S = Severity (/5)

L= Likelihood of event occurring (/5)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Hazard** | **Who is affected** | **Precautions** | **S** | **L** | **Further Actions required** |
| Contraction of Covid-19 Via persons | ReceptionistsHotel guestsOther members of staff | **Protection:*** Sneeze screens installed to stop any particles being transmitted on check-in.

**Social Distancing:*** Guests to maintain 2 metre social distancing
* Reducing number of persons in any area to comply with 2 metre guidelines (no other members of staff to go behind the desk, reception to call sales team for queries rather than go into office)

**Check in procedure*** Confirmation email amended to ensure guests are aware and following all new procedures
* Check-in procedures to highlight key changes, and ensure guests understand expectations
 | 4 | 4 | Prior to returning to work, all staff are required to complete a Covid-19 Health Declaration, in addition to confirming whether they have suffered from any gastroenteritis symptoms.Staff to travel to work in own clothes, with clean uniform bagged and protected. Try to avoid public transport. Changing room made available – one person at a time. Boxes for each team member to store home clothes. Procedure reversed on departure. Uniform to be washed after each useStaff to be trained in new procedures introduced and record of training to be kept.Clock in machine at reception away from first reception computer. Temperature check and health confirmation to be entered on clocking in.Do not share phones – use your phone only and wipe down at end of shiftManagers and HOD to strictly ensure cleaning procedures are being followedWait here until reception clear sign in lobby. Signage on desk requesting social distancing.One-way system rooms 17- 22 exiting by terrace.Give way/wait here signage other corridorsOpen doors to increase ventilation.Establish Crown Inn reception team distinct from Kings ArmsGuest given envelope with key, small sanitiser bottle and mask.Return keys to be sanitised in water and detergent mix |
| Contraction of Covid-19 Via surfaces | ReceptionistsHotel guestsOther members of staff | **Contact points of Equipment to be cleaned down regularly:*** PDQ’s, tablets and keys to be cleaned down after each guest
* Contact points of equipment to be cleaned down regularly at the end and start of every shift (e.g computer keyboard, phone, desk etc.)

**Hand Washing:*** Hand washing facilities with soap and warm water in place
* Stringent hand washing in place
* Drying of hands with paper towels/

**Payment*** All payment to be card/contactless only
* No cash payments

**Cleaning*** Regular cleaning of public areas around reception
* Regular cleaning of areas in high use (e.g. door handles, light switches, phones etc.)

**Reducing contact:*** Registration card to be emailed to guests
* All handover notes to be typed up and left on the screen, not written

**Deliveries*** All deliveries/post to be collected with appropriate protective clothing
 | 4 | 4 | . Masks and gloves to be worn if moving from behind deskManagers and HOD to strictly ensure cleaning procedures are being followedHand sanitiser stands in reception, to cover restaurant, guests in main inn rooms and courtyard, covering restaurant & bar guests, wall mounted dispenser in entrance to Bailey block covering rooms 110-217.Small sanitiser dispensers behind reception and in offices. Office no more than 1 person in room at a time.Pens removed from desk area.Creation of online check in and payment to lessen contact.Guests will get email prior to arrival to enable online pre-payment of room charges.Wipes to be provided. Higher alcohol content cleaner sourced from DiverseyToilets to have lock put on outer door to allow only one person at a timeAlong with payment processHandover done on opposite sides of screenOnline handover document confirming cleaning of areas with checklist. Deliveries to be wiped with sanitised wipe |
| Infected employees coming in | ReceptionistsHotel GuestsOther members of staff | * Ensure policy that workers with symptoms stay at home and are managed effectively
* Any members of staff who display symptoms quarantine for recommended two weeks
 | 5 | 3 | Daily questions/declarations via Tanda clock in process |

Approved:

Peter St. Lawrence

Director

Date: