

## Thermal Journey

This risk assessment covers the risk of coronavirus spread in front of house / guest facing environment. This risk assessment was created on 18th 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 amended 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 understood 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)	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:

- **Thermal Journey** - Tour of the thermal areas will be conducted after the guests have changed into their robes and flip-flops. The team member and guests must maintain social distancing.
- All guests will be requested not to leave their robes on the seating, they must utilise the numbered hooks provided. If using the indoor infinity pool, please also leave the towel on the hook
- The team member will explain the limitations on the thermal cabins and the maximum numbers allowed in the thermal cabins.
- There will be a limited amount of guests allowed to use the steam room, sauna, pools, jacuzzi and hot tubs, signage will be displayed outside a
- All guests are requests to wear towels to either sit on or wrap around their body and wear flip-flops whilst using the thermal cabins
- All wet areas are set to the correct temperatures. As high temperatures are known to kill germs and common viruses
- Interactive water feature will be turned on permanently to prevent customers from pressing the push button.
- **Disinfection of equipment** - Steps, rails, door handles, push buttons to be frequently wiped and disinfected using appropriate chemicals provided
- Team members will be responsible for cleaning and sanitising all equipment in the thermal cabins including high contact points on a regular basis and after every block session
- Sauna and steam room benches and touch points to be sanitised after every block
- **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 complement hand washing, but it is not a substitute
- **Drinks Menu** - all will be removed and will be transferred to signage and also made available on EL website
- **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.
- **Staff Uniform** - Uniforms are provided and they must be washed daily and only worn once.
- **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

- **Managing queues** - Each hotel will look at ways to manage queues / crowds eg: Different entrances / exits / table service only.
- **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				
<b>Risk Rating - Medium (20-49)</b>					

**Additional Specific Control Measures:**

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Responsible Person Signature:	<b>Emma Underwood</b>	Date:	<b>8/6/2020</b>
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