

Health Club and Spa Front of house

SY H&S 0007

This risk assessment covers the risk of coronavirus spread in front of house / guest facing environment. This risk assessment was created on 8th June 2020 and reflects the guidance issues by the HM Government. The coronavirus situation is dynamic and hazards and controls must be updated as government advice changes. In order for this risk assessment to be suitable and sufficient, then contents must be reviewed, controls ammended to reflect the operation and then adopted. The use of a sign off sheet is recommended to record the adoption of the risk assessment and that findings of the risk assessment have been communicated to and understod by the relevant team.

Area/Task/Hazard:

Spread of COVID-19 from person to person, both from colleagues, guests and other visitors to this area.

COVID -19 is transmitted from small droplets that are created when infected persons sneeze or cough. These can be directly transmitted to another person or a surface and then transferred if a person touches their eyes, mouth or nose.

Groups at Risk:

- Colleagues
- Hotel Guests
- Visitors
- Contractors
- Members of the public

Severity (A)	Major Injury/Serious Damage (5)	Likelihood (B)	Possible (5)	People (C)	Vulnerable People/Public Affected (3)
Calculation	Score: 5	X	Score: 5	X	Score: 3
Total Score:	75				
	Risk Rating - High (>50)				

Control Measures:

- **Fit to work** - teams are to observe the latest government guidance regarding isolation. Managers to be aware of the symptoms of COVID-19 (new continuous cough and / or high temperature) and exclude workers if they exhibit these symptoms.
- **Distance between guests and team members** - Social distancing must be maintained between team members. If this cannot be achieved, then consider ammending layout. Ensuring that safety is not impacted. Staff MUST remind all guests if required about the social distancing rule.
- **Deliveries** - All incoming deliveries need to be forwarded to the staff entrance.
- **Handwashing** - Handwashing is recommended to all the team and must be done frequently. Supply of liquid soap and hot/cold water is in all public facilities. Hand sanitiser (minimum of 60%) will be provided to compliment hand washing, but it is not a substitute.
- **PPE** - It is considered necessary for the team to wear face masks to control COVID-19 . If anyone of the team are displaying symptoms, they should not be in the workplace.
- **Manual Handling** - Some manual handling tasks may require a two person lift or carry. This means team members potentially coming into close contact of one another. The task should be reviewed to consider if it is absolutely necessary or if an alternative approach can be used.
- **Disinfection of touchpoints** - **It is all employees responsibility** to sanitise hand contact surfaces regularly throughout the day. The chemical used must be effective against COVID-19 and the dilution rate and contact time implemented correctly.
- **Rest / Break Periods** - The team must maintain a 2 metre rule during these periods. This will be achieved by staggering break times, reducing furniture in the staff area.
- **Staff Uniform** - Staff MUST change into their uniform provided before and after every shift. They must wash their own uniform and only wear once.
- **Guest Check-in** - We have implimented queue markings on the floor and out side the entrance. Staggered check in times are necessary so not to conjest the reception area.
- **Seating areas** - All waiting areas have limited seating to adhere to comply with social distancing. We have staggered check in times so not to conjest the reception area.
- **Guest Information** - All leaflets and brochures MUST be removed from all public areas, staff members can offer a link to the website and also direct them to the digital screen in the reception area.
- **Other mitigating factors** - increasing the frequency of hand washing and surface cleaning, including disinfection of high footfall areas or common touchpoints with particular attention to toilets/restrooms.
 - keeping the activity time of any activity where social distancing cannot be maintained as short as possible
 - using screens or barriers to separate people from each other

- using back-to-back or side-to-side working (rather than face-to-face) whenever possible
- reducing the number of people each person has contact with by using 'fixed teams or partnering'
- Social Distancing** - Signage is visible to all guests. When team members are communicating with guests, they must maintain social distancing
- Music** - throughout all guest areas music should be kept at an acceptable level
- Waste Management** - All waste will be split into general and recycled. At the end of every shift the team members must dispose of their individual rubbish in the correct bins - ensuring they are wearing the correct PPE
- Track and Trace** - A System inline with data protection will be implemented in all food and beverage areas to track and trace individual/parties to assist NHS Test and Trace (See attached)

If control measures are implemented and are effective the hazard can be categorised as:

Severity (A)	Minor Injury/Minor Damage (2)	Likelihood (B)	Possible (5)	People (C)	>50 People (3)
Calculation	Score: 2	X	Score: 5	X	Score: 3
Total Score:	30				
Risk Rating - Medium (20-49)					

Additional Specific Control Measures:

- Cardless payments will be promoted over cash handling.
- No more than two receptionists to work on the reception desk at any one time. Receptionists will have their own work station and stay two metres apart.
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Responsible Person Signature:	Annabel Berry	Date:	8/6/2020
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