



Whitley Hall Hotel

This risk assessment summarises the key areas that need to be assessed to ensure the safe re-starting of food and accommodation businesses as COVID-19 restrictions are eased in accordance with the Government Guidance. This assessment considers all the elements that we consider to be necessary for providing a safe environment.

Whitley Hall Hotel have developed this risk assessment and it intends to provide safety measures as directed as far as is reasonably practicable across the premises and activities so staff have the knowledge to provide a safe environment for themselves whilst at work and to all customers

During this evolving situation we will be guided by the Government's protective measures and review this document as and when required based on the Government changes to safe working practices with the main intention of being COVID secure. To this end this document is considered to be live.

Version 1	Description of changes	Changed by	Reviewer/approver	Date

Reviewer	Job title	Date
Angela Tunnard	General Manager	29.06.20

The checklist below highlights the areas that need to be considered before re-starting a food business during COVID-19. Completing this checklist will help you to think through the areas of your own business where you may need to strengthen your existing food safety and hygiene controls and introduce new measures to protect your staff and customers from COVID-19.



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Planning/Preparation for Start-up

What to do	Details of check	Date completed and signed
Contact your Local Authority	Before re-starting, call your Local Authority Environmental Health department for advice.	
Water supplies	Ensure adequate supplies of hot and cold running water.	29.06.20 - AT
PPE	Check stock of standard PPE and laundering facilities.	29.06.20 - AT
Deep clean	Thorough clean is recommended, with consideration for a professional deep clean.	W/C 29.06.20 - AT
Clean work surfaces/equipment/utensils	Thorough cleaning of all surfaces, equipment and utensils required before use.	W/C 29.06.20 - IS
Maintenance of equipment	Clean and inspect equipment for any repair requirements. Temperature verification required on some appliances. Check ventilation/water systems are working appropriately.	29.06.20 – AT 30.06.20 - IS 29.06.20 - AT
Ensure fridges, chilled display equipment and freezers are working properly	Confirm temperatures are maintained as appropriate, particularly after cleaning. Refer to temperature control records where available.	30.06.20 - IS
Dish/glasswasher check	Clean and run washers empty on hot cycle before use.	30.06.20 - SL
Temperature probe check	Cleaning and re-calibration of all probes required before use.	30.06.20 - IS



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	Ensure probe wipes are available.	
Pest control	Look for evidence of pests (e.g. signs of damage to food packaging, markings, droppings, etc), and take any necessary action to eliminate. Reset pest control schedule.	29.06.20 - AT
Ventilation	Assess the need to adjust ventilation and heating/air conditioning systems to improve air flow.	29.06.20 - AT
Ingredient and Product Checks		
What to do	Details of check	Date completed and signed
Ingredients supply	Check with suppliers that raw materials and ingredients are still available which enable you to produce according to specifications. If you are required to make changes to raw materials and ingredients check that you are purchasing them from reputable suppliers.	29.06.20 - IS
Check use by/best before dates and discard any food as necessary	Ensure food is within such dates and has been stored correctly before use, in-line with manufacturer's instructions.	29.06.20 - IS
Allergen and labelling information is accurate for all items	Review allergen risks - identify allergens in your products. Also consider deliveries, storage of ingredients and preparation of dishes, including potential for cross contamination. Ensure appropriate documentation if using new suppliers or alterations to products	29.06.20 – SL/IS



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	<p>Assess all labels, menus and packaging are accurate and appropriate.</p> <p>Make sure staff know what allergens are in each dish so they can provide customers with the necessary information.</p> <p>Consider allergen risks when packaging and transporting food (e.g. don't have a product with a sauce containing an allergen in the same bag/box as an allergen-free meal).</p> <p>Review new takeaway or delivery services to ensure accurate allergen information can be provided at point of sale and upon delivery.</p>	
Check for damage to any food packaging that could affect the contents	Discard as appropriate to ensure food safety and quality.	15.06.20 - AT
Check for any evidence of temperature abuse	<p>Refer to temperature control records where available</p> <p>Discard any food which is not at the appropriate temperature</p>	29.06.20 - AT
Physical (Social) Distancing Measures		
What to do	Details of check	Date completed and signed
Ensure 1m+ physical distancing in the workplace	<p>Re-designing of workflow.</p> <p>Measures to prevent non-essential movement between work areas.</p> <p>Additional signage.</p>	29.06.20 - AT
Implement steps to minimise staff-customer interactions	Restrictions on number of people entering premises.	On Going



	<p>Signage. Protective screens/physical barriers. Encouragement of online/phone ordering systems. Staggered collection times for pick-up/collection. Contactless payments.</p>	
Changes to workflow	<p>Consider 'working teams' to avoid unnecessary staff interaction.</p> <p>Review staff numbers and staff interaction with customers.</p> <p>Staggered working/break hours.</p>	29.06.20 - AT
Assess the need for additional measures	<p>Physical barriers. Risk assessment on need for any additional PPE to ensure appropriate use</p>	29.06.20 - AT
Personal Hygiene		
What to do	Details of check	Date completed and signed
Provide adequate handwashing and cleaning materials	<p>Ensure ample stock from current or new supplier of soap, paper towels, hand sanitiser. Check all are within date of use. Create additional hand washing/sanitising stations where appropriate. Check hot running water is available at all hand washing facilities.</p>	29.06.20 - SL



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Provide updated staff training on hygiene	Ensure all staff are trained on effective handwashing technique. Provide educational resources as reminders (e.g. posters). Inform staff that hands should be washed more frequently than usual. Monitor adherence to increased hand washing requirements.	On return to work Monitoring on-going
Effective Cleaning and Disinfection		
What to do	Details of check	Date completed and signed
Adequate access to cleaning/disinfectant supplies	Check supply chain of cleaning/disinfectant materials. Ensure cleaning/disinfection products are appropriate for purpose. Use within their use by date.	29.06.20 - SL
Increased regular cleaning throughout workplace	Increase frequency of cleaning and disinfection, paying close attention to shared spaces.	On Going



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Staff Fitness for Work, Related to COVID-19 Symptoms		
Check staff are fit for work	Consider any adjustments required to fitness for work procedures, related to COVID-19 symptoms.	22.06.20 - AT
Ensure understanding of appropriate actions to be taken when symptomatic, or in a household with symptomatic individuals	Communicate fitness for work procedures and actions to be taken regarding COVID-19 symptoms to all staff, regardless of location. Regular reviews of knowledge and understanding. Staff in contact with infected employees are identified.	22.06.20 - AT
Additional staff training	Train staff on changes within the workplace. Provide understandable system for reporting illness and ensure all staff are aware of the process.	W/C 29.06.20 AND ON RETURN TO WORK – HOD'S W/C 29.06.20 - AT



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Persons Exposed	Employees	<input checked="" type="checkbox"/>	Contractor	<input checked="" type="checkbox"/>	Young Person	<input type="checkbox"/>	Expectant Mother	<input checked="" type="checkbox"/>	Visitors and/or Public	<input checked="" type="checkbox"/>	Trespassers	<input type="checkbox"/>
Frequency of Exposure	Continually	<input checked="" type="checkbox"/>	Hourly	<input type="checkbox"/>	Daily	<input checked="" type="checkbox"/>	Weekly	<input type="checkbox"/>	Monthly	<input type="checkbox"/>	Yearly	<input type="checkbox"/>

Probability (Prob)	5= Very Likely, 4= Likely, 3= Quite Possible, 2= Possible, 1= Unlikely	Low	0-8	Low risk
Severity (Sev)	5= Catastrophic, 4= Major, 3= Moderate, 2= Minor, 1= Insignificant	Medium	9-15	Medium risk ensure adequate controls are in use
		High	16-25	High risk stop operation and implement adequate control measures

	Task / Hazard	Initial			Control Measures	Residual		
		Sev	Prob	Risk		Sev	Prob	Risk
1.	<p>Spreading the Coronavirus (COVID-19)</p> <p>Have you identified all of the areas of your business that will need to be reviewed in order to assess the risks of restarting during COVID-19?</p> <p>Before Opening</p>	5	5	25	<p>Thorough 'deep clean' completed of all the premises and equipment has been completed prior to opening.</p> <p>Staff are aware to carrying out cleaning procedures and using hand sanitiser before restarting work. To keep the workplace clean and prevent transmission by touching contaminated surfaces.</p> <p>Staff are aware of social distancing requirements and the use of PPE for certain tasks and in certain areas.</p> <p>Communal areas such as toilet facilities have signage to indicate how many people should be allowed in at any one time.</p> <p>Staff changing rooms are limited to one employee at any one time to ensure that social distancing measures are followed.</p>	5	2	10



Task / Hazard	Initial			Control Measures	Residual		
	Sev	Prob	Risk		Sev	Prob	Risk
<p>Continued....</p> <p>Points to consider:</p> <p>Pre-requisites such as ventilation and pest control, the need for changes to workflow, communal areas, staff numbers, staff interactions with each other and customers, rotas, speed of production, cleaning and disinfection procedures, hand hygiene requirements.</p>	5	5	25	<p>Staff numbers are limited to ensure that the restaurant service can operate but with minimal staff on a rota basis.</p> <p>Staff access to other departments has been limited to reduce cross over.</p> <p>Hand washing facilities have a full supply of hot water, soap, sanitiser and paper towels at all times. Staff are instructed to frequently wash hands, signage and timers in place to enforce this.</p> <p>Notices displayed to ensure kitchen staff are turning fans up to full to assist with ventilation.</p> <p>The PDQs are sanitised with sanitary wipes before and after each time the customers are inputting the PIN, we are trying not to touch the customers cards if it is not necessary.</p> <p>Reducing movement by discouraging non-essential trips within building and encouraging the use of telephone and e-mail communication between departments.</p> <p>Staff food has been suspended and break times split. Additional tea and coffee facilities have been provided departmentally to reduce access into still room.</p> <p>Contactless check in and check out has been implemented to reduce queuing in the reception area. Guests are asked that if</p>	5	2	10



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				<p>they need assistance whilst staying at the hotel that they telephone the reception desk rather than come in person.</p> <p>Guests are requested to leave keys in bedrooms when departing and a drop box for keys is in place in reception so that all keys can be sanitised before next use.</p> <p>Servicing of rooms on request only, room attendants required to use gloves and change after every room. Also provided with hand sanitiser and informed to sanitise hands after removing gloves. Covid-19 specific signage is displayed throughout the premises to provide guidance for colleagues on the correct protocols to follow to ensure safe operating procedures. Signage on main entrance which will be pointed out to each and every guest to remind them of the top 10 safety measures to follow whilst on the premises. Additional signage throughout the hotel to reinforce this and other points.</p> <p>Require all food and beverage employees to wash hands every 20 minutes.</p> <p>High contact area cleaning implemented for public areas to be undertaken every 30 minutes.</p> <p>Public bathrooms to be cleaned every 30 minutes.</p> <p>Guidelines on what and how to clean following a suspected or confirmed case of Coronavirus issued to all appropriate staff members.</p> <p>The team of KP's and chefs ensure that high hand contact areas are wiped down and sanitised on a regular basis. Lists displayed to highlight what these areas are. Enhanced cleaning</p>			
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					introduced in food preparation areas and frequency of cleaning in all areas increased.			
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	Task / Hazard	Initial			Control Measures	Residual		
		Sev	Prob	Risk		Sev	Prob	Risk
2.	<p>Spreading the Coronavirus (COVID-19)</p> <p>Are there particular maintenance issues and food safety management considerations that will need to be addressed before re-starting food production and/or service?</p> <p>Points to consider: The need for additional cleaning measures for premises which have closed during the initial lockdown period; equipment checks (e.g. oven and fridge temperatures) to ensure it is working properly, additional pest control measures for areas where there has been a lack of activity on site, inspections to assess the safety and quality of raw materials and the need for re-ordering out of date or contaminated ingredients.</p> <p>Suppliers, changes to ingredients, new or re-worked products, allergen risks and the need for changes to labelling, packaging and menus.</p>	5	5	25	<p>All surfaces are cleaned prior to opening and throughout the working day. Equipment is cleaned after each use and shared equipment cleaned before next person uses.</p> <p>Prior to opening all stock is checked for shelf life this would be frozen and ambient stock only all other stock has been disposed of.</p> <p>All bottles, glassware has been cleaned and sanitised before re-opening</p> <p>Water has been run off on a weekly basis throughout the closed period to ensure that the water systems are flushed out, samples taken for analysis of Legionella and all results have come back clear.</p> <p>Pest control visit has been arranged for 6/7/20 and visual checks carried out onsite, no issues found.</p> <p>All fridges were empty of stock and will be cleaned as per deep clean before re stocking.</p> <p>Allergens have been reviewed to ensure that any changes to regular ingredients that cannot be sought and their alternatives are covered in the allergen matrix.</p> <p>Suppliers contacted to ensure that deliveries can go ahead. All deliveries to be made by suppliers are to be delivered and</p>	5	2	10



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				<p>social distancing 1m+ rule to apply. No sharing of pens for signing for deliveries, no access into main kitchen area.</p> <p>Signage to ensure delivery drivers are sanitising hands before entering the premises, sanitiser provided, and racking put by drop off entrance to ensure no unnecessary access into the main kitchen.</p>			
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	Task / Hazard	Initial			Control Measures	Residual		
		Sev	Prob	Risk		Sev	Prob	Risk
3.	<p>Spreading the Coronavirus (COVID-19) How will you ensure all of your staff understand the measures needed to prevent the spread of COVID-19 whilst at work?</p> <p>Points to Consider: guidance, training, staff meetings to discuss distancing and hygiene requirements, regular reviews of knowledge and understanding.</p>	5	5	25	<p>Staff trained in the control measures as set out in this risk assessment, this is then signed when understood. Detailed departmental training plans have also been produced.</p> <p>Wall signage throughout all back and front of house areas to act as reminders for staff to ensure that safe working procedures and social distancing are being adhered to.</p> <p>Food service staff hold basic food hygiene certificate or higher therefore have a sound knowledge on the hygiene rules in the hospitality industry, therefore hand washing and cross contamination is considered as part of a usual day in all activities.</p> <p>Staff informed that if they have any concerns or suggestions with regards to working practices they are to inform their HOD</p> <p>Staff are supervised throughout the working day by managers in each department to check that staff are adhering to the rules or if further training is required.</p>	5	1	5



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				<p>Management are aware to reduce the number of people each person has contact with by using 'fixed teams or partnering' wherever possible (so each person works with only a few others)</p> <p>Staff informed on cleaning procedures following a reported case of Coronavirus or showing any symptoms and how to report into work if self isolation is required by them along with procedures on if they are taken ill at work.</p> <p>Staff advised to arrive in their normal clothes and change at work. Uniforms to be washed regularly and PPE provided FOC where deemed necessary. Working hours have been adjusted to ensure staff don't all arrive at the same time and have been designated separate entrances to get to their place of work to ensure no unnecessary travel through other areas of the hotel.</p>			
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	Task / Hazard	Initial			Control Measures	Residual		
		Sev	Prob	Risk		Sev	Prob	Risk
4.	<p>Spreading the Coronavirus (COVID-19) What procedures will you put in place to ensure appropriate physical distancing (i.e. 1m+ separation) is maintained between staff in food production and handling areas?</p> <p>Points to Consider: Home working arrangements for office staff, reducing staffing levels in production areas, kitchens, and sales. Re-design of workflow, measures to prevent non-essential movement between work areas, floor markings to ensure separation.</p>	5	5	25	<p>Staffing levels are reduced as far as possible to ensure there is a small team, but adequate provision of staff to provide all expected services.</p> <p>Only one staff member in the walk in fridge at any one time. Door handles wiped down frequently throughout the day.</p> <p>Staff are advised to set up their section within the kitchen area and stay at a 1m+ distance from other staff members. Where this is not possible staff are advised to pass each other with their backs to each other or move out of the way until the other person has passed.</p> <p>Staff rotas consider keeping working teams together as far as is practicable.</p> <p>Signage around public and staff areas to prompt for 1m+ distancing controls. Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, we will assess and 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.</p>	5	1	5



	Task / Hazard	Initial			Control Measures	Residual		
		Sev	Prob	Risk		Sev	Prob	Risk
5.	<p>Spreading the Coronavirus (COVID-19)</p> <p>What procedures will you put in place to ensure appropriate physical distancing (1m+) is maintained between staff in communal areas including changing facilities, toilets, staff rooms, canteens, corridors and smoking areas?</p> <p>Coming to Work and Leaving Work</p>	5	5	25	<p>Staff that work in office areas are set apart at 1m+ apart, where this is not possible side by side working or working from home has been implemented.</p> <p>Staff are provided with lockers for their personal items and clothing.</p> <p>Toilets and changing rooms have a limited amount of staff in at any one time, this is displayed.</p> <p>Smoking areas to have a limited amount of people in at one time, this is displayed.</p>	5	1	5



	Task / Hazard	Initial			Control Measures	Residual		
		Sev	Prob	Risk		Sev	Prob	Risk
6	<p>Spreading the Coronavirus (COVID-19)</p> <p>Are there any specific tasks where maintaining 1m+ physical distance between staff presents a challenge, and are additional measures possible which will prevent the spread of COVID-19?</p> <p>Points to Consider: The need to review all operations for specific tasks where staff are likely to experience difficulties in maintaining a 1m+ distance, and what changes or additional protections can be implemented, such as reducing the number of staff involved in particular tasks, the use of mechanical aids, working side by side rather than face to face, reducing the time taken to complete the task and/or implementing physical barriers such as screens or assessing the use of additional PPE which is appropriate to the task.</p>	5	5	25	<p>Any operations that may present an issue for social distancing such as manual handling heavy items that would be a 'two man job' staff are advised to limit the time of the activity. Where possible working back to back or side to side and not face to face. Face masks must also be worn and will be provided.</p> <p>Guests and staff are requested to wear face coverings whilst travelling around the corridors of the hotel where social distancing isn't always possible. Signage in place to request that everyone on corridors keeps to the left to allow for passing.</p> <p>The company supplies PPE for any activities or tasks that cannot adhere to the social distancing rules. Strict hygiene practices apply.</p> <p>Management have reduced the number of staff involved in particular tasks and in particular areas, working side by side rather than face to face.</p> <p>Restrictions in communal areas have been enforced and alternative provisions made.</p> <p>An ongoing assessment as to the use of additional PPE which is appropriate to the task and times when close contact with a guest or colleague could be required. If this is the case the necessity of the task will be reviewed to find a safer way of working or removed if this is not possible.</p>	5	2	10



	Task / Hazard	Initial			Control Measures	Residual		
		Sev	Prob	Risk		Sev	Prob	Risk
7.	<p>Spreading the Coronavirus (COVID-19)</p> <p>What procedures will you put in place to ensure appropriate physical distancing (1m+) is maintained between customers both within and outside your premises?</p> <p>Points to Consider: The number of people who can be accommodated in the available space within the premises and outdoor waiting areas, ensuring the 1m+ distance can be maintained. Construction of physical barriers to facilitate structured queuing systems, restricting the number of people entering the premises at any one time. Signage for reminding customers of 1m+ physical distancing requirements, floor markings to support separation.</p>	5	5	25	<p>Management have taken into account the number of people they can accommodate in any available space ensuring the 1m+ distance can be maintained. Furniture has been moved/removed to ensure social distancing is adhered to.</p> <p>Customers wait and are accompanied to their tables and table service is in operation for all food and drinks. Staff members assigned tables to reduce contact with customers/staff.</p> <p>Restricting the number of people entering the restaurant at any one time. Booking system in place in place to assist with track and trace if required.</p> <p>Screens are in place at reception but telephone conversations are encouraged as a first point of contact between residents and staff.</p> <p>Physical barriers and floor signage in place in the car park for guest arrivals.</p> <p>Signage on public toilets highlighting how many guests can be in the area at one time to maintain social distancing.</p>	5	1	5



	Task / Hazard	Initial			Control Measures	Residual		
		Sev	Prob	Risk		Sev	Prob	Risk
7	<p>Continued...</p> <p>Spreading the Coronavirus (COVID-19)</p> <p>What procedures will you put in place to ensure appropriate physical distancing (1m+) is maintained between customers both within and outside your premises?</p> <p>Points to Consider: The number of people who can be accommodated in the available space within the premises and outdoor waiting areas, ensuring the 1m+ distance can be maintained. Construction of physical barriers to facilitate structured queuing systems, restricting the number of people entering the premises at any one time. Signage for reminding customers of 1m+ physical distancing requirements, floor markings to support separation.</p>	5	5	25	<p>Lifts have a maximum occupancy, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible. Signage displayed to say to be used by only one household or 'support bubble' at any one time.</p> <p>Stairs have signage to direct flow and use, this advice should be followed to ensure that social distancing is practiced at all times.</p> <p>The breakfast buffet has been removed and an ordering system in place which will deliver individual portions prepared by staff. The option for a Grab and Go breakfast has been introduced to reduce restaurant numbers and staff/customer interaction.</p> <p>Offering contactless room service delivery of all meals if preferred, including full in room dining if preferred. The room service charge has been suspended to encourage this option</p> <p>A declaration has been placed at both main entrances to the building to remind customers what is expected of them whilst on the premises.</p>	5	1	5



	Task / Hazard	Initial			Control Measures	Residual		
		Sev	Prob	Risk		Sev	Prob	Risk
8.	<p>Spreading the Coronavirus (COVID-19)</p> <p>What additional procedures will you put in place to ensure any essential visitors do not present a risk of spreading COVID-19 to staff?</p> <p>Points to Consider: Health declarations for all essential workers and officials to prevent infected individuals from entering the premises. This includes customers, enforcement officers, auditors, delivery drivers/maintenance crews/cleaning personnel.</p> <p>The need for measures to inform visitors of business procedures for preventing the spread of COVID-19, provision of additional handwashing facilities</p>	5	5	25	<p>Any visitors sign the health questionnaire as part of the HACCP management system, this is to ensure that traceability is achievable if ever required.</p> <p>We will review schedules for essential services and contractor visits to see if they can be revised to reduce interaction and overlap between people, for example, carrying out services at night.</p> <p>We will provide clear guidance on social-distancing and hygiene to people, for example, inbound delivery drivers on arrival, using signage and visual aids, and before arrival, for example, by phone, on the website, by email. Reviewing entry and exit routes for visitors and contractors to minimise contact with other people.</p> <p>We will explain either via e-mail, on the website or on arrival to all guests and visitors clearly what is required from them whilst on the premises and any restrictions in place. This is to make sure people understand what they need to do to and why maintain safety of themselves and others.</p> <p>Providing clear guidance on social-distancing and hygiene to people throughout the hotel.</p>	5	2	10



	Task / Hazard	Initial			Control Measures	Residual		
		Sev	Prob	Risk		Sev	Prob	Risk
9.	<p>Spreading the Coronavirus (COVID-19)</p> <p>What facilities and/or procedures will you put in place to enhance the implementation of effective handwashing practices by all staff to prevent the spread of COVID-19?</p> <p>Points to Consider: The need to review provision of hot water, soap, and paper towels to ensure handwashing can be undertaken at all appropriate points within both food production and communal areas.</p> <p>Provision of sanitising gels (in addition to handwashing facilities) in appropriate areas. Assessing training requirements of staff. Posters to remind staff of effective handwashing technique.</p>	5	5	25	<p>The premises has a full supply of hot running water at any time.</p> <p>Hand washing facilities and sanitising stations are available throughout the premises and are cleaned and topped up regularly throughout the working day.</p> <p>The premises has a good supply of paper towels, liquid soap and sanitiser. The restaurant has a cleaning supplier that provides all cleaning products.</p> <p>High contact areas both front and back of house have an increased frequency of cleaning.</p> <p>Toilet areas are regularly cleaned and sanitised and this is recorded.</p> <p>The premises also benefits from having a store room with a good stock of cleaning provisions.</p> <p>Contractors have been contacted to establish if they can keep supplying as required.</p> <p>There are hand sanitiser stations located at various points around the hotel and at all entry/exit points and entranceways to the dining areas, this is to provide customers with facilities to sanitise their hands on entry and throughout their visit.</p>	5	2	10



	Task / Hazard	Initial			Control Measures	Residual		
		Sev	Prob	Risk		Sev	Prob	Risk
10.	<p>Spread of Coronavirus (COVID-19)</p> <p>How will you ensure all staff are undertaking effective hand hygiene measures at appropriate points within food production/work and communal areas?</p> <p>Points to Consider: The need to review provision of hot water, soap, and paper towels to ensure handwashing can be undertaken at all appropriate points within both food production and communal areas.</p> <p>Provision of sanitising gels (in addition to handwashing facilities) in appropriate areas. Assessing training requirements of staff. Posters to remind staff of effective handwashing technique.</p>	5	5	25	<p>A full running supply of hot water, soap, sanitiser and paper towels available at all times.</p> <p>Staff are trained in food hygiene therefore have a good knowledge on the requirements for upholding good hygiene practices.</p> <p>Cleaning is in line with food hygiene practices and the environmental controls set out in the business' HACCP.</p> <p>Production areas are sectioned and each chef works their own section this assist with social distancing and also reduces the risk of any cross contamination. If they must pass in the kitchen they are advised to step aside and wait for the other person to pass to ensure social distancing is maintained.</p> <p>Each area has a supervisor or manager that oversees that the staff are adhering to safe working practices and following the laid down systems of work.</p> <p>All housekeeping staff have a supply of hand sanitiser on their trolleys.</p>	5	2	10



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					<p>Posters are located in every staff and public toilet to remind of effective handwashing techniques.</p> <p>Each department has a hand sanitising station which is fully stocked, this is both front and back of house.</p>			
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	Task / Hazard	Initial			Control Measures	Residual		
		Sev	Prob	Risk		Sev	Prob	Risk
11.	<p>Spreading the Coronavirus (COVID-19)</p> <p>What changes will you make to your cleaning and disinfection procedures to ensure they are capable of controlling the potential spread of COVID-19 from food handling staff and customers?</p> <p>Points to Consider: The need to review existing cleaning and disinfection regimes to identify areas where additional measures may need to be applied in areas where there is increased human contact such as handles, rails, switches.</p> <p>The need to check with suppliers on purchasing of chemicals which have been proven effective against coronaviruses.</p> <p>The need to ensure that changes made to cleaning and disinfection will not cause damage to surfaces/equipment or the contamination of food.</p>	5	5	25	<p>Cleaning chemicals are delivered by a reputable supplier and are all adequate to clean the premises and ensure a safe environment.</p> <p>Cleaning is carried out throughout the working day, special attention is paid to high hand contact areas such as door handles, hand rails, the backs of chairs in the restaurant.</p> <p>Staff are trained in how to clean their areas and trained in the use of the chemicals and the correct contact time of products that may be required, such as sanitisers.</p> <p>The premises has a full cleaning rota in place, this is followed in line with the HACCP plan and increased due to Covid-19.</p> <p>Staff have been made aware that enhanced cleaning particularly in communal areas including - Taps and washing facilities -Toilet flush and Seats.</p> <p>Enhanced high contact area cleaning has been introduced both front and back of house.</p> <p>Staff have been made aware that they must also help by keeping surfaces clean and virus free by tidying up their rubbish and washing their hands frequently and to adhere to the strict hand washing protocol that has been established.</p> <p>All back of house corridors are to be kept clear to reduce congestion.</p>	5	2	10



	Task / Hazard	Initial			Control Measures	Residual		
		Sev	Prob	Risk		Sev	Prob	Risk
12.	<p>Spreading the Coronavirus (COVID-19)</p> <p>What procedures will you put in place to ensure existing (standard issue) PPE worn by staff, such as overalls and gloves, are changed and cleaned regularly in accordance with government advice on COVID-19 control?</p> <p>Points to Consider: The need to review current procedures for laundering PPE to prevent the potential spread of COVID-19. Provision of contracted laundering services or facilities installed within the premises to ensure PPE does not need to be taken home by employees and is adequately cleaned after each shift.</p>	5	5	25	<p>All staff have been informed that clean uniforms must be worn every day and that they must be changed into on the premises. Staff must not travel to work in their uniform.</p> <p>Gloves are available and staff are instructed to wear them for some activities such as handling money and cleaning bedrooms and that they must be discarded after each use and hands washed/sanitised immediately after removing.</p> <p>Face masks are provided to FOH staff when moving around corridors where social distancing isn't always possible but know that in the first instance if possible they must move to a safe social distance and allow the guests to pass.</p>	5	2	10



	Task / Hazard	Initial			Control Measures	Residual		
		Sev	Prob	Risk		Sev	Prob	Risk
13	<p>Spreading the Coronavirus (COVID-19)</p> <p>How will you gather and assess information on the wellness of your staff to ensure that they are safe to work?</p> <p>Points to Consider: The need to improve procedures for monitoring the health status of staff prior to each shift, ensuring line managers have regular discussions with all employees on health and well-being and are familiar with the symptoms of COVID-19.</p>	5	5	25	<p>All staff are aware of the reporting procedure if they or a member of their household have any symptoms associated with Covid-19 or if they have been told to self-isolate by a government track and trace programme.</p> <p>Management are aware to reduce the number of people each person has contact with by using 'fixed teams or partnering' wherever possible (so each person works with only a few others) A master rota has been put into operation to assist with this.</p> <p>Guidance is located in each department containing all information relevant to this COVID-19 risk assessment, including sickness reporting, symptoms, departmental requirements, cleaning protocols.</p> <p>Signage is displayed throughout the premises</p> <p>Channels are available for staff to report any concerns they may have or suggestions for improvements to their working environment.</p>	5	2	10



	Task / Hazard	Initial			Control Measures	Residual		
		Sev	Prob	Risk		Sev	Prob	Risk
14	<p>Spreading the Coronavirus (COVID-19)</p> <p>What steps will you take to ensure staff are not incentivised to work if they feeling unwell or have had contact with a symptomatic individual?</p>	5	5	25	<p>Online forms for reporting sickness specifically relating to Coronavirus have been set up and these immediately are sent to the management team</p> <p>Staff are to follow the Government guidance and in no circumstance come to work if they are in any way concerned that they may have either had contact or feel unwell.</p>	5	2	10
15	<p>Spreading the Coronavirus (COVID-19)</p> <p>How will you ensure staff comply with the requirements to self-isolate when themselves or family members are displaying symptoms of COVID-19?</p> <p>The need to review existing return to work policy to take account of COVID-19 isolation requirements, and implement follow up procedures for staff who have been required to isolate.</p>	5	5	25	<p>Any members of staff that have had to self-isolate due to COVID-19 are not permitted to work or enter the premises.</p> <p>An employee can not return to work until after a discussion with their line manager has take place over the telephone. All managers and staff supplied with information regarding isolation periods. Return to work forms adjusted to cover COVID-19.</p> <p>Staff are advised to request a test to determine if they have had Corona virus and the results are to be reported to management.</p>	5	2	10



	Task / Hazard	Initial			Control Measures	Residual		
		Sev	Prob	Risk		Sev	Prob	Risk
16	<p>Spreading the Coronavirus (COVID-19)</p> <p>What procedures will you implement to prevent the risks of COVID-19 transmission in your food business if a member of staff becomes unwell and displays symptoms at work?</p> <p>Points to Consider: The need for procedures and facilities which enable symptomatic individuals to isolate as soon as possible.</p> <p>The need for procedures and training to ensure contact with other employees is limited, and that staff who are in contact with infected employees are identified.</p> <p>The need for additional cleaning and disinfection regimes for decontamination of areas that have come into contact with a potentially infected individual.</p>	5	5	25	<p>Employees have been made aware, any person showing symptoms of COVID 19 must inform a manager immediately and not touch anything, they will then be sent home.</p> <p>Staff rotas are centred around trying to keep the same group of people together on each shift wherever possible.</p> <p>Signage is displayed throughout the premises on guidance and areas highlighted that have restricted numbers in order for social distancing to be maintained.</p> <p>Staff roles and working areas have been revised to assist with social distancing and PPE supplied for the rare occasions when this isn't possible.</p> <p>In the event that a staff member was to test positive with coronavirus all staff that had been in close contact with that staff member for more than 15 minutes would be requested to leave and have a swab test and not return to work until the results are received.</p> <p>Cleaning of the area in which the staff member had been working and any surfaces or objects they may have touched would be cordoned off and cleaned immediately to ensure that there is no potential risk of transmission.</p>	5	2	10



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17	Spreading the Coronavirus (COVID-19) How will you assess the impact of additional measures needed to prevent the spread of COVID-19 on your existing FSMS?	5	5	25	All staff are trained in basic food hygiene or to a suitable level to commensurate their role such as level 2 or 3. This covers an in-depth knowledge of hygiene practices and how to apply them. Senior staff are trained in HACCP principles along with the applicable pre-requisites and safe operating procedures this is on-going for additional staff members.	5	2	10
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	Task / Hazard	Initial			Control Measures	Residual		
		Sev	Prob	Risk		Sev	Prob	Risk
	Continued.... Points to Consider: The need for assurance that changes to staffing levels, workflow, hand hygiene and cleaning/disinfection procedures do not compromise the safety of your products.	5	5	25	The increased level of cleaning due to covid-19 will not compromise product safety, as the controls already in place consider cross contamination.	5	2	10
18	Spreading the Coronavirus (COVID-19) What changes will you have to make to your existing FSMS to accommodate the additional measures needed to prevent the spread of COVID-19 throughout your business? Points to Consider: The need for assurance that changes to staffing levels, workflow, hand hygiene and cleaning/disinfection procedures do not compromise the safety of your products.	5	5	25	The control measures in place are safe the additional changes that have been made due to Covid-19 will have no detrimental affect to the safety of products. Staffing levels will determine the amount of customers that are allowed into the premises. Staff are used to high hygiene levels as part of their working day, hand washing is carried out after each task as part of general food hygiene practices. Front of house staff that do not have full access to hand washing facilities in the restaurant have a supply of alcohol sanitser in various locations throughout their working area and on the pass.	5	2	10



	Task / Hazard	Initial			Control Measures	Residual		
		Sev	Prob	Risk		Sev	Prob	Risk
19	<p>Spreading the Coronavirus (COVID-19)</p> <p>What additional changes will you have to make to ensure food safety, standards and traceability due diligence is not compromised as a result of COVID-19?</p> <p>Points to Consider: The need to review impacts of COVID-19 on suppliers, sourcing of ingredients and provision of consumer information and allergen risks.</p>	5	5	25	<p>All suppliers have been contacted to ensure that they can supply the restaurant with their usual products. Any ingredients that cannot be sourced will be taken off the menu until they are available again.</p> <p>Allergens are already in place and will be reviewed in the event that a usual ingredient is supplemented for another, this will ensure that the allergen matrix is up to date and current.</p>	5	2	10
20	<p>Spreading the Coronavirus (COVID-19)</p> <p>What procedures do you have in place which will ensure remedial action is taken as soon as possible following a breakdown in your COVID19 and food safety management controls?</p> <p>Points to Consider: The need to increase the monitoring and supervision of staff to ensure any</p>	5	5	25	<p>Staff are supervised throughout the working day to ensure that they are following the procedures and controls in place.</p> <p>Each area has supervisors or managers that observe their team throughout the working day, any staff member found to breach the controls will be spoken to on the correct procedures that are expected.</p>			



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	breakdown in COVID-19 control measures is identified as soon as possible, and that changes to working practice are not presenting a risk to food safety.							
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	Task / Hazard	Initial			Control Measures	Residual		
		Sev	Prob	Risk		Sev	Prob	Risk
21	What additional measures have you implemented not already covered to reduce the risk of transmission of COVID-19 between staff and customers and customers with other customers	5	5	25	<p>Frequent cleaning of objects and surfaces that are touched regularly, such as door handles and keyboards, and making sure there are adequate disposal arrangements.</p> <p>All shared items such as condiments have been removed and replaced with single serve replacements</p> <p>Procedures in place to advise and encourage customers to pay by card or pay in advance when booking their room. Gloves will be worn if the customer pays by cash although this will be discouraged where possible. Gloves will be immediately disposed of after one use and hands will be sanitised immediately after removal.</p> <p>The staff is instructed to change their gloves after handling cash to avoid spreading any bacteria.</p> <p>Clear all used crockery and cutlery promptly, for immediate machine washing, and employees to wash hands immediately after handling.</p> <p>Make all guests and restaurant customers aware of changes to our dining procedures, services and menus in advance of their arrival and explained again on arrival. Ensuring all employees have been trained on how to deliver food and beverage within social distancing guidelines.</p> <p>Removal of bar seating to prevent sitting at any bar. Stagger restaurant dining times to avoid congestion as table bookings arrive.</p>	5	2	10



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				<p>Require all food and beverage employees to wear masks, should masks be recommended as guidelines are confirmed</p> <p>Leaving guests bedrooms empty for as long as possible between occupants. Removal of non- essential frequently touched shared items in bedrooms. Require all food and beverage employees to wash hands every 20 minutes.</p> <p>Provide hand sanitiser at all dining area entry points. Visibly sanitise all guest touch points in dining areas frequently and increase sanitising of all kitchen surfaces throughout all services. Offering table service only to reduce movement around the dining and bar areas. Reducing the number of tables and seats in all shared spaces and dining areas to allow us to achieve the advised social distancing requirements</p> <p>All shared items such as condiment bottles, sugar bowls have been removed and replaced with disposable individual alternatives.</p> <p>Hand sanitiser is placed, at entry and exit points where touch-based security devices such as keypads are used for clocking in/out with signage displayed to remind staff to use. Signage and sanitiser also placed on delivery entrance.</p> <p>Declaration added to online check in form to say guests must inform the hotel if they or any one in their household or support bubble is currently self-isolating or showing any symptoms of Coronavirus.</p>			
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22	<p>Spreading the Coronavirus (COVID-19)</p> <p>How often will you review protective measures that have been implemented to prevent the spread of COVID-19, to ensure you are continuing to follow any updated government advice or guidance?</p> <p>Points to Consider: The need for dedicated procedures for staying up to date with government guidance on COVID-19.</p>	5	5	25	<p>This risk assessment does not have a set review date, it is a live document and subject to change due to the potential changes in Government guidance, it is recognised that this could be at any time.</p> <p>The restaurant has a food safety consultant that is employed to assist with food hygiene interim inspections and also provide guidance that any updated Government advice is communicated. The restaurant has an established relationship with their local authority (EHP) Environmental Health Practitioner and will also use their website to look for updates.</p> <p>Management and HOD's have team briefings every week and current guidance will be reviewed at these meetings.</p>			
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ACTION ARISING FROM RISK ASSESSMENT					
No	Risk Rating	Due to Covid 19 Action Required:	Person (s) Responsible	Target Date	Date Completed
All	HIGH	Risk Assessment is to be reviewed in line with Government Guidance Guidance to help employers, employees and the self-employed understand how to work safely during the Coronavirus pandemic. The government in consultation with industry and has produced guidance to help ensure workplaces are as safe as possible.	A Tunnard J Fordyce S Lee	Before start-up & Ongoing	29.06.20 & ongoing
All	HIGH	This risk assessment must be communicated to all staff	A Tunnard	Before start-up & Ongoing	29.06.20 & On going
All	HIGH	Staff to be made aware, once they enter the site regardless of putting hand sanitiser on their hands or not, everyone must proceed to wash hands thoroughly for 20 seconds with soap and hot water before commencing any work related activity	S lee	Before start -up	w/c 29.06.20

NOTE: Personal Protective Equipment (PPE) and Face Covering

PPE protects the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear. It also includes respiratory protective equipment, such as face masks.

Where you are already using PPE in your work activity to protect against non-COVID-19 risks, you should continue to do so.

When managing the risk of COVID-19, additional PPE beyond what you usually wear is not beneficial. This is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE. Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.

Face coverings

There are some circumstances when wearing a face covering may be marginally beneficial as a precautionary measure. The evidence suggests that wearing a face covering does not protect you, but it may protect others if you are infected but have not developed symptoms.

A face covering can be very simple and may be worn in enclosed spaces where social distancing isn't possible. It just needs to cover your mouth and nose. It is not the same as a face mask, such as the surgical masks or respirators used by health and care workers. Similarly, face coverings are not the same as the PPE used to



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manage risks like dust and spray in an industrial context. Supplies of PPE, including face masks, must continue to be reserved for those who need them to protect against risks in their workplace, such as health and care workers, and those in industrial settings like those exposed to dust hazards.

It is important to know that the evidence of the benefit of using a face covering to protect others is weak and the effect is likely to be small, therefore face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, social distancing, using fixed teams and partnering for close-up work, and increasing hand and surface washing. These other measures remain the best ways of managing risk in the workplace and government would therefore not expect to see employers relying on face coverings as risk management for the purpose of their health and safety assessments.

Wearing a face covering is optional and is not required by law, including in the workplace. If you choose to wear one, it is important to use face coverings properly and wash your hands before putting them on and taking them off.

You can make face-coverings at home and can find guidance on how to do this and use them safely on GOV.UK.

NOTE: Shift Patterns and Working Groups - To change the way work is organised to create distinct groups and reduce the number of contacts each worker has.

Steps that will usually be needed:

1. As far as possible, where people are split into teams or shift groups, fixing these teams or shift groups so that, where contact is unavoidable, this happens between the same people. We are not able to split the whole team into smaller teams as we need different numbers of employees on each day. Instead we are assigning the employees to workstations minimalizing their contact. We cut some employees to keep our team to minimum. All employees are regularly reminded to keep at least 1m+ distance even during the break time. While staff meals, employees should seat in one line, apart from each other, avoiding sitting opposite.
2. Identifying areas where people have to directly pass things to each other, for example, food transfer, food preparation, and find ways to remove direct contact, such as through the use of drop-off points or transfer zones.

NOTE: Ongoing Communication and Signage - To make sure all workers are kept up to date with how safety measures are being implemented or updated.

Steps that will usually be needed:

1. Ongoing engagement with workers (including through trades unions or employee representative groups) to monitor and understand any unforeseen impacts of changes to working environments.
2. Awareness and focus on the importance of mental health at times of uncertainty.
3. Using simple, clear messaging to explain guidelines using images and clear language.
4. Using visual communications, for example whiteboards or signage, to explain changes to schedules, breakdowns or materials shortages to reduce the need for face-to-face communications.
5. Communicating approaches and operational procedures to suppliers, customers or trade bodies to help their adoption and to share experience.



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Safe Methods of Working Points for discussion

Managing risk - Objective: To reduce risk to the lowest reasonably practicable level by taking preventative measures, in order of priority.

Employers have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures. Employers must work with any other employers or contractors sharing the workplace so that everybody's health and safety is protected.

Everyone's safety is paramount during this difficult time; I need you to follow some strict but simple guidelines

- Wash your hands immediately on arrival to work and again before you start work, **wash hands thoroughly for 20 seconds with running water and soap and dry them thoroughly.**
- ensure you have a supply of sanitiser or know where the nearest one is located to use where hand washing isn't readily available
- Use the sanitation stations when required during the working day.
- Staff food has been removed and we ask that you bring your own food to work, this cannot be stored in a fridge so ensure that you have adequate facilities to keep things cool. You have all be informed of your break area and social distancing must be maintained at all times
- Toilets are also restricted, there are signs to indicate how many people are allowed to use any toilet at any one time. Please use the toilets closest to your place of work including public toilets.
- No groups of people "herding" this includes smoking –breaks – group conversations... if you are unsure, simply ask your supervisor for guidance
- All risk assessments have been carried out; a formal document has been produced and must always be followed ...

Simple steps to follow

1. If you feel unwell you must not come to work and self-isolate as per government guidelines and fill in the online COVID-19 sickness reporting form.
2. Those who are deemed to be extremely vulnerable to COVID 19 according to government guidance will have received a letter, this will also involve the direct household that you live in... you must also stay at home as per government guidelines, please call your manager to discuss if you have any concerns.
3. Wash your hands regularly, **wash hands thoroughly for 20 seconds with running water and soap and dry them thoroughly or use alcohol hand rub or sanitiser ensuring that all parts of the hands are covered where hand washing facilities aren't readily available.**
4. Wherever possible you should travel to work alone using your own transport unless you are with a family member that lives in the same household
5. Always use practical common sense
6. Keep yourself safe as well as everybody else around you...
7. Staff are instructed to use a tissue to cover their nose and mouth when coughing or sneezing, and then dispose of it as soon as possible. Then wash hands!

Relevant links [Guidance](#)

First aid guidance <https://www.gov.uk/government/publications/novel-coronavirus-2019-ncov-interim-guidance-for-first-responders/interim-guidance-for-first-responders-and-others-in-close-contact-with-symptomatic-people-with-potential-2019-ncov>

