

Pool Guest Service

This risk assessment covers the risk of COVID-19 spread in a kitchen environment. It recognises that kitchens are environments where team members would normally have to work in close proximity to one another. The assessment must be read in conjunction with food safety management system for the operation and the high standards of hygiene and hand washing implemented. This risk assessment was created on 18th June 2020. This COVID-19 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, the contents must be reviewed, controls amended to reflect the operations 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 understood by the relevant team

Area/Task/Hazard:

SPREAD of COVID-19 from person to person, both from team and other visitors to the operation.

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

Practices Resulting in Hazards:

Severity (A)	Major Injury/Serious Damage (5)	Likelihood (B)	Likely (10)	People (C)	6-50 People (2)
Calculation	Score: 5	X	Score: 10	X	Score: 2
Total Score:	100 Risk Rating - Very High (>100)				

Control Measures:

- **Fitness 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.
- **Temperature Checks** - All team members will be randomly temperature checked and management will keep a log.
- **PPE** - It is considered necessary for all team members to wear masks and gloves PPE to control COVID-19 . If any of the team are displaying symptoms, they should not be in the workplace.
- **Sanitiser / disinfectant** - To be available at all leisure facilities for guests and team members
- **Uniform** - Team members must all ensure their uniforms are only worn once and washed in between use
- **Menus** -All Drinks menus are single use only
- **Loungers and tables** - to be sanitised after every guests by team members
- **Pool Accessories** - None to be given out or in circulation. Guests to use their own. Remove any left behind
- **Social Distancing** - Signage is visible to all guests. When team members are communicating with guests, they must maintain social distancing
- **Contactless payments** - All hotel guests are asked to either set-up a room account or pay contactless to avoid un-necessary contact. Non residents will be asked to pay by card or contactless payment. We will accept cash as a last resort
- **Contact points** - All food and beverage touchpoint areas will be sanitised on a frequent basis / or feasible after each guest.
- **Checklists** - Each outlet will tailor current checklists to ensure we are minimising the risk
- **Staff working area** - All will ensure they sanitise their working area on a regular basis - telephone, work stations, micros. Staff must maintain social distancing with their other colleagues and MUST not enter guest rooms.
- **Handwashing for the team** - Handwashing is recommended for all the conference 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.
- Emphasis must be that all the team must wash their hands regularly whilst wearing gloves. If managing towels fresh the attendant must
- **Manual Handling** - Some manual handling tasks may require a two person lift or carry. This means team members potentially coming into close contact with one another. The task should be reviewed to consider if it is absolutely necessary or if an alternative approach can be used.
- If the lift or carry is absolutely necessary, then minimise the time the team are in close proximity with one another - using gloves / mask. This can be achieved by ensuring the path is clear of obstructions and one person prepares the area ahead of the lift or carry.
- Note - the lift or carry should not be rushed, as this could increase the likelihood of injury. It is about minimising the time team members are in close proximity to one another by preparing for the lift or carry.
- **Disinfection of touchpoints** - All touchpoint surfaces must be regularly disinfected with Virosol disinfectant spray in line the relevant COSHH guidelines (See attachment*)
- **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'
- 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)
- 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

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)	6-50 People (2)
Calculation	Score: 2	X	Score: 5	X	Score: 2
Total Score:	20				
	Risk Rating - Medium (20-49)				

Additional Specific Control Measures:

- Site specific - Suit jackets can be left in a designated room and every evening will be de-fogged
- Site specific - breakfast buffet / service style
- * To be confirmed - Site specific
- * service styles - site specific
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Responsible Person Signature:	Emma Underwood	Date:	13/6/2020
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