

Risk Assessment

Working safely in the hotel during coronavirus (Covid-19) – Example for website

Internal Ref. :

Document Owner: Adrian Osinski

Premises: Example LGHHM hotel

Description of assessment:

This risk assessment details all example control measures in place across LGHHM hotels to ensure the risk of Covid-19 spreading to staff or customers is as low as practicably possible. This risk assessment is the example created for publishing online. Each hotel has created their own premises specific risk assessment to include premises specific hazards and controls.

Date of assessment:

Thu 28/05/2020 10:53

Date for review:

Fri 28/05/2021 10:53

Hazard Identification

Below are the hazards that have been identified as having the potential to cause harm to employees and others who could be affected by the employers activities, e.g. the general public, contractors and visitors.

Hazard	Based on existing control measures			Based on new control measures		
	Category of harm	Likelihood of harm	Risk estimate	Category of harm	Likelihood of harm	New risk estimate
Risk of contracting or spreading SARS-CoV-2						
General non-area specific hazards	Extreme harm	Very unlikely	2			2
Clinically extremely vulnerable employees	Extreme harm	Very unlikely	2			2
Clinically vulnerable employees	Extreme harm	Very unlikely	2			2
Emergencies and first aid	Extreme harm	Very unlikely	2			2
Getting to and from work	Extreme harm	Very unlikely	2			2

	Based on existing control measures			Based on new control measures		
Hazard	Category of harm	Likelihood of harm	Risk estimate	Category of harm	Likelihood of harm	New risk estimate
Guest arrival and movement around the premises	Extreme harm	Very unlikely	2			2
Corridors, staircases and lifts	Extreme harm	Very unlikely	2			2
Housekeeping in hotel bedrooms	Extreme harm	Very unlikely	2			2
Employee breaks and staff canteen	Extreme harm	Very unlikely	2			2
Employees working at reception	Extreme harm	Very unlikely	2			2
Food & beverage delivery and storage	Extreme harm	Very unlikely	2			2
Food and beverage production and service	Extreme harm	Very unlikely	2			2
Housekeeping in public areas	Extreme harm	Very unlikely	2			2
Maintenance activities	Extreme harm	Very unlikely	2			2
Management of contractors	Extreme harm	Very unlikely	2			2
Third party meetings and events	Extreme harm	Very unlikely	2			2
Working in offices	Extreme harm	Very unlikely	2			2
Operating the leisure club	Extreme harm	Very unlikely	2			2
Working outside	Extreme harm	Very unlikely	2			2
Laundry	Extreme harm	Very unlikely	2			2
Hotel operated shuttle bus service	Extreme harm	Very unlikely	2			2

	Based on existing control measures			Based on new control measures		
Hazard	Category of harm	Likelihood of harm	Risk estimate	Category of harm	Likelihood of harm	New risk estimate
Golf course	Extreme harm	Very unlikely	2			2
Valet parking	Extreme harm	Very unlikely	2			2
Emotional wellbeing and mental health						
Reduced mental health in times of uncertainty	Extreme harm	Very unlikely	2			2

Hazard Exposure

Those who are exposed to each hazard associated with the title of this risk assessment are identified below.

Risk of contracting or spreading SARS-CoV-2 : General non-area specific hazards	Under 10	Over 10
Employees	-	Yes
Public	-	Yes
Children/Other Vulnerable Groups	Yes	-

Risk of contracting or spreading SARS-CoV-2 : Clinically extremely vulnerable employees	Under 10	Over 10
Employees	Yes	-

Risk of contracting or spreading SARS-CoV-2 : Clinically vulnerable employees	Under 10	Over 10
Employees	Yes	-

Risk of contracting or spreading SARS-CoV-2 : Emergencies and first aid	Under 10	Over 10
Employees	-	Yes

Risk of contracting or spreading SARS-CoV-2 : Emergencies and first aid	Under 10	Over 10
Contractors/Other Workers	Yes	-
Public	-	Yes
Children/Other Vulnerable Groups	Yes	-

Risk of contracting or spreading SARS-CoV-2 : Getting to and from work	Under 10	Over 10
Employees	-	Yes

Risk of contracting or spreading SARS-CoV-2 : Guest arrival and movement around the premises	Under 10	Over 10
Employees	-	Yes
Public	-	Yes
Children/Other Vulnerable Groups	Yes	-

Risk of contracting or spreading SARS-CoV-2 : Corridors, staircases and lifts	Under 10	Over 10
Employees	-	Yes
Contractors/Other Workers	Yes	-
Public	-	Yes
Children/Other Vulnerable Groups	Yes	-

Risk of contracting or spreading SARS-CoV-2 : Housekeeping in hotel bedrooms	Under 10	Over 10
Employees	-	Yes
Contractors/Other Workers	Yes	-
Public	-	Yes

Risk of contracting or spreading SARS-CoV-2 : Housekeeping in hotel bedrooms	Under 10	Over 10
Children/Other Vulnerable Groups	Yes	-

Risk of contracting or spreading SARS-CoV-2 : Employee breaks and staff canteen	Under 10	Over 10
Employees	-	Yes

Risk of contracting or spreading SARS-CoV-2 : Employees working at reception	Under 10	Over 10
Employees	Yes	-
Contractors/Other Workers	Yes	-
Public	-	Yes
Children/Other Vulnerable Groups	Yes	-

Risk of contracting or spreading SARS-CoV-2 : Food & beverage delivery and storage	Under 10	Over 10
Employees	Yes	-

Risk of contracting or spreading SARS-CoV-2 : Food and beverage production and service	Under 10	Over 10
Employees	-	Yes
Contractors/Other Workers	Yes	-
Public	-	Yes
Children/Other Vulnerable Groups	Yes	-

Risk of contracting or spreading SARS-CoV-2 : Housekeeping in public areas	Under 10	Over 10
Employees	-	Yes

Risk of contracting or spreading SARS-CoV-2 : Housekeeping in public areas	Under 10	Over 10
Public	-	Yes
Children/Other Vulnerable Groups	Yes	-

Risk of contracting or spreading SARS-CoV-2 : Maintenance activities	Under 10	Over 10
Employees	Yes	-
Contractors/Other Workers	Yes	-
Public	-	Yes
Children/Other Vulnerable Groups	Yes	-

Risk of contracting or spreading SARS-CoV-2 : Management of contractors	Under 10	Over 10
Employees	-	Yes
Contractors/Other Workers	Yes	-
Public	-	Yes
Children/Other Vulnerable Groups	Yes	-

Risk of contracting or spreading SARS-CoV-2 : Third party meetings and events	Under 10	Over 10
Employees	Yes	-
Contractors/Other Workers	Yes	-
Public	-	Yes
Children/Other Vulnerable Groups	Yes	-

Risk of contracting or spreading SARS-CoV-2 : Working in offices	Under 10	Over 10
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Risk of contracting or spreading SARS-CoV-2 : Working in offices	Under 10	Over 10
Employees	-	Yes

Risk of contracting or spreading SARS-CoV-2 : Operating the leisure club	Under 10	Over 10
Employees	Yes	-
Contractors/Other Workers	Yes	-
Public	-	Yes
Children/Other Vulnerable Groups	Yes	-

Risk of contracting or spreading SARS-CoV-2 : Working outside	Under 10	Over 10
Employees	Yes	-
Contractors/Other Workers	Yes	-
Public	-	Yes
Children/Other Vulnerable Groups	Yes	-

Risk of contracting or spreading SARS-CoV-2 : Laundry	Under 10	Over 10
Employees	Yes	-
Public	-	Yes
Children/Other Vulnerable Groups	Yes	-

Risk of contracting or spreading SARS-CoV-2 : Hotel operated shuttle bus service	Under 10	Over 10
Employees	Yes	-
Public	-	Yes

Risk of contracting or spreading SARS-CoV-2 : Hotel operated shuttle bus service	Under 10	Over 10
Children/Other Vulnerable Groups	Yes	-

Risk of contracting or spreading SARS-CoV-2 : Golf course	Under 10	Over 10
Employees	Yes	-
Public	-	Yes
Children/Other Vulnerable Groups	Yes	-

Risk of contracting or spreading SARS-CoV-2 : Valet parking	Under 10	Over 10
Employees	Yes	-
Public	-	Yes
Children/Other Vulnerable Groups	Yes	-

Emotional wellbeing and mental health : Reduced mental health in times of uncertainty	Under 10	Over 10
Employees	-	Yes

Existing Control Measure(s)

Taking the Existing Control Measure(s) into account, the 'Category of Harm' and 'Likelihood of Harm' columns are an attempt to quantify the level of remaining risk for the purpose of identifying whether or not additional risk control measures are necessary. See the Risk Categorisation table in Appendix 1 for details.

Risk of contracting or spreading SARS-CoV-2	
Hazard	Control Measures
General non-area specific hazards	Where possible employees will work from home. Employees working from home on a temporary basis will be issued with a leaflet on safe working and mental health. Regular contact will be maintained with all home workers.

	Risk of contracting or spreading SARS-CoV-2
Hazard	Control Measures
	The complexity of the operation is kept under review and plans for the minimum number of employees needed on site to operate safely and effectively are in place.
	2m social distancing will be maintained wherever possible throughout the whole premises and all work activities for the safety of employees, guests and others. Where we are unable to maintain social distancing, we will consider whether that activity needs to continue for the business to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission. This risk assessment will be reviewed and updated accordingly to reflect the control measures in place at any one time.
	Wherever possible, employee shifts will be structured to ensure employees work in small groups with the same colleagues and shifts will not overlap. These measures will reduce the risk of transmission where employees are pre-symptomatic (infected and haven't yet developed symptoms) or asymptomatic (infected but will not develop symptoms).
	A safe operating procedure (SOP) detailing employee hygiene standards is in place. This has been used to provide information Covid-19 and related instruction on illness, isolation, standards of personal hygiene, social distancing, the activities requiring the use of PPE, the safe use of PPE and the principles of cleaning. A record of training is maintained and employees who not understand English have been supported to ensure everyone has been fully trained. Monitoring of practices is undertaken by management and corrective actions are taken as necessary. Re-training in the SOP will be carried out monthly for all employees, or when changes are made to the SOP; whichever comes first.
	PPE and face masks are required for various activities. These are specified in the employee hygiene standards SOP.
	The frequency of employee hand washing will be increased. Personal hand sanitiser bottles or hand sanitiser stations have been provided for use on arrival at work, after the use of unavoidable common touch points e.g. clocking in machine and where due to the nature of the role, employees are unable to wash their hands frequently. Hand sanitiser stations have been provided throughout public areas for use by guests and others. Anyone entering the hotel will be required to sanitise their hands.
	Strong simple messages in the form of posters, signs and markings have been provided throughout the hotel to support social distancing and personal hygiene control measures.
	Every effort has been made to reduce the number of touch points that employees, guests and other interact with on a daily basis. The frequency of hand high contact point disinfection in back of house areas and common parts of the premises (excluding guest bedrooms) will take place a minimum of every 2 hours between 07:00 and 23:00 and every 4 hours between 23:00 and 07:00. Cleaning will take place in accordance with normal practices at least daily.

	Risk of contracting or spreading SARS-CoV-2
Hazard	Control Measures
	The disinfectant in use is effective against enveloped viruses. Employees will be trained to use disinfectant safely and with regard to contact time and the use of cleaning materials e.g. cloths.
	In the event of a suspected case of Covid-19, immediate cleaning and disinfection will take place in the areas where the case has been.
	If an employee or guest tests positive for Covid-19 it should be logged as an incident on the Saeker system using the category 'Confirmed case of Covid-19'. The team at Saeker will support with investigating the possible cause of infection for the purpose of reporting a dangerous occurrence of disease under RIDDOR.
	Where an employee or guest reports symptoms of Covid-19, management will follow a documented decision tree.
	All control measures will be monitored by management and steps will be taken to ensure they remain effective and complied with. This risk assessment will be updated to reflect operational changes in line with Government guidelines.
Clinically extremely vulnerable employees	Clinically extremely vulnerable people (based on gov.uk definitions) will not be asked to work away from home.
	Employees who are in a household with a clinically extremely vulnerable person (based on gov.uk definitions) will not be asked to work away from home unless absolutely necessary, following consultation with the employer. Employees in this category will be offered the safest roles, enabling them to stay 2m away from others. Customer facing roles will be avoided wherever possible.
Clinically vulnerable employees	Clinically vulnerable people (based on gov.uk definitions) will not be asked to work away from home unless absolutely necessary. Employees who are unable to work from home will be offered the safest roles, enabling them to stay 2m away from others. Customer facing roles will be avoided wherever possible.
	A risk assessment review will be carried out for pregnant employees. Employees who are unable to work from home will be offered the safest roles, enabling them to stay 2m away from others. Customer facing roles will be avoided wherever possible.
Emergencies and first aid	In a fire or emergency evacuation where the premises has to be evacuated, the 2m social distancing requirement is not necessary if it would be unsafe to practice it. All employees have been made aware of this via the employee hygiene standards SOP. All fire exits will remain available for use.
	First aid provision has been reviewed. The premises will still continue to provide first aid where it is required. Employees will conduct a dynamic on the spot (not recorded) risk assessment on the balance of the necessity of providing aid and the likelihood of contracting or spreading infection. A provision of first aid guidance document detailing CPR controls and instructions for minor first aid to be self-administered has been brought to the attention of first aiders and displayed on notice boards alongside first aider details.

Risk of contracting or spreading SARS-CoV-2

Hazard	Control Measures
Getting to and from work	Advice to employees about travelling to and from work is contained in the employee hygiene standards SOP. We will work with employees to support them as much as possible with their travel arrangements. Staggered shifts to avoid peak times on public transport and staggered start times to support social distancing in changing areas, entrances, exits, catering facilities and use of clocking in / out machines etc. will be considered.
	Advice to employees about uniform is contained in the employee hygiene standards SOP. Employees who are provided with a uniform have been given adequate uniform supplies to allow clean uniform to be worn daily.
	Where the building forms part of a larger complex with multiple tenants and shared areas, we will co-operate with the landlord and other parties to ensure that social distancing can be achieved in corridors, staircases and shared facilities in common parts.
Guest arrival and movement around the premises	In order to reduce close contact, guests will be encouraged to pre-pay prior to arrival.
	The number of entry points will be limited to ensure that only persons who need to enter the hotel do so. Signage and hand sanitiser will be provided at entry points. A lobby host will assist guests with queuing to ensure social distancing is observed and lobby furniture will be arranged to provide a minimum of 2m between seats for guests awaiting check-in service. The lobby host will restrict access if persons inside are unable to socially distance. Only one person per booking will be permitted to queue on the approach to the check-in desk and should follow guidance provided by the lobby host and floor disc markers to maintain a safe distance.
	A screen has been provided at the reception desk for the protection of guests and employees. The time at the desk will be kept as short as possible.
	All arriving guests, or the lead booker, are provided with a welcome letter explaining reminding them of socially distancing requirements, the available facilities, arrangements for food and beverage service, external food delivery, daily housekeeping arrangements, additional in-room amenities (hand gel/disinfectant wipes), changes to room make-up, actions if Covid-19 symptoms appear, contact details for reception and check-out arrangements.
	The chip and pin machine will be disinfected frequently. The vehicle registration terminal will be disinfected frequently. Room keys will be disinfected prior to issue. Pens for signing registration cards etc. will be disinfected between each use.

Risk of contracting or spreading SARS-CoV-2

Hazard	Control Measures
Corridors, staircases and lifts	Social distancing stickers / decals have been provided in public areas, particularly where queuing or waiting is likely to take place. Supplementary signage has also been provided.
	Signage has been provided to limit the use of the lift to one person or one household (persons who live together).
	Additional staircases, usually reserved for emergency evacuations only, have been opened to reduce the need for the lift and encourage social distancing.
	Employees have been instructed on socially distancing requirements when interacting with guests.
Housekeeping in hotel bedrooms	A bedroom & bathroom safe operating procedure (SOP) detailing the required standard for cleaning and preparation is in place. All relevant employees who clean bedrooms have been trained and training is recorded. PPE and face masks will be provided with training for all relevant employees.
	Evidence of gross contamination (blood / vomit / diarrhoea) will be cleaned using a body spillage kit by housekeeping employees wearing gloves, apron and a face mask.
	Daily housekeeping services will be provided on request only. Where guests require items to be delivered to their room, employees have been trained to maintain social distancing when delivering items to the door. Where cleaning has been requested, the guest must vacate the room and the room must be left empty for 1 hour prior to access by employees. PPE and face masks will be provided with training for all relevant employees.
	Arrangements for personal hygiene and cross contamination between rooms during cleaning are contained in the bedroom cleaning SOP.
	Arrangements for the disposal of waste are contained in the bedroom cleaning SOP.
	Housekeeping trolleys will be cleaned daily.

