



S = Severity (/5)

L = Likelihood of event occurring (/5)

## Reception Area

Hazard	Who is affected	Precautions	S	L	Further Actions required
Contraction of Covid-19 Via persons	Receptionists Hotel guests Other members of staff	<p><b>Protection:</b></p> <ul style="list-style-type: none"> <li>Sneeze screens installed to stop any particles being transmitted on check-in.</li> </ul> <p><b>Social Distancing:</b></p> <ul style="list-style-type: none"> <li>Guests to maintain 2 metre social distancing</li> <li>Reducing number of persons in any area to comply with 2 metre guidelines (no other members of staff to go behind the desk, reception to call sales team for queries rather than go into office)</li> </ul> <p><b>Check in procedure</b></p>	4	4	<p>Prior to returning to work, all staff are required to complete a Covid-19 Health Declaration, in addition to confirming whether they have suffered from any gastroenteritis symptoms.</p> <p>Staff to travel to work in own clothes, with clean uniform bagged and protected. Try to avoid public transport.</p> <p>Changing room made available – one person at a time. Boxes for each team member to store home clothes. Procedure reversed on departure. Uniform to be washed after each use</p> <p>Staff to be trained in new procedures introduced and record of training to be kept.</p> <p>Do not share phones – use your phone only and wipe down at end of shift</p>

		<ul style="list-style-type: none"> <li>Confirmation email amended to ensure guests are aware and following all new procedures</li> <li>Check-in procedures to highlight key changes, and ensure guests understand expectations</li> </ul>			<p>Managers and HOD to strictly ensure cleaning procedures are being followed</p> <p>Wait here until reception clear sign in alleyway. Signage on desk requesting social distancing. One-way system rooms 6-12 exiting behind bar. Give way signs/wait areas in other corridors and stairwells</p> <p>Open doors to increase ventilation.</p> <p>Returned keys to be sanitised with wipes</p>
Contraction of Covid-19 Via surfaces	<p>Receptionists</p> <p>Hotel guests</p> <p>Other members of staff</p>	<p><b>Contact points of Equipment to be cleaned down regularly:</b></p> <ul style="list-style-type: none"> <li>PDQ's, tablets and keys to be cleaned down after each guest</li> <li>Contact points of equipment to be cleaned down regularly at the end and start of every shift (e.g computer keyboard, phone, desk etc.)</li> </ul> <p><b>Hand Washing:</b></p> <ul style="list-style-type: none"> <li>Hand washing facilities with soap and warm water in place</li> <li>Stringent hand washing in place</li> </ul>	4	4	<p>Masks and gloves to be worn if moving from behind desk</p> <p>Managers and HOD to strictly ensure cleaning procedures are being followed</p> <p>Small sanitiser dispensers behind reception and in Events office. Events office no more than 2 people in room at a time.</p> <p>Pens removed from desk area.</p>

		<ul style="list-style-type: none"> <li>• Drying of hands with paper towels/</li> </ul> <p><b>Payment</b></p> <ul style="list-style-type: none"> <li>• All payment to be card/contactless only</li> <li>• No cash payments</li> </ul> <p><b>Cleaning</b></p> <ul style="list-style-type: none"> <li>• Regular cleaning of public areas around reception</li> <li>• Regular cleaning of areas in high use (e.g. door handles, light switches, phones etc.)</li> </ul> <p><b>Reducing contact:</b></p> <ul style="list-style-type: none"> <li>• Registration card to be emailed to guests</li> <li>• All handover notes to be typed up and left on the screen, not written</li> </ul> <p><b>Deliveries</b></p>		<p>Creation of online check in and payment to lessen contact.  Guests will get email prior to arrival to enable online pre-payment of room charges.</p> <p>Wipes to be provided. Higher alcohol content cleaner sourced from Diversey</p> <p>Along with payment process</p> <p>Handover done on opposite sides of screen  Online handover document confirming cleaning of areas with checklist.</p> <p>Deliveries to be wiped with sanitised wipe</p>
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Infected employees coming in	Receptionist Hotel Guests Other members of staff	<ul style="list-style-type: none"> <li>Ensure policy that workers with symptoms stay at home and are managed effectively</li> <li>Any members of staff who display symptoms quarantine for recommended two weeks</li> </ul>	5	3	Ensure access to doctors and NHs for non UK nationals

I confirm that I have read and understood the following:

- Company Covid Policy
- Department Risk Assessment
- Government Guidance Website as of 23<sup>rd</sup> June 2020
- Completed my back to work Employee Health Checklist
- I will wear all offered PPE and follow government guidelines

Signed:

Date: