guest/ on a table for pick up if smaller property
* Email guest invoices.
* Card payment only. (where possible)
* Dedicated phone line/app for in house guest queries and maintenance / housekeeping reporting.
* Express checkout system in place.
 | Click here to enter no. | Click here to enter no. | Click here to enter no. |
| **Job Hazard Exposure / Detailed Hazard** | **Possible Harm and Effects** | **Existing Control Measures/Action /By whom** | **Recommended Controls / Information (In Priority Order)** | **S** | **L** | **R** |
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| **Guest usage and cleaning of public areas / corridors within the hotel** | Becoming infected with COVID-19 and further spread the infection | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | * Ensure cleaners / housekeepers have signed fit for work documents.
* Ensure clear signage explaining social distancing requirements to guests.
* Ensure staff are briefed and trained on the importance of social distancing.
* Remove some furniture to ensure guests can socially distance.
* Ensure a robust cleaning/visible schedule is in place specifically for public areas, closing the area for cleaning on a regular basis.
* Ensure all staff are trained in the use of and provided with the correct PPE to carry out their cleaning duties.
* Introduce a training programme with all the housekeeping teams to ensure knowledge and skills of cleaning requirements.
* Monitor the cleaning standards.
* Perform a deep clean of these areas at night.
 | Click here to enter no. | Click here to enter no. | Click here to enter no. |
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| **Public usage and cleaning of public toilets within the hotel****This point to be discussed whether they open or not****Recommendation is ‘not’****If Disabled Toilet available use this facility only as easier to manage** | Becoming infected with COVID-19 and further spread the infection | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | * Suspend the use of air dryers and linen towels in all toilets replace with paper towels and a foot operated lidded bin or open bin for these to be disposed in.
* Ensure a robust cleaning/visible schedule is in place for the public toilets.
* Use a cleaning checklist and leave in the public toilets for transparency.
* Ensure all staff are trained in the use of and provided with the correct PPE to carry out their cleaning duties.
* Provide a training programme with all the housekeeping teams to ensure knowledge and standards of cleaning requirements.
* Monitor the cleaning standards.
* Have cleaning in progress signage.
* Perform a deep clean of these areas at night.
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| **Use of lifts by both guests and staff****NO ‘MIXED’ GUESTS** | Becoming infected with COVID-19 and further spread the infection | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | * Priority use only.
* Reduce the number of people in the lift to adhere to social distancing.
* Family or ‘bubble’ units may travel together.
* Regular deep clean of the lifts especially the button panel as this is a high-volume touch point.
* Perform a deep clean of the lifts at night.
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| **Cleaning guest bedrooms** **Ensuite/ Shared Bathrooms**  | Becoming infected with COVID-19 and further spread the infection Contaminated accommodation / spread of COVID-19 | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | * Ensure cleaners / housekeepers have signed fit for work documents.
* Do not enter the bedroom when the guest is in the room.
* Suspend stop overs / refresh cleans and turn-down services, unless requested and if so guest must be out of room.
* Ensure all housekeeping staff are trained in the use of and provided with the correct PPE to carry out their room cleaning duties.
* Provide a training programme with all the housekeeping teams to ensure knowledge and standards of room cleaning requirements
* Monitor the cleaning standards.
* Have cleaning in progress signage.
* All cleaning / maintenance schedules are adhered to and documented accordingly.
* Dirty linen to be placed into linen bags immediately NOT placed on the floor in the bedroom or corridor speak with the laundry company to increase linen bag numbers and have some dissolvable red bags for infected linen.
* Where linen is washed on site – must be washed at 60 degrees or above
* Where linen is contracted out – ensure contractor complies with 60 degree and above rule
* All mugs and glasses are replaced NOT washed in the room (all mugs/ cups, saucers and glasses need to be run through a dishwasher) or provide disposable recyclable cups/stirrers
* Lone working for the housekeeping staff to adhere to social distancing.
* Any maintenance issues to be resolved after the housekeeper has left the room.
* Shared bathrooms to have controls put in place ie: booking/reservation system and enhanced/visible cleaning after each use.
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| **Infectious outbreak within a hotel bedroom** | Becoming infected with COVID-19 and further spread the infection Contaminated accommodation / spread of COVID-19 | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | * Video call/ call the guests to clearly understand the situation and if the guests need to extend their stay and for how long.
* Help with calling local doctors, 111 or the ambulance.
* Inform all staff that the bedroom is in quarantine and do not enter
* Inform duty manager so all cases are accounted for if the situation becomes worse (reporting purposes for the EHO).
* Place extra guest amenities, food if required, medicines if needed, linen and linen bags outside the guest bedroom… do not enter.
* Place an emergency body fluid kit outside the for the guest to use in these circumstances.
* Increase the number of times your public areas and toilets are cleaned immediately it becomes aware that you have a poorly guest inhouse following the cleaning schedules and staff requirements.
* Build into terms and conditions the cost and requirements if a guest has to extend their stay through illness.
* Speak with the reception team to move the following booking from the room. If the hotel is full speak with other hotels to see if they can take the booking on your behalf.
* Minimise contact with the guests on departure.
* Leave the bedroom empty for 72 hours minimum.
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| **Laundry procedures** | Becoming infected with COVID-19 and further spread the infection  | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | * Minimise the contact with used bed linen and towels
* Use correct PPE when stripping beds
* Have the linen bag ready for the linen from that room only secure tightly
* Remove to the allocated cage
* immediately to minimise cross contamination
* Do not place used linen on the floor in the bedroom or corridor
* Keep dirty and clean linen separate
* Speak with your laundry company to supply more linen bags and to request more frequent collections to minimise the amount of used linen in the hotel and ensure they are following over 60-degree wash.
* Onsite laundering to be at over 60-degree wash
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| **Deliveries In/Out** | Becoming infected with COVID-19 and further spread the infection  | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | * Check with all your external delivery companies what their updated social distancing procedures are and how does that affect your business.
* Trained staff to see in orders with correct PPE
* Less deliveries/ different time of deliveries.
 | Click here to enter no. | Click here to enter no. | Click here to enter no. |

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| **Room service** | Becoming infected with COVID-19 and further spread the infection Not meeting customer expectation  | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | * Have a clear timed availability and menu in all rooms.
* Single use disposable menus or QR access.
* Have the correct equipment and procedure to deliver a professional room service.
* Have these menu choices and ingredients available at times to suit distanced serving.
* Give guests clear timings and procedures of arrival of their food.
* Remember to collect the tray once the guest has finished. Trays to be sanitised or washed at over 60 degrees.
* Preferably use lidded disposable containers to avoid cross contamination
* Remember to charge to guests’ room (no money to exchange hands).
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| **Breakfast service in Dining Room** | Becoming infected with COVID-19 and further spread the infection  | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | * Space tables to encompass 2m from seat to seat on next table or have divider screens (can be planters)
* Remove unused tables to maintain physical distancing.
* Give guests clear booked timings to reduce demand on dining area.
* Have clear physical distancing in place if guests need to wait to be seated.
* If a guest is feeling unwell, they should not be permitted in the dining area and must remain in room.
* Escort guests to allocated seating to maintain physical distancing.
* Serve all breakfast items – cereals, juices, tea/coffee, hot/cold food offerings & condiments to the table.
* Sanitisers & masks available in breakfast room.
* Remove all table items when a guest leaves dining area, disinfect and replace with new.
* Any crockery should be washed in a dishwasher at over 60 degrees
* Disinfect chairs handles and hand/surface contact points.
* Visible cleaning in place on communal hand/surface contact points.
* All staff must wash hands after contact with guest and food service offerings.
* Introduce anti touch signage for furniture or ornamental items that cannot be removed.
 | Click here to enter no. | Click here to enter no. | Click here to enter no. |

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