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| **nAssessment Details** | | | | | | | | |
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| **QT Reference No:** |  | | | **Date:** | 15/7/2021 | | | |
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| **Business Name:** | Best Western Thurrock Hotel | | | **Address:** | Ship lane, Purfleet, RM10 1YN | | | |
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| **Insurance Certificate:** | NFU 080x5581538/no6 | **Gas Safety Certificate:** | Yes- Wards Catering services | **Fire Risk Assessment:** | | Reviewed Jan 2020 | **Carbon Monoxide Detectors:** | No |

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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.   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Severity (S):** | **6** Multiple Death | **5** Single Death | **4** Major Injury | **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 |   The figures will give a risk score between **0** and **36**:  **0-10** low risk (Green), **11-20** medium risk (Amber) and **21-36** high risk (Red).  Focus should be placed on any high risk areas and where risk can be mitigated. | |

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| **Job Hazard Exposure / Detailed Hazard** | **Possible Harm  and Effects** | **Existing  Control Measures** | **New Control measures** | **Severity** | **Likelihood** | **Result** |
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| **Person to person check in / out contact during COVID-19 pandemic reception team and guest** | Becoming infected with  COVID-19 and further spread the infection | Confirmation email with instructions | Reception team members have signed a fit for work document.  Pre arrival email advising guests not to travel if they have covid 19 symptoms  Reception desk sanitized before and after shift  Advise to staff to continue social distancing to reduce the risk of infection  Hand sanitiser available to both staff and guests at sanitize stations  shielding screens on reception desks  Express check in- we are in the process of obtaining Kiosks  Express checks out – guest can use the key box provided to drop key  Card payment only  Dedicated mobile number for guests to contact reception | 5 | 2 | 10 |
| **Public usage and cleaning of public areas / corridors within the hotel** | Becoming infected with  COVID-19 and further spread the infection | PA cleaner to clean daily public toilets and public areas. | Cleaners / housekeepers have signed fit for work documents  cleaning schedule is in place specifically for public areas.  All staff are trained in the use of, and provided with the correct PPE to carry out their cleaning duties- face coverings & gloves  Training programme on flow for housekeeping teams to ensure knowledge and skills of cleaning requirements | 5 | 2 | 10 |
| **Public usage and cleaning of public toilets within the hotel** | Becoming infected with  COVID-19 and further spread the infection | PA to clean daily  Hotel staff to inspect toilets every hour | A cleaning checklist in the public toilets for transparency every hour .  All staff are trained in the use of, and provided with the correct PPE to carry out their cleaning duties- face coverings & gloves  Training programme on flow for housekeeping teams to ensure knowledge and skills of cleaning requirements  Have cleaning in progress signage and toilets closed during clean | 5 | 2 | 10 |
| **Use of lifts by both guests and staff** | Becoming infected with  COVID-19 and further spread the infection | NO lifts at the property | NO lifts at the property |  |  |  |
| **Cleaning guest bedrooms** | Becoming infected with  COVID-19 and further spread the infection    Contaminated accommodation / spread of COVID-19 | Housekeeping team to service stay overs and departures.  Housekeeping team to complete flow module | Continue Service Departures only  Bedrooms ventilated before being cleaned  Ensure cleaners / housekeepers have signed fit for work documents  Do not enter the bedroom when the guest is in the room  Colour coded cloths to reduce contamination  Suspend stop overs / refresh cleans and  turn-down services. - only provided after 5 nights  All staff are trained in the use of, and provided with the correct PPE to carry out their cleaning duties- face coverings & gloves  Training programme on flow for housekeeping teams to ensure knowledge and skills of cleaning requirements  Have cleaning in progress signage  All cleaning / maintenance schedules are adhered to and documented accordingly  Dirty linen to be placed into linen bags immediately and NOT placed on the floor in the bedroom or corridor, this is to reduce the risk of contamination  Lone working for the housekeeping staff to adhere to social distancing and use housekeeping WhatsApp group  Any maintenance issues to be resolved after the housekeeper has left the room | 5 | 3 | 15 |
| **Infectious outbreak within a hotel bedroom** | Becoming infected with  COVID-19 and further spread the infection  Contaminated accommodation / spread of COVID-19 | Inform Duty Manager and call 111 | Video call/ call the guests to clearly understand the situation and if the guests need to extend their stay and for how long  Offer assistance 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 as long as possible 72 hours ideally  Contact a specialist cleaning company to professionally fog the bedroom  Minimise contact with the guests on departure | 5 | 3 | 10 |
| **Laundry procedures** | Becoming infected with  COVID-19 and further spread the infection | Separate bags for clean and dirty | 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  laundry company to supply more linen bags and to request more frequent collections to minimise the amount of used linen in the hotel | 5 | 2 | 10 |
| **Deliveries** | Becoming infected with  COVID-19 and further spread the infection |  | Check with all external delivery companies what their updated social distancing procedures are and how does that affect your business  Less deliveries/ different time of deliveries | 5 | 2 | 10 |
| **Room service** | Becoming infected with  COVID-19 and further spread the infection  Not meeting customer expectation | Room service placed outside bedroom door  Contactless payments only | Have a clear timed availability and menu on F&B App  F&B App will inform guest how to order and pay(hard copy at reception for guest that don’t have a smart phone , this to be sanitized after each use  Room service procedure in place to deliver room service- gloves  See operations procedure for room service | 5 | 2 | 10 |