Risk of contracting or spreading SARS-CoV-2

Hazard	Control Measures
Employee breaks and staff canteen	The staff canteen is closed and will not provide food, cooking/re-heating facilities or a rest area.
	The staff canteen is closed for seating to preserve social distancing but will remain open for employees to collect food or heat their own food.
	The staff canteen remains open but has been designed so that employees can sit on tables 2m apart on their breaks.
	Hand washing facilities are available in the staff canteen and employees are instructed to wash their hands before eating and at the end of their break.
	Social distancing controls are in place around food service to ensure employees are not within 2m of each other whilst taking food.
	The food available for employees has been pre-plated to avoid the use of multi-touch utensils.
	Alcohol wipes have been provided for items such as the microwave and coffee machine buttons to be cleaned between use.
	Employees are encouraged to take breaks outside in safe spaces rather than within the building.
	Social distancing of 2m applies in the smoking area. If it is not possible to maintain 2m then employees must wait to smoke until space is available. Employees have been instructed that hand washing is required before and after smoking.
	Employees are encourage to bring their own food and water to work in order to limit their movement around the premises and to avoid having to go into the community and local shops.

Risk of contracting or spreading SARS-CoV-2

Hazard	Control Measures
Employees working at reception	The process of checking in and out has been reviewed to remove as much of the face to face interaction as possible.
	The reception has been designed so that employees are 2m away from each other at all times. Workstations have been closed or moved accordingly. Receptionists will wear a face mask for all interactions on the front desk.
	Employees will be allocated a 'station' with equipment to use for the duration of their shift. Where station sharing is unavoidable, all hand contact points and equipment will be disinfected on change of employee. The station and all equipment will be cleaned and disinfected at the end of the shift. Pens will not be shared.
	The reception desk will be disinfected between each customer.
	Hand sanitiser has been provided for use by employees.
	Non-business deliveries such as personal parcels for employees will not be accepted.
	Luggage storage will continue and employees have been instructed to wear gloves when handling.
Food & beverage delivery and storage	To reduce the risk from contact with numerous people, deliveries are made by as few suppliers as possible. Social distancing will be maintained at all times and the use of shared pens for signing delivery notes is not permitted. PPE and face masks will be provided with training for all relevant employees.
	Wherever possible following delivery, food and drink will be removed from packaging prior to bringing it into the kitchen for storage.
	Hand sanitiser stations have been provided where employees are unable to wash their hands immediately after accepting a delivery.

Risk of contracting or spreading SARS-CoV-2

Hazard	Control Measures
Food and beverage production and service	High standards of personal hygiene and cleanliness are already in place for food and beverage production including provision of uniforms and not wearing kitchen uniforms outside of the building. Our HACCP and food safety management system details all controls we have in place around safe food handling and production. The risk of Covid-19 being contracted through consumption and handling of food remains low.
	Employees will be allocated a 'station' with equipment to use for the duration of their shift. Where station sharing is unavoidable, all hand contact points and equipment will be disinfected on change of employee. The station and all equipment will be cleaned and disinfected at the end of the shift. Pens will not be shared.
	Food and beverage service is room service and takeaway only, with no dining in the restaurant area and no service at the bar.
	Food being delivered to a guest bedroom will be done so in a contact free way with the food being left outside the room. Guests have been notified of the protocol to follow when deliveries are made and employees have been trained to deliver items safely. The number of trolleys in use will be kept to a minimum and hand contact points will be disinfected between each use. All trolleys in use will be cleaned and disinfected daily.
	Condiments will be provided in sachets and all unused sachets returned from a guest room will be disposed of.
	Wherever possible crockery and cutlery will be disposable. Where this is not possible, all crockery and cutlery used by guests or employees will be disinfected in the dishwasher at a minimum temperature of 82°C.
	Food being collected by guests for takeaway will be done to ensure social distancing is maintained.

