



COVID-19 Risk Assessment Template

Business name:

DoubleTree by Hilton Forest Pines

Revision number and date:

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Signature:

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Completed date:

27/6/2020



1. Hazard

This risk assessment template identifies controls to minimise the hazard of COVID-19 spread.

COVID-19 is an illness that can affect your lungs and airways. Symptoms can be mild, moderate, severe or fatal. It is transmitted from small droplets that are created when infected persons sneeze or cough. These can be directly transmitted to another person or a surface and then transferred if a person touches their eyes, mouth or nose.

A competent person must carry out an appropriate COVID-19 risk assessment to help decide the control measure to implement. This risk assessment template will help you address the risks of COVID-19 and identify sensible measures to control the risks in the workplace.


You must consult with the health and safety representative selected by a recognised trade union or, if there isn't one, a representative chosen by workers. You must share the results of the risk assessment with your workforce. If possible, you should consider publishing the results on your website.

The risk assessment should be reviewed if the nature of the operation changes or if government COVID-19 advice changes.

2. People exposed

Please tick the people who will be exposed.

- | | |
|--|---|
| <input checked="" type="checkbox"/> Employees | <input checked="" type="checkbox"/> Contractors |
| <input checked="" type="checkbox"/> Visitors/guests | <input checked="" type="checkbox"/> Members of the public |
| <input checked="" type="checkbox"/> Vulnerable groups* | <input checked="" type="checkbox"/> Extremely vulnerable groups** |
| <input type="checkbox"/> Other: | |

Due to the nature of the business there may be expectant or new mothers, elderly persons, infirm persons and others that may require assistance by team members 

*Vulnerable groups are classified by the NHS as moderate risk. They will meet the criteria that make them eligible for the annual flu vaccination, for example, those aged 70 or older, and those who are pregnant. Vulnerable individuals who cannot work from home must be offered the safest on-site roles so they can maintain social distancing.

**Extremely vulnerable groups are classified by the NHS as high risk. They will have been informed by their GP that they are extremely vulnerable and will have received a letter confirming this. For employees who have been identified as extremely vulnerable individuals by their GP, they are not to work outside of the home and therefore must not return to the workplace.

For all vulnerable and extremely vulnerable employees please ensure a specific risk assessment and health declaration form has been completed.

Please tick to confirm if necessary:

- | | |
|---|-------------------------------------|
| A specific risk assessment has been carried out | <input checked="" type="checkbox"/> |
| A health declaration form has been completed | <input type="checkbox"/> |

3. Control measures

Read each question below and write in your control measures in the box. You can tick to adopt any of the suggested control measure in the right-hand column.

3.1 Effective personal hygiene

What facilities and/or procedures will you put in place to enhance the implementation of effective handwashing practices by all employees to prevent the spread of COVID-19?

Wash hand basins are provided in staff and public toilets.
Gloves have been made available for staff to use if required and where identified by a risk assessment
Wash hand basins have paper towels provided
Paper towels are used for drying hands
Suitable hand gel stations are sited throughout the premises at strategic locations
Not all staff carry personal hand gels, however, there are suitable sanitising stations throughout the premises
Gloves are provided and training has been given

- Wash hand basins are provided to ensure that hand washing can be achieved.
- If gloves are provided, has training been provided on good practices such as changing between a work task and handwashing after use.
- Wash hand basins to be supplied with soap and an effective means of drying hands.
- Paper towels are used for drying hands.
- Wash hand basins are supplemented with alcoholic hand gel.
- Hand gel is provided at the entrance of the business and at suitable locations throughout.
- Employees carry their own personal hand gel for personal use.
- Gloves are provided and training has been given on their use.

3.2 Social distancing

What procedures will you put in place to ensure appropriate social distancing is maintained between employees in their work space?

Current government guidelines are followed for social distancing. This is reinforced by staff training, wall signage, floor signage and supervision by team members
Social distancing is available for all tasks apart from various maintenance, manual handling and delivery tasks. Precautions have been put in place
Perspex screens have been installed at reception and other areas where a risk assessment identifies it as a control measure
Work practices have been streamlined to ensure social distancing is achieved
Floor markings and re-designed work areas / public areas have been redesigned where required

- Wherever possible, social distancing must be maintained. This includes all work areas, entrances, exits and rest areas and is also applicable to visitors to the site.
- Where social distancing cannot be achieved, alter the task so people are stood side to side or back to back.
- Where social distancing cannot be achieved physical barriers (for example perspex screens) have been installed.
- Implemented measures to prevent non-essential movement between work areas.
- Created floor markings to ensure separation.
- Re-designed the workflow

3.3 Cleaning and disinfection

What changes will you make to your cleaning and disinfection procedures to ensure they are capable of controlling the potential spread of COVID-19?

A re-opening guidelines document has been produced and covers cleaning and disinfection in all areas, This is carried out throughout the day and not just a start and end

Suitable disinfectants are sourced through a nominated national supplier

Touch points are disinfected throughout the day

Areas where enhanced cleaning is required have been identified and cleaning carried out

A suitable stock of cleaning materials is held in stock at all times

There is a process in place for dealing with guests / staff that are showing symptoms or have been confirmed as COVID-19 positive and a suitable cleaning and disinfection regime of relevant areas

Team members have lockers and are not required to wear uniform on public transport

Chefs uniforms are currently being washed at home. A contract with a suitable external laundry company is required to ensure a suitable standard of cleanliness and disinfection is achieved

- ✔ Touch points, such as door handles, keyboards and fridge handles are disinfected regularly throughout the day and as a minimum the start and end of the day.
- ✔ Disinfectant used is effective against viruses such as COVID-19 and the contact time is adhered to.
- ✔ All touch points to be cleaned with hot soapy water as a minimum of once a day.
- ✔ Shared entrances to the business are part of the enhanced cleaning regime. This may require co-ordination with the landlord or other users of the space.
- ✔ There is sufficient supply of cleaning materials, recognising increased usage compared to normal.
- ✔ If a person displays symptoms of COVID-19 in workplace or there is a confirmed case of someone with COVID-19 having recently visited the premises, then enhanced cleaning following the latest government guidance is undertaken.
- Colleague uniforms are to be laundered daily either professionally or at the highest temperature possible, above 60C, as not to impact the uniform.
- ✔ Employees avoid wearing their uniform on public transport
- ✔ Personal belongings brought to work must be minimal and stored away in a locker.

3.4 Personal protective equipment

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?

Employees are trained on how to put on / take off a face mask on return to work induction

PPE, gloves, face masks and aprons are disposable

In house laundry facilities are available where required

- ✔ If employees choose to wear a face covering, they must wash hands thoroughly before putting on and removing, avoid touching the face, change the covering if it becomes damp, change face covering at least daily, continue to observe enhanced hand washing, cleaning regimes and social distancing.
- ✔ Review current procedures for laundering PPE to prevent the potential spread of COVID-19.
- ✔ 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

3.5 Workplace Practices

3.5.1 Deliveries

What changes will you make to your delivery procedures to ensure they are minimising the potential spread of COVID-19?

Delivery management procedures are in place and monitored regularly

The only personal deliveries made to hotels are for live in staff. This is monitored by management

A suitable delivery area has been identified and is monitored

- ✔ The number of deliveries to site have been reduced, for example by increasing the size of order and reducing frequency.
- ✔ Stop personal deliveries to the workplace.
- ✔ Have a clear area for deliveries to be marked in the workplace and maintain social distancing when delivery is being made.
- ✔ Hands are washed thoroughly after handling the delivered items.
- ✔ Signage is displayed to indicate the delivery area and informing delivery personal of the control on site.

3.5.2 Entering and leaving work

What procedures will you put in place to ensure appropriate social distancing is maintained between customers and or visitors?

A suitable screen is installed and cleaned / