

Identified Hazard	Who might be harmed?	Action Requirements	Further Comments	By Whom	When	Date Completed
Before re-opening	Customers Staff	Deep clean of all kitchen areas Deep clean of bar and restaurant areas	Continue regular thorough cleaning	All	12/04	12/04
Cleaning	Customers, Staff Cross Contamination	Undertake cleaning as per schedules Thorough anti-bac morning clean includes all areas where possible cross contamination (touch points) Disinfect Misting daily Hourly clean through service times	Cleaning checklist proving regular cleaning taking place Current chemicals suitable Use of anti-bac wipes Virosol disinfectant misting	Kitchen staff Cleaners FOH team	14/04	On-going
Personal Hygiene	Customers, Staff Self-contaminate from hands Cross Contamination	Regular thorough hand wash as PHE specifications Regular use of available use alcohol-based hand gel Gel and handwash facilities readily available Avoid touching face Clean uniform daily Wash hands thoroughly when arrive at work	Hand wash instructions in wash areas Plenty of gel available Change at work in designated area	All	12/04	On-going 12/04
PPE	Staff	PPE is available as and when required Face masks to be worn whenever customer fronting	Staff request if needed Masks available on request	All	14/04	14/04
Working Environment	Staff	Ensure, where possible 2 metre distancing Avoid face to face when possible Limit kitchen team Limit FOH staff access to 1 at a time Rota staff to work in familiar teams One member of staff in changing room/loos at a time	Mark flooring at 2 metres Re-organise workstations to accommodate Adopt back to back or side to side working Ideally 1 staff access stores	All Supervisors Managers	12/04	
Symptoms of Covid-19	Staff Customers	If staff display symptoms, get tested, must self-isolate for minimum 10 days. Not to come to work. Customers with symptoms will be asked to remain away from premises	Follow Govt guidance as it is updated. May not be virus – may just be a cold	All	12/04	12/04
Furloughed Staff	Staff Mental Health	Interact regularly with each other through social media Keep team updated as to developments with business Be available for advice and reassurance	Group chat on FB Direct mobile numbers available	Managers Directors	17/03 14/05	On-going

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Crockery Cutlery & Glassware	Customers, Staff Cross contaminate	All to be passed through dish/glass washers at high temperature. Cutlery to be polished in boiling water	All utensils to pass through dishwasher. Wash/sanitise hands before contact	Kitchen FOH	12/04	On-going
Goods Deliveries	Staff	Good social distancing from delivery operative Goods and merchandise to be cleaned as necessary before used or stored Continue good practice with fresh foods	Cross contamination from multiple handling of packaging	Kitchen FOH	12/04	On-going
Signage and Communication	Customers Staff	Clearly identify practices employed to reduce risk Covid-19 statement. List additional actions on website Risk assessment available for all	Social distancing guidelines Requirements regarding customer personal hygiene	Directors	12/04	12/04
Movement around premises	Staff Customers	Adopt a 1-way system. Restaurant bookings by every 10 minutes. Have a flow system in the kitchen Wedge doors open when possible Cleaners allocated specific areas	Helps maintain social distancing. Clear give-way signage for customers and guests	All	12/04	12/04
Restaurant Service	Staff Customers	Table service only. Staff to keep 1m+. Customers help themselves from delivered F & B	Orders taken at and delivered to tables	Staff	14/04	
Track and Trace	Staff	Ensure host name and number recorded with booking Ask host to ensure they have details of other guests OCR to be used by all on arrival/details taken and stored safely.	Hold information for minimum 21 days	FOH Staff	14/04	14/04
Taking Payment	Customer	Card only payments Contactless when possible £45 maximum Markings on floor 1m gaps	Telephone always answered. System for logging deliveries to avoid congestion	Directors Managers	12/04	12/04
In an emergency	Staff Customers	Social distancing would not be necessary This situation overrides 1m+ ruling	Fire evacuation, accident, break in	All	12/04	On-going
Takeaway Food Service (When in operation)	Customers Staff	Pre-booked Card payment only Eco-friendly disposables Operate social distancing and regular sanitising	Hand Gel available for all Floor markings 2m One-way system	Staff Managers	12/04	
Booking	Guests	Clear access to COVID actions via website/OTAs Full details for Track and Trace	Reassurance when making reservation	Managers	1/04/20	1/04/20

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Check-in	Guests Staff	Keep social distance to 1m+. Sanitise pen for completion of reg form – keep on file for 21 days Keys to be sanitised. If preferred, guests to be given directions to their rooms. Give way on stairs. Encourage use of OCR	Reg. Docs. prepared in advance. Possible Track and Trace. When showing guests to room, ensure distance and gel hands	All check-in staff	4/04/20	4/04/20
Preparation of Rooms	Guests	Access to hand gel. Anti-bac wipes in rooms. Present list of additional actions being taken – list of contact points. Hotel phone number to be readily available for enquiries.			4/04/20	4/04/20
Cleaning of Hotel Bedrooms	Guests Possible cross contamination from cleaning staff/previous guest	Gel hands between cleaning bedrooms Cleaning routine to now include anti-bac cleaning of all touch points – particularly doors and handles (see list) Daily misting with Virosol, disinfectant Care when handling clean laundry Continue to change all laundry on checkout and regularly for longer stays	Use C25 solution – sanitizer and anti-bacterial Use disposable gloves when appropriate	Cleaners	3/04/20	3/04/20
Breakfast Service	Guests	Continental breakfast delivered to room when required Where possible, buy pre-packaged foods Deliver to room and leave outside Social distanced restaurant service Reduced choice – no buffet	Prepare and deliver whilst guest out. Review full breakfast service weekly Similar style to dinner service	Staff Directors	1/04/20	1/04/20
Checkout	Guests	Bills prepared in advance. Card payment only. Social distancing for guests when leaving. Collect and disinfect keys	Identify suitable check out Location to aid distancing	Directors	4/04/20	4/04/20
Feedback	Guests Staff	Seek objective comment and feedback	Consider all suggestions Plan actions accordingly	Directors	4/04/20	4/04/20
Risk Assessment	All	Constantly review practices and update/amend immediately as required	Risk Assessment to be available to all via website	Directors	29/6/20	On Going