CORONAVIRUS CONTROL

IN HOTEL PREMISES

GUIDANCE NOTES

NAVITAS GROUP

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INDEX

Introduction

It is clear that in the absence of an effective vaccine against Covi-19, the economic pressure on UK Ltd to get back to work will result in a situation where businesses will have to return to work. It is important to be able to demonstrate that they have taken steps to ensure that coronavirus controls are in place at their workplace and they are 'Covid Safe'.

This document provides guidelines for the safe operation of office premises, following the current government guidelines and best practice.

It will be necessary for you to carry out a 'Covid Safety' Risk Assessment for your operations and a model Risk Assessment is included as an Appendix to this document.

1. SOCIAL DISTANCING IN YOUR WORKPLACE

1.1   Communal / Public Areas

Ref	Actions
1.1.1	Hotels should consider how their premises are used. Dependent upon the size of the operation, it may be possible to 'zone' certain back of house communal areas, such as stock rooms and advise that only staff who are working in those areas should have access. For example, having dedicated staff members allowed in the stock room. This will assist the concept of 'pod' working in order to minimise contact between staff. Use of Public Areas such as reception seating spaces will need to be reviewed and rearranged to ensure distancing is implemented, if these spaces are to remain in use.
1.1.2	The flow of foot traffic should be examined to determine whether a 'one way' system of travel around areas of the premises can be established. This will be dependent on the size of the premises and may involve designating separate entry and exit points. Appropriate notices should be displayed around the premises so that the required direction of travel is obvious to staff, guests and visitors. If fire regulations allow try to keep any doors on main thoroughfare's open to avoid contact. Floor markings may be used to assist with such direction as well as 2m distancing floor markers where an element of 'queueing' may occur in any areas. Barriers systems may also be required at 'pinch points' or to assist with managing queues.
1.1.3	Notwithstanding the fact that the number of visitors to the Hotel should be restricted as far as practicable and electronic mean of communication used, wherever possible, in reception and waiting areas, every effort should be made for any visitors to be moved swiftly to their appointment location but where there is delay, seating should be arranged to allow for 2m distancing whilst the person is awaiting access.

1.2 Meeting & Events Space

Ref	Actions
1.2.1	Wherever possible, internal / external 'face to face' meetings should be avoided by the use of 'virtual' meeting technology. Where physical meetings are unavoidable, it is important that only those persons who are necessary take part and that every effort is made to ensure that 2m distancing is maintained, by spacing out furniture for example. It may be possible to hold meetings in an outdoor environment where the risk of viral transmission is reduced.
1.2.2	Each event booking should be risk assessed depending on the type / nature of the event, capacity requirements and the relationship of attendees.
1.2.3	Distancing marking and traffic direction may be used on tables and floors respectively and 'Covid Awareness' notices displayed in the meeting / event rooms and break-out areas.
1.2.4	Attendees should not share pens etc and any equipment used by more than one person i.e. projectors, whiteboards and whiteboard markers etc should be sanitised between each use.

1.3 Lifts (where applicable)

Ref	Actions
1.3.1	Lifts are restricted spaces and provide a 'high risk' point for viral transmission. For this reason, notices should be displayed advising staff, guests and visitors to use the stairs rather than the lift. Due regard will need to be had to ensure that people with disabilities are able to safely access the lifts.
1.3.2	Where the use of the lift cannot be avoided, it will be necessary to restrict the capacity of the lift. Suitable notices to this effect should be displayed and floor markings displayed within the lift.
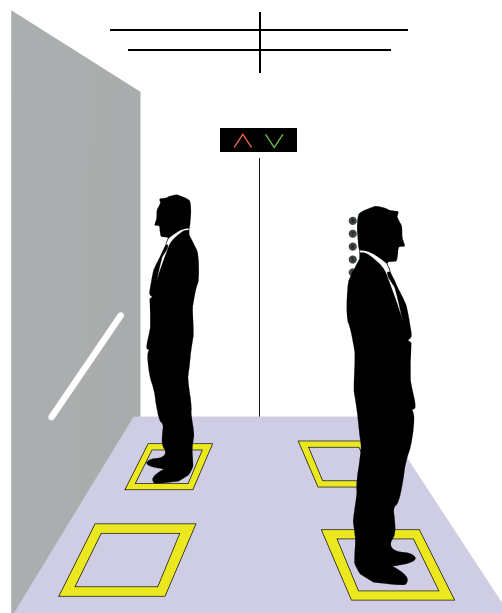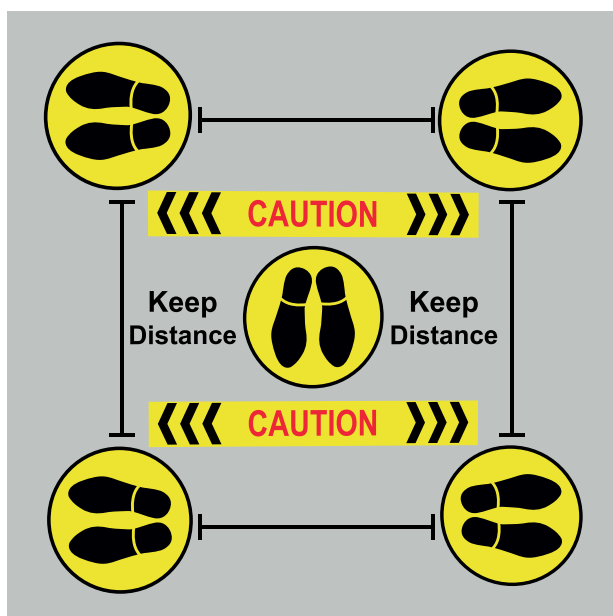
1.4 Workstations (where applicable, not including tills)

Ref	Actions
1.4.1	Where desks are provided, consideration is needed to the social distancing measures in place. Wherever possible, 'hot desking' should be avoided and each member of staff should have a designated work area. If this is unavoidable, thorough sanitizing of the desk top and all equipment should take place in between each user. Cleaning materials should remain in place at each desk.
1.4.2	Workstations should be organised so that 2m distancing from any other member of staff can be maintained. Where this is not achievable, staff should sit side by side rather than face to face. If this is not possible, screening should be provided between workstations which face each other.
1.4.3	Floor marking should be used around workstations to sign the 2m distancing area.

1.5 Till Points / Reception / Greeting Stations

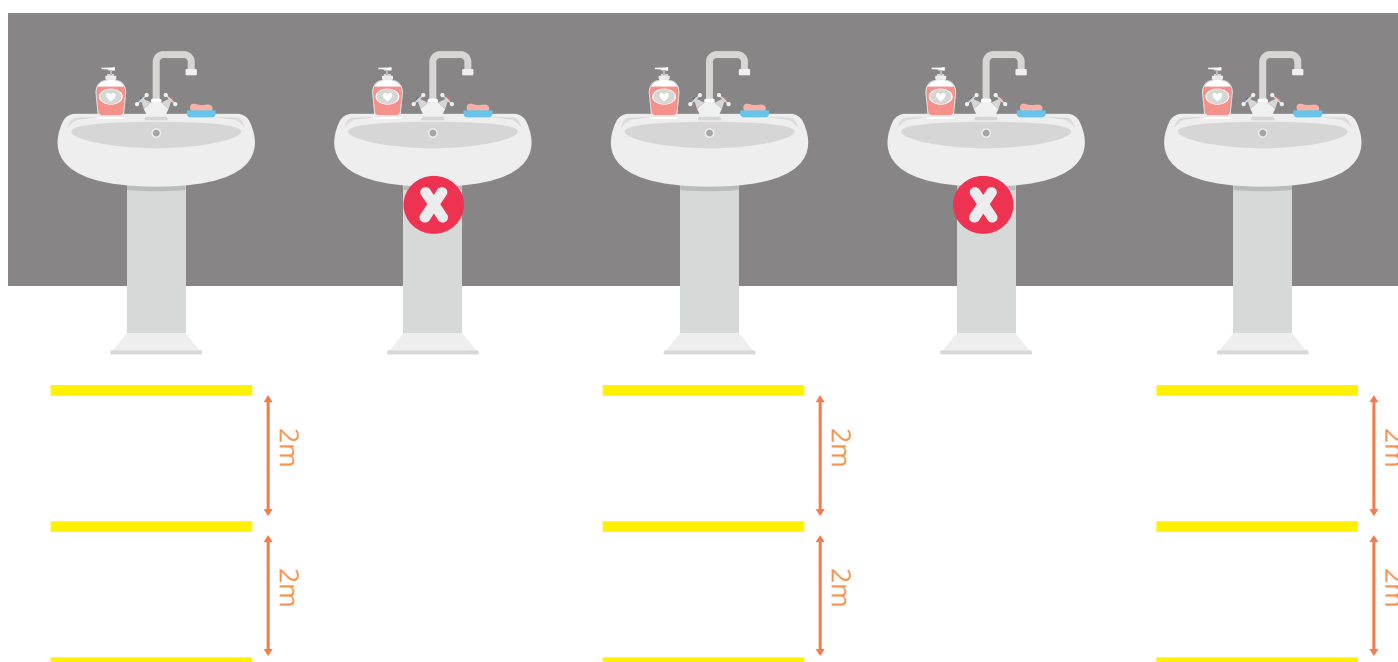| Ref	Actions
1.5.1	Where possible till operatives, reception staff and greeters should be spaced 2m apart, this may mean leaving an empty till or service point between operators or relocating greeting stations. If this is not possible, operators must not work face-to-face, instead they should work side-by-side or facing away from each other.
1.5.2	If operators must work in close proximity, e.g in reception, use consistent pairings to minimize contact.
1.5.3	Screens should be in place to create a physical barrier between the customer and the till operator / reception staff, and potentially between till operators, depending on layout.
1.5.4	Customers should remain at a safe distance from the till / reception / greeting station and be called forward when ready. Signage should be displayed to inform guests of this procedure.
1.5.5	Floor markers should be used at the till / reception / greeting station to clearly show 2m and help social distancing of queuing guests
1.5.6	It may be necessary to have a dedicated member of staff managing the queuing system and informing queuing guests of which till to use and when to move to be served.
1.5.7	Contactless check-in / out should be in place as far as is reasonably practicable to avoid the need to sign paperwork that could impact on distancing. If paperwork does need to be exchanged this should be placed in a designated area by each party who should then step back / away. This would also work for handing over room key cards. Returning of room key cards should be completed using a 'Drop-Box' System. Card payment or other contactless method should be used. Where this is not achievable, machines requiring customer input, such as pin, should be sanitised between each use. Staff should avoid handling guests payment cards. Invoices should be emailed as much as possible. If any written information needs to be provided at the point of check-in, this should ideally be via laminated documents that are easily cleanable.
1.5.8	If there are requests for assistance with luggage or Meeting & Events Equipment, this should be labelled and left in a designated area to be collected by the staff member. It should be taken to the room before the guests or visitors arrive or the staff member should knock and step away to arrange further movement / handling. Access to Luggage Rooms should be restricted to staff only.
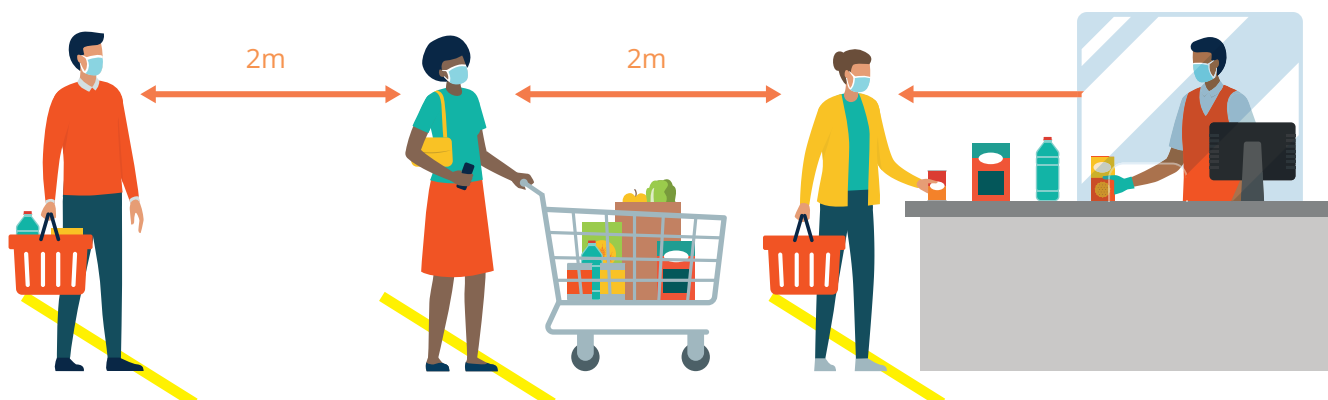
1.6   Toilets and Changing Rooms

Ref	Actions
1.6.1	Access to Toilets and Changing Rooms (e.g in Leisure Facilities) should be reviewed to ensure that as far as practicable, social distancing can be maintained. Depending upon the size and design of the facilities, it may be possible to provide floor markings to advise on traffic routes and it may be necessary to restrict the number of urinals, hand basins etc that can be used at any one time in order to maintain distancing. In small facilities, it may be necessary to introduce a queueing system outside the facility with floor marking to ensure distancing and appropriate notices displayed.
1.6.2	Similarly, access to changing rooms may require restriction or staggering to allow effective distancing to be maintained. Appropriate floor marking and restriction of use of facilities should be utilised in order to advise users accordingly.
1.6.3	Enhanced cleaning operations should be deployed in these areas. Where possible, non-touch activation of facilities should be employed but general cleaning standards should be very high with regular sanitizing of all touch points e.g. door handles, tap handles, switches etc. Supplies of hand sanitiser should be provided.
1.6.4	It may be possible to stagger breaks and lunches in order to reduce the loading on the facilities at any one time.

1.7   Deliveries

Ref	Actions
1.7.1	Hotels should review their procedures in relation to the delivery and pick up of goods from their premises with a view to reducing the risk of viral transfer. Interaction between delivery drivers and staff should be minimised and clear instructions displayed to delivery drivers as to the procedures to be followed. Information on 'Covid Safe Controls' at the property can be provided to suppliers in advance.
1.7.2	Wherever possible, arrangements should be made to establish a designated drop off point and order confirmation should be made electronically. The number of deliveries should be minimised with fewer, larger orders wherever possible.
1.7.3	Any staff who are regularly involved with handling external packaging should be provided with disposable gloves which should be regularly changed. Handwashing and sanitising facilities should be readily available.
1.7.4	Where possible a single staff member should be used to unload delivery vehicles. If this is not possible, consistent pairings or teams should be used.
1.7.5	Ensure minimal contact is had with security/gatehouse staff, where applicable.
1.7.6	Delivery drivers should be encouraged to stay in their vehicle where this does not compromise safety.

1.8   Valet Parking & Guest Transportation

Ref	Actions
1.8.1	Consideration should be given to suspending Valet Parking Services; however if it continues, normal Valet Parking controls will apply however keys should be left in a secure place rather than being handed over, and staff are advised to drive with the window(s) open. Staff must not be in Guests cars at the same time as the guests.
1.8.2	Where mini buses or vehicles are used, capacity should be restricted – no one should sit at the front with the driver, and only groups travelling together should be transported at the same time where possible. Vehicles should be well ventilated at all times.
1.8.3	At Leisure Facilities, if Golf Buggies are to be hired out, these should be restricted to one per person.

1.9 Visitors & Contractors

Ref	Actions
1.9.1	Whenever possible, visitors such as sales representatives should be discouraged from entering the premises and electronic means of communication should be used for discussions and meetings. If this is not possible, there should be a system in place to manage the number of visitors in Hotel at any one time. This may include a booking or scheduling system.
1.9.2	Visitors who have to visit the Hotel should be provided with clear instruction on the Covid Safety Rules. Ideally this should be via a short instructional video rather than booklet or paper. Particular care should be taken in the use of pens and screens to 'sign in' as a visitor. Visitors should be encouraged to use their own pens and in the case of touch screen signing in systems, the screen should be sanitised in between each use.
1.9.3	Where the visitor is a contractor who will be working on site, the above controls should be applied along with a clear agreement as to the areas in which the contractor will be working following the normal contractor control arrangements.
1.9.4	All visitors & Contractors to site should complete a Health Declaration confirming that they, or any of their household contacts have not suffered from symptoms of coronavirus in the 14 days prior to the visit.

1.10 Managing Guests

Ref	Actions
1.10.1	You should determine if it is practicable to operate to the usual maximum capacity of the property or whether this needs to be reduced taking into account the need for distancing in communal, public and leisure areas. A phased return may be necessary.
1.10.2	Guests should be provided with information on the Hotels' 'Covid Safe Controls' in advance of booking. Pre-Stay Communication methods should provide all the information the guests may need in advance of the stay and so they know what to expect on arrival.
1.10.3	Consideration should be given to asking guests to acknowledge the Hotels Covid Safe Controls in writing as part of the check-in process. Guests should be advised that they must report any signs of illness and / or safety concerns they see or have immediately to a member of the Management Team for action.

Ref	Actions
1.10.4	Consideration must be given to guests with specific needs who require assistance and guests with young children. Guests staying with young children should be reminded that they are responsible for supervision and ensuring social distancing guidelines are followed by the children.
1.10.5	If a guest presents themselves with symptoms of COVID-19 or is asymptomatic but declares the need to self-isolate, they should be advised to check out and return home to self-isolate according to current government guidance. If the guest shows acute symptoms has breathing difficulties or their life is at potential risk, seek medical help immediately. If a guest cannot leave the hotel for any reason, self-isolation should take place within the bedroom and specific controls would be required to be addressed on a case-by case basis for managing this situation including arrangements for meal provision, welfare checks, controlled check-out and post use cleaning, following the specific government guidelines and medical advice.

1.11   Maintenance

Ref	Actions
1.11.1	Maintenance Staff must not work in bedrooms or public areas with any guests present in the vicinity. If working in pairs / teams the same staff should work together all of the time as far as is practicable.

1.12   Housekeeping

Ref	Actions
1.12.1	Dedicated Housekeeping Teams should be in place. Ideally if working together, the same teams should be scheduled to work together at all times.
1.12.2	The frequency of room cleaning should be determined depending on the duration of the stay. Frequency will be less often for long term stays - Try to avoid daily 'light-touch' cleans as far as possible. If there is reduced occupancy, consider leaving each room for 72 hours after check out before cleaning and guest re-occupancy.
1.12.3	Rooms should not be cleaned with guests present unless it would be difficult for a guest to leave due to mobility. In which case 2m distancing should be observed.
1.12.4	With regards to replenishment of stock such as towels, toilet rolls etc try to set the room up with enough for the duration of the stay. If any extra items are requested these should be taken to the room in the same way as room service – knock and stand back from the door.

1.13　Bar & Restaurant

Ref	Actions
1.13.1	**Please refer to Section 1 of Catering & Hospitality Guidance**

1.14　Room Service

Ref	Actions
1.14.1	Room Service items should be left outside of the room. Consider using a lightweight foldable table so trays are not on the floor. Staff should knock on the door and then step away for the Guest to collect.
1.12.2	Guests should be advised to place disposables into the bins provided in the room and leave Room Service Trays outside of the room for collection. Staff collecting used Room Service Trays must do so wearing gloves which are removed immediately after the collection task is complete. Collected Room Service Trays must be cleaned and disinfected after each use.

1.15　Kitchen

Ref	Actions
1.15.1	**Please refer to section 2 of Catering & Hospitality Guidance**

1.16 Leisure

Ref	Actions
1.16.1	Numbers permitted in Leisure Areas should be restricted in line with size of spaces available. Permitted numbers should be monitored throughout the day and pre-booking should be encouraged. This is normal practice for pool capacity but should be extended to all areas. Consider use of coloured wrist bands, capacity clicker or limiting times for guest usage. Opening hours may need to be reviewed alongside capacity controls.
1.16.2	Guests should be encouraged to change / shower in their rooms to avoid overcrowding in Changing Areas.
1.16.3	Guidance on Reception separation in 1.5 would apply.
1.16.4	Guidance on floor marking and signage in 1.1 would apply.
1.16.5	Equipment spacing in gym / fitness rooms and seating in relaxation areas should be reviewed and adjusted. Some equipment / seating may need to be removed or put out of use to be able to adhere to the 2m distancing. Lane Swimming should be set up in the pool.
1.16.6	Golf Tee-Off times must be carefully managed through bookings and supervision. Tee-off times should be reduced and staggered to prevent back-log on the course. Only 2 people can play together at any one time ensuring distancing is maintained unless they are from the same household.
1.16.7	One to one sessions such as gym or golf coaching will have to be suspended if they cannot be carried out safely. Spa staff will need to review the type of treatments to be carried out in terms of risk of close contact.

2. STAFF CONTROLS

2.1 Travelling to and from work

Ref	Actions
2.1.1	Whenever possible, staff should not use public transport to travel to work and they should be encouraged to use private vehicles, cycling or walking. Where this is not possible, staff should use social distancing measures to protect themselves.
2.1.2	Flexible working hours should be considered to reduce the number of staff arriving at work at any one time and entry and exit procedures should be organized to minimise crowding or queueing.
2.1.3	Supplies of hand sanitiser should be available at all entry/exits points. E.g by clocking in / out machines.
2.1.4	Staff Uniform, including shoes, must not be worn outside of the Hotel property. Staff must change in and out of work clothing at work.

2.2 Staff Health Declaration

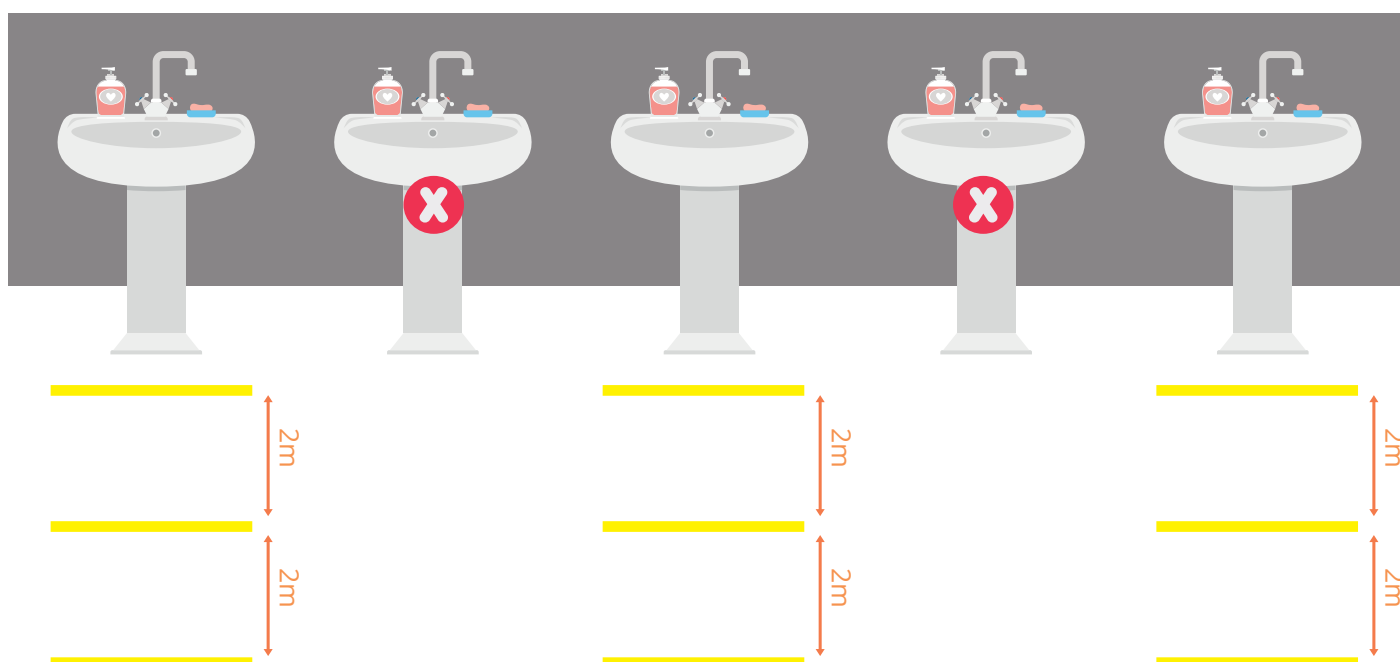| Ref	Actions
2.2.1	Prior to returning to work, all staff should be required to complete a Staff Health Declaration in which they declare that they are fit for work and that neither they nor a household member have suffered with any of the symptoms of Covi-19 illness for the previous 14 days. Ideally this should be carried out electronically prior to attending the workplace. (Email submission).

2.3 Reporting Illness

Ref	Actions
2.3.1	Any member of staff who suspects that they may be exhibiting symptoms of coronavirus must report this to their employer at the earlies possible opportunity. They should be sent home from work and advised to follow the isolation procedures in accordance with the Government's latest guidelines. **The main symptoms of coronavirus are:** • • High temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature) • New, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual) • Loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal
2.3.2	Where a member of staff has reported symptoms, any workspace and equipment used by that person should be cleaned and sanitised immediately.

2.4 Following Social Distance Guidelines

Ref	Actions
2.4.1	All staff must ensure that they follow all of the 'Covid Safe' Controls relating to their workplace. They should be provided with instruction and guidance to ensure that they are aware of correct procedures. (See 3.2 below). Updates to these must also be communicated. Greeters and Concierge Staff should be assigned to encourage guests and visitors to adhere to the distancing rules as part of their job role.

2.5 Regular hand washing

Ref	Actions
2.5.1	Handwashing facilities should be provided near all work areas in order to promote regular handwashing. Portable wash hand stations may be provided where the distance to the nearest facilities is deemed to be excessive. As a minimum, hand sanitiser should be provided in all work areas.
2.5.2	Handwashing stations should include hot water, detergent, disposable paper towel or warm air dryer and hand sanitiser. The facilities must be cleaned and sanitised on a regular basis.
2.5.3	High standards of personal hygiene should be followed by staff at all times. It is particularly important to avoid touching the nose or mouth and care should be taken when coughing or sneezing, using a disposable tissue whenever possible.
2.5.4	Signs/posters can be displayed to demonstrate the correct hand washing technique and to advise of increased frequency of hand washing.

2.6 The Use of Personal Protective Equipment

Ref	Actions
2.6.1	At present, the wearing of facemasks or other Covid related Personal Protective Equipment (P.P.E.) is not recommended for use in a store environment. The benefits are deemed to be minimal and businesses should rely upon social distancing and handwashing.
2.6.2	If staff are normally required to wear P.P.E. for their work, for safety reasons, this should continue.
2.6.3	If there are areas of work activity where social distancing is not possible, facemasks may be worn.

2.7 Reporting Coronavirus Safety Concerns

Ref	Actions
2.7.1	Should a member of staff become aware of a Covid 'risk' at their workplace, they should be actively encouraged to report this to their employer so that the situation can be risk assessed and/or remedied. This may well be, for example, where sanitiser supplies have run out or where they are asked to complete a task which they believe may expose them to an elevated risk of infection.

3. MANAGEMENT CONTROLS

3.1 Reducing Staffing Levels

Ref	Actions
3.1.1	Businesses should review their operations to see who actually needs to attend work and who could continue to work remotely. Whenever possible, staff should be encouraged to continue to work from home.
3.1.2	Where staff are working from home, employers still retain a duty of care and staff should be regularly monitored by line management to ensure their safety and welfare. 'Working from Home' guidance or training can be provided.
3.1.3	There are occasions, however, where attendance at the workplace is crucial for business continuity or safety but staff numbers should be kept to a minimum.
3.1.4	In order to reduce the number of staff in the store at any one time, consideration should be given to staggering work shift patterns and flexible working hours.

3.2 Staff Training

Ref	Actions
3.2.1	Prior to commencement of work, all staff should receive appropriate Covid Awareness Training comprising of basic information on the Covid-19 virus and the controls which are in place within their workplace. They should also be reminded of the symptoms of Covid-19 illness and the action to be taken should they suffer from any such symptoms.

3.3 Cleaning and Sanitising

Ref	Actions
3.3.1	Hotels should review their cleaning arrangements to ensure that the general environment is kept as clean as possible. High standards of general housekeeping are also important to prevent the unnecessary build-up of materials which could harbour the Covid virus.
3.3.2	Cleaning Stations should be set up in key areas across the property to facilities use / completion.
3.3.3	All of the key touch points in the property should be sanitised every 30 minutes in order to minimize any viral loading. Such points include door handles, light switches, lift buttons, telephones, computer keyboards, tills, car park pay machines. Enhanced cleaning of bedroom furniture and equipment such as remote controls, safes, coffee machines, hairdryers will also be required. It is important that an anti-viral sanitising chemical is used for this purpose and that sufficient 'contact time' is used to achieve correct sanitizing, as prescribed by the chemical supplier.
3.3.4	Departmental Cleaning Schedules should be amended or separate enhanced Schedules should be drawn up to cover touchpoint / equipment cleaning expectations and frequencies. Housekeeping cleaning protocols should be very specific / prescribed in terms of the order of cleaning of bedrooms, bathrooms and public areas. When entering a bedroom / bathroom, touch point cleaning should be completed first.
3.3.5	If you are cleaning an areas following contact with a known or suspected case of Covid-19, you must clean following the specific government guidelines.
3.3.6	Hand sanitiser stations should be available at all key locations throughout a staff and Guests 'Journey'
3.3.7	Minimising contact with items and equipment that has been touched by others will assist with spread of infection. This should be consider by Department but could include: • Changing to disposables / single use – e.g swapping shower gel in dispensers for individual bottles, swapping bnoxed tissues for individually wrapped packs, • Removing excess / surplus collateral throughout – e.g paper menus and tourist literature in bedrooms, POS in reception, flags and furniture on golf courses, ceasing self-service buffets set-up. • Going electronic / online – e.g check-in, food ordering, car park bookings
3.3.8	Waste & Laundry from bedrooms, bathrooms and leisure areas should be handled very carefully. Waste and Laundry should be bagged and tied. Soluble bags may need to be considered under certain circumstances for example where there has been a known/ suspected case or heavily soiled linen.

3.4 Covid Champions

Ref	Actions
3.4.1	It is recommended that, depending on the size of the business, AT LEAST one member of staff in each area is designated as a 'Covid Champion'. That person(s) will assume responsibility for monitoring the Covid control procedures to ensure that they are being followed and ensuring adequate sanitising procedures are taking place as well as ensuring stocks of sanitiser are maintained. A sample Covid Control Monitoring checklist is included with this document.

3.5 Risk Assessment

Ref	Actions
3.5.1	As an employer, you are required to carry out a 'risk assessment' to ensure the safety and welfare of your staff. This equally applies to the Covid threat. You should consider all activities and determine what controls are effective for your particular working environment. Clearly, these guidelines indicate the most important measures to be taken but it ultimately YOUR legal responsibility to ensure that you are taking all reasonable precautions to protect your staff. You should consult your staff and make them aware of the findings and key controls.
3.5.2	A model Covid Risk Assessment is shown as an Appendix to this document but you should examine and amend or expand to ensure that it effectively covers all of your business operations.

3.6 Emergencies

Ref	Actions
3.5.1	In an emergency, such as a fire evacuation, people do not have to remain 2m apart if doing so would be unsafe.
3.5.2	People who are required to assist others during an evacuation, such as a fire marshal, should ensure thorough hygiene measures following contact with another person.

4. 'COVID SAFE' CERTIFICATION SCHEME

Ref	Actions
4.1.1	It may be beneficial to demonstrate to your staff and customers that your business is operating in a 'Covid Safe' manner in that it is complying with all relevant government guidance on Covid Controls. In order to do this, Navitas is offering a 'Covid Safety Certification Scheme'.
4.1.2	When all controls are in place and government guidelines allow them to open, businesses can apply for a Covid Safe' assessment to be carried out by a Navitas Assessor who will be a fully qualified Environmental Health Consultant. The assessment will be carried out remotely using a video conferencing platform and the assessor will check that the business is operating in accordance with this guidance note. Once all relevant controls are in place, the assessor will issue an 'e- report' and compliance certificate which can be displayed on the business premises and /or company website.

COVID-19 CONTROL

We wish to assure all of our staff, customers and visitors that a risk assessment has been carried out on the activities within this building and safe social distancing and sanitizing procedures have been introduced to promote your safety. In order to assist us you are required to

- ⊘ Comply with all Covid related instructions given to you whilst in the Hotel

- ⊘ Following all signage and notices relating to your movement through the Hotel

- ⊘ Regularly wash your hands in the facilities provided

- ⊘ Ensure that you make every effort to 'socially distance' yourself from others by a distance of 2m whilst in the Hotel

- ⊘ Report any symptoms of Covid-19 (High temperature, continuous cough, loss of smell / taste).

Thank you for your assistance in ensuring that we can operate safely within this Hotel.

Covid-19 Control Monitoring Record

Area		Date	
Checked By		Time	

General

Covid Control Notices prominently displayed in the area	
Handwashing or sanitising facilities provided in the area are clean and have adequate supplies.	
Traffic routes clearly signposted with clear floor markings at any queuing points.	
All touch points being regularly sanitised.	
Staff are regularly wash their hands and/or using hand sanitiser	
Number of staff in area permits correct social distancing	
Correct social distancing procedures are being followed within the area.	
Workstations are being kept clear with correct distancing and sanitising procedures in place and being adhered to.	
Visitors/Contractors are following correct social distancing procedures	
Meeting Room distancing and sanitizing procedures are satisfactory (where applicable)	
Lift Controls are in place (where applicable)	
Staff toilets/Changing Rooms are cleaned with the correct social distancing arrangements in place.	

Notes/Corrective Actions:

COVID CONTROL RISK ASSESSMENT

NB: This risk assessment relates specifically to the Covid-19 risk associated with the business operation. All other non-covid controls contained in the company Health & Safety documentation should also be followed.

Location		Date		Next Review Date	
Department:		Assessor			

Task	Hazard	Person at risk?	Existing controls/safe system of work	Satisfactory Y/N	DEGREE OF RISK* LOW <> HIGH 1---------9 The risk is significant if a score greater than 3 is given	What further action is required?	Action Plan	
							Responsible person	Date of completion
Travel to Work	Contamination with Covid-19 virus through contact with infected persons or surfaces	Staff and the public	• Whenever possible, staff should not use public transport to travel to work and they should be encouraged to use private vehicles, cycling or walking. Where this is not possible, staff should use social distancing measures to protect themselves. • Flexible working hours should be considered. • Entry and exit procedures organised to minimise crowding or queueing		1 2 3 4 6 7 8 9			
In the workplace	Cross-infection by staff, visitors or customers	Staff, visitors, contractors, guests	• Staff numbers on site to be minimised. • Guest numbers to be minimised / limited • Reception procedures to be arranged to minimise contamination risks via touch points and to ensure social distancing. • Health Declaration to be signed by all visitors & contractors • Ensure traffic routes are arranged to assist social distancing • Staff are arranged into work 'pods' to minimise movement around the building. • Correct control over the use of lifts. Everyone encouraged to use stairs. • Correct controls on social distancing in meeting & events space • Workspaces are organised in a manner to allow social distancing • Enhanced cleaning and sanitising procedures in all areas • Access control, signage and sanitising procedures in place for welfare facilities • Delivery procedures follow correct social distancing procedures. • Contactless / Online methods used wherever possible e.g. for check-in / payments • Whenever possible, electronic communication is being used rather than paper and/or face to face contact. • Customer queuing procedures in place.		1 2 3 4 6 7 8 9			

COVID CONTROL RISK ASSESSMENT

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Task	Hazard	Person at risk?	Existing controls/safe system of work	Satisfactory Y/N	DEGREE OF RISK* LOW <> HIGH 1----------9 The risk is significant if a score greater than 3 is given	What further action is required?	Action Plan	
							Responsible person	Date of completion
Staff Controls	Cross-infection of staff from an infected carrier of the virus	Staff, visitors, contractors	• Staff are required to complete a Health Declaration prior to returning to work. • All staff have received instruction as to the action to be taken if they, or another person in the area, shows symptoms of Covid symptoms. • Staff are washing their hands frequently and correct facilities are provided to encourage this. • Staff are provided with face coverings where social distancing is not possible. • Staff are aware that they must report any 'Covid safety' concerns. • Staff 'Covid Awareness in the Workplace' training has been provided' • Covid Champions' have been appointed to monitor standards.		1 2 3 4 6 7 8 9			