Risk of contracting or spreading SARS-CoV-2

Hazard	Control Measures
Housekeeping in public areas	All public areas will be cleaned daily and all high contact touch points will be disinfected every 2 hours. All employees engaged in cleaning have been trained using the employee hygiene standards SOP. Chemical safety and product specific training will also be provided in accordance with the company training matrix. PPE and face masks will be provided with training for all relevant employees.
	All public toilets in use will be cleaned a minimum of twice daily and all high contact touch points will be disinfected hourly. Facilities will be closed for cleaning and disinfection.
	Where a person with a suspected case of Covid-19 has passed through, all public areas, or those where the case has passed through if known, will be cleaned and disinfected.
	There are frequent inspections of public toilets to ensure there are adequate supplies of hand washing facilities and to empty waste bins.
	Arrangements are in place for dealing with gross contamination.
	All employees engaged in cleaning have access to hand washing facilities or hand sanitiser.
Maintenance activities	Air conditioning and ventilation systems are subject to regular services and inspection. Ventilation within the premises will be maintained at a suitable level either through the use of open windows or mechanical ventilation.
	Sharing of tools and equipment will be avoided wherever possible or disinfected between users. High contact touch points to be worked on will be disinfected prior to work starting.
	Maintenance work in occupied bedrooms should be limited to emergencies only. The occupant(s) must vacate and the room should be left for 1 hour prior to entry. The work area should be cleaned / disinfected prior to work and housekeeping employees will clean and prepare after work has been completed. Due to the nature of the emergency, if it is not possible to leave the room empty for 1 hour, a face covering and gloves must be worn when entering the room and for the duration of the work.

Risk of contracting or spreading SARS-CoV-2

Hazard	Control Measures
Management of contractors	Contractors will be limited to essential work only to reduce the number of people on the premises at any given time.
	Contractors and delivery drivers will have access to welfare facilities such as toilets and hand washing.
	Risk assessments and method statements (RAMS) will be checked to ensure they contain requirements for personal hygiene and social distancing.
	All contractors must sign-in on arrival as normal and be met by a relevant employee who will remind the contractor about regular hand washing / sanitising and social distancing requirements. Any contractor not complying with these requirements must be asked to leave the premises.
	Contractor access into occupied bedrooms should be limited to emergencies only. The occupant(s) must vacate and the room should be left for 1 hour prior to entry. The work area should be cleaned / disinfected prior to work and housekeeping employees will clean and prepare after work has been completed. Due to the nature of the emergency, if it is not possible to leave the room empty for 1 hour, a face covering must be worn when entering the room and for the duration of the work.
Third party meetings and events	Third parties will be advised of maximum room occupancy based on social distancing requirements at the time of booking. Hygiene measures and arrangements for breaks and lunch etc. will be brought to the attention of the lead contact on site for disseminating to others before the meeting starts.
	Paraphernalia such as pens and stationary etc. will be kept to a minimum and discarded after the meeting. Food items such as sweets and biscuits etc. will be removed from meeting rooms.
	Disinfectant wipes will be provided for cleaning equipment between user by meeting attendees.
	A hand sanitiser station will be provided in each occupied meeting room.
	Where practicable meetings will be hosted outside, where this is not possible they will be hosted in a well ventilated room, ideally a room where windows are open.
	Tea and coffee stations will be manned by employees wearing appropriate PPE and not shared with other meetings. All food will be pre-ordered and supplied in bags.

Risk of contracting or spreading SARS-CoV-2

Hazard	Control Measures
Working in offices	Employee occupancy levels are managed to ensure social distancing can be maintained within the office at all times.
	No 'hot desking' is permitted. Employees have their own desk and equipment which is not shared.
	The office is laid out in such a way that employees sit at desks 2m apart from each other. Where possible, employees working at adjacent desks will be working side by side or back to back and not face to face.
	An individual stylus has been issued to operate touch screen equipment that is used by more than one person e.g. photocopier. Where a stylus would not be suitable to operate equipment, disinfectant will be available for cleaning equipment after each use.
	Face to face meetings will be avoided wherever possible or arranged to ensure social distancing.
	Disinfectant will be made available so that employees can clean their workstation frequently.
Operating the leisure club	Leisure club related facilities are currently closed in line with Government restrictions. Separate detailed operating instructions have been prepared in readiness for opening.
	The pool / spa will be recommissioned in line with separate guidance to control the risk of pathogens including legionella.
Working outside	Working outside carries a lower risk than working within the building however social distancing (minimum 2m) will still be maintained between employees and guests, and employees whilst working within the grounds.
	Where vehicles, such as tractors and ride on lawn mowers, need to be used they will be allocated to a single employee per shift. Cleaning of all hand contact points within the vehicle will take place at the end of the shift or when the vehicle will be used by another employee.
	Where vehicles, such as tractors and ride on lawn mowers, need to be used they will be used by a single employee only and not used by 2 or more employees at the same time.

Risk of contracting or spreading SARS-CoV-2

Hazard	Control Measures
Laundry	All used laundry is bagged at source and stored separately to clean items.
	All landry is taken off site for cleaning by a specialist contractor. Guidance provided by the laundry supplier has been implemented.
	The majority of laundry is taken off site for cleaning by a specialist contractor. Remaining items are washed in accordance with manufacturers instructions on the warmest setting and thoroughly dried. Employees loading washing machies are required to wear gloves.
	All items are washed in accordance with manufacturers instructions on the warmest setting and thoroughly dried. Employees loading washing machies are required to wear gloves.
Hotel operated shuttle bus service	The number of persons permitted to travel on the bus is restricted to allow social distancing. High contact touch points in public areas and the drivers area are disinfected at the final distination prior to further use. In addition, the inside of the bus will be thoroughly cleaned and disinfected daily.
Golf course	Guidance from professional bodies has been incorporated into control measures for social distancing and hygiene. All players and employees have been informed of the controls and regular monitoring is in place to ensure they remain effective.
Valet parking	Valet parking has been suspended.

Emotional wellbeing and mental health

Hazard	Control Measures
Reduced mental health in times of uncertainty	Awareness and focus on the importance of mental health at times of uncertainty. The government has published guidance on the mental health and wellbeing aspects of coronavirus (COVID-19). https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19

Appendix 1

Table 1. Categories of Harm:

Harm Category (examples)	Health	Safety
Slight harm	Nuisance and irritation (e.g. headaches): temporary ill health leading to discomfort (e.g. diarrhoea).	Superficial injuries, minor cuts and bruises, eye irritation from dust etc.
Moderate harm	Partial hearing loss, dermatitis, asthma, work related upper limb disorders, ill health leading to permanent minor disability.	Lacerations, burns, concussion, serious sprains, minor fractures.
Extreme harm	Acute fatal diseases, severe life shortening diseases, permanent substantial disability.	Fatal injuries, amputations, multiple injuries, major fractures.

Table 2. Likelihood of Harm:

Harm Likelihood (examples)	Typical Occurrence
Very unlikely	Less than 1% chance of being experienced by an individual during their working lifetime.
Unlikely	Typically experienced once during the working lifetime of an individual.
Likely	Typically experienced once every 5 years by an individual.
Very likely	Typically experienced at least once every 6 months by an individual.

Table 3. Risk Categorisation:

Risk Estimate	Category of Risk	Action & Timescale
1	Trivial	No action is required and no detailed records need be kept.
2	Tolerable	No major additional controls required. However, there may be a need for consideration of improvements that involve minor or limited cost.
3	Moderate	In most cases, additional efforts will be required to reduce the risk. Risk reduction measures should be implemented within a defined time period.
4	Substantial	Considerable resources may have to be allocated to reduce the risk. Risk reduction measures should be implemented immediately and consideration should be given to suspending the task or work activity in the meantime
5	Intolerable	Task or work activity should be suspended until risk reduction measures have been implemented.

Table 4. Consequence & Likelihood of Harm:

Consequence	Slight harm	1	2	3	3
	Moderate harm	2	3	3	4
	Extreme harm	2	3	4	5
		Very unlikely	Unlikely	Likely	Very likely
		Likelihood			