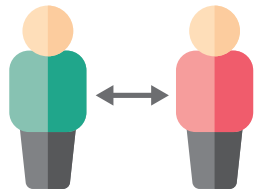


## COVID-19 RISK ASSESSMENT

### COVID-19 SAFETY MEASURES



SOCIAL DISTANCING



INCREASED CLEANING



HAND SANITISING



CONTACTLESS PAYMENTS



FOOD SAFETY



TEAM PPE & TRAINING



LAUNDRY, LINEN  
& FURNISHINGS

Willowbeck Lodge Covid-19 Risk Assessment

Completed by: Andrew McGrillis - 02/07/2020

To be reviewed: on a monthly basis or inline with government legislation and guidance

Risk	Department	Action/Measure	Outcome
Social Distancing	Housekeeping	Staggered shift patterns Staff to work individually Laundry to be collected outside	Avoid unnecessary interaction with staff and guests  Avoid unnecessary interaction with laundry drivers
	Reception	Contactless registrations Contactless check-ins/checkouts Automatic payments (deposits/balances to be taken electronically) Online room bookings only	Less guest interaction
	Kitchen	Goods delivered via one entrance Delivery notes received electronically Kitchen team split into zones (one staff member per zone) Kitchen area divided into 3 areas. High risk/low risk/washing up area Kitchen staff to use different entrances and exits	Minimising interaction with delivery drivers  Minimising direct interaction with other staff members
	Restaurant	Tables separated by 1 metre Tables by booking only Tables sizes capped at 6 (from 2 households and bubbles) Pre-ordering for drinks and meals encouraged Table service only Separate entrance and exit One in one out system for toilet Bar area closed for standing Staggered booking times for diners Limiting the number of diners eating in the restaurant Limiting gathering sizes outside of the restaurant	Less direct customer interaction

Risk	Department	Action/Measure	Outcome
Cleaning	Housekeeping	<p>Complimentary toiletries removed</p> <p>Hard and soft surfaces cleaned and sanitised daily</p> <p>Pillows and mattress protectors changed regularly</p> <p>Guest information file sanitised daily</p> <p>Disposable cups to replace glassware in bathrooms</p> <p>Television remote controls sanitised</p> <p>Condiments trays and appliances sanitised</p> <p>VIBRABACT - MULTI-SURFACE CLEANER (kills 99.9% Coronavirus - BS EN 1276)</p> <p>to be used in conjunction with polishes and cleaners</p> <p>Cleaning checklist to be completed daily and recorded</p> <p>Communal areas cleaned and sanitised daily</p>	Reduces risk of contamination on surfaces
	Kitchen	<p>Hard and soft surfaces to be cleaned and sanitised after every shift</p> <p>Floors cleaned daily with chemical</p> <p>Dishes pre-washed prior to dishwashing at 60 degrees. Airdried.</p> <p>Dish clothes not to be used on surfaces or dishes</p> <p>Staff areas to be cleaned daily by kitchen porter</p> <p>Dry store, shelving, fridges and freezers handles to be sanitised daily</p>	<p>Improved standards</p> <p>Reduces risk of cross infection</p>
	Restaurant	<p>Single use menus to replace boards</p> <p>Fogging of communal areas conducted weekly</p> <p>Toilets to be cleaned, sanitised and monitored more frequently</p> <p>Cutlery to be chemically polished</p> <p>Single use napkins to replace linen napkins</p> <p>Tables not to be set in advance of service</p> <p>Tables and seating to be cleaned and sanitised after every guest</p> <p>Sugar bowls and condiments removed and replaced with single use sachets</p> <p>Placemats to be removed</p> <p>Cleaning checklist to be completed daily</p>	Ensures best practice and standards are being maintained and recorded

Risk	Department	Action/Measure	Outcome
Hand Sanitising	Housekeeping	Hand sanitising station located on first floor	Consistent use of sanitiser reduces risk of transferring germs
	Kitchen	Hand sanitising station next to handwashing facility in kitchen	Consistent use of sanitiser reduces risk of transferring germs
	Restaurant	Hand sanitising station and signage on entrance, exit and outside of toilet	Consistent use of sanitiser reduces risk of transferring germs

Risk	Department	Action/Measure	Outcome
Payment Methods	Reception	Online room payments/refunds only All room transactions to be taken at the end of the stay No cash payments	Minimising customer interaction
	Restaurant	Contactless and card payments only No paper vouchers to be accepted	Minimising customer interaction

Risk	Department	Action/Measure	Outcome
Linen, laundry and Soft Furnishing	Housekeeping	Duvet covers to replace loose sheets, blankets and throws All soft furnishings to be removed from bedrooms and communal areas Linen laundered to BS EN 14065 and HTM 01-04 hygienic standards Laundry bags clinically cleaned Laundry deliveries and returns processed online Stock levels increased Laundry left outside for collection Laundry delivered unwrapped	Cleaned inline with NHS infection controls and measures  Avoids using paper return slips Reduces number of deliveries required Avoids interaction with delivery drivers Avoids potential contamination from plastic wrapping

Risk	Department	Action/Measure	Outcome
Food Safety	Kitchen	Standards maintained inline with current operational best practice and those methods highlighted in Safer Food, Better Business manual	

Risk	Department	Action/Measure	Outcome
Team PPE and Training	Housekeeping	Gloves to be worn when handling both clean and dirty laundry Overshoes, gloves, disposable face masks and aprons to be worn at all time whilst on duty	
	Kitchen	Facemask and gloves to be worn by chef and kitchen porter - where practical to do so Kitchen staff to change clothing on arrival at the premises	
	Restaurant	Restaurant staff to change clothing on arrival at the premises Facemask and gloves to be worn by customer facing staff - where practical to do so	

Risk	Department	Action/Measure	Outcome
Training	All departments	Training on Covid-19 measures to be undertaken by all staff. Understood, monitored and reviewed regularly inline with current legislation and guidance .	Improved training helps staff appreciate and understand risks and how they can be managed and avoided where practically possible



## 1.2 Sharing the results of your risk assessment

You must share the results of your risk assessment with your workforce. If possible, you should consider publishing the results on your website (and we would expect all employers with over 50 workers to do so). We would expect all businesses to demonstrate to their workers and customers that they have properly assessed their risk and taken appropriate measures to mitigate this. You should do this by displaying a notification in a prominent place in your business and on your website, if you have one. Below you will find a notice you should display in your workplace to show you have followed this guidance.

### Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

#### • FIVE STEPS TO SAFER WORKING TOGETHER •

- ✓ We have carried out a COVID-19 risk assessment and shared the results with the people who work here
- ✓ We have cleaning, handwashing and hygiene procedures in line with guidance
- ✓ We have taken all reasonable steps to help people work from home
- ✓ We have taken all reasonable steps to maintain a 2m distance in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to manage transmission risk

Signed on behalf of employer  \_\_\_\_\_  
(or the Health and Safety Representative signature)

Employer WILLOWBECK LODGE Date 02/07/20

Who to contact: \_\_\_\_\_  
Your Health and Safety Representative  
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)