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| **Bar Service** | Becoming infected with  COVID-19 and further spread the infection | Bar sanitized  One member of staff each shift has access to bar only  Sanitize bar before your shift | bar services now available  encourage table service only  No seating at the bar  Card payments only – sanitize after each use  Protective screen to remain | 5 | 2 | 10 |
| **Restaurant Dinner service** | Becoming infected with  COVID-19 and further spread the infection | Sanitize tables and chairs after each use | No cutlery on tables  Give wrapped cutlery on arrival  QR code for Menus  Condiments (sachets only)  Card payments only – sanitize after each use | 5 | 2 | 10 |
| **Breakfast Service** | Becoming infected with  COVID-19 and further spread the infection | Grab and go breakfast only | Prepared using gloves  Chef to serve cooked breakfast , behind screen  Pre-paid | 5 | 2 | 10 |
| **Conferences** | Becoming infected with  COVID-19 and further spread the infection | Sanitize room after each use | Hot buffets – plated by staff behind protection screen  Pack lunches offered to reduce risk of handling food  Staff NOT to enter room during use  Tea & coffee left outside room  Individual bottles of water  Sanitizer on T& C station | 5 | 2 | 10 |
| **Kitchen** | Becoming infected with  COVID-19 and further spread the infection | One chef on each shift | Sanitize stations  Safe zone for food collection |  |  |  |
| **Serving of Alcohol** | Becoming infected with  COVID-19 and further spread the infection | No service at the bar | Introduction of the following   * Food & drink App * Card Payments only via the app | 5 | 2 | 7 |
| **Serving of Food & Drink in the garden** | Becoming infected with  COVID-19 and further spread the infection |  | Introduction of the following   * Food & drink App * Card Payments only via the app | 5 | 2 | 7 |
| **Weddings** | Becoming infected with  COVID-19 and further spread the infection | No service at the bar | Introduction of the following   * Food & drink App * Card Payments only via the app * Staff all in PPE * Screens on function bars * Buffet – served by waiter | 5 | 2 | 10 |
| **Events** | Becoming infected with  COVID-19 and further spread the infection | No service at the bar | Introduction of the following   * Food & drink App * Card Payments only via the app * Tables 1 meters ap * Buffet – served by waiter | 5 | 2 | 10 |
| **Face coverings** | Becoming infected with  COVID-19 and further spread the infection | Wear face coverings | We have now mandated that staff must wear a face covering. It is now part of the unform standards.  To be reviewed once infection rates decline | 5 | 2 | 10 |
| **Ventilation** | Becoming infected with  COVID-19 and further spread the infection | Reduce seating in bars to 70% and open windows | Ensure all areas are well ventilated, opens windows as often as possible | 5 | 2 | 10 |
| **NHS Check in poster** | Becoming infected with  COVID-19 and further spread the infection | At reception on display | Remove other posters, we have hotel guest details on file if we get informed of a positive result from a guest . | 5 | 2 | 10 |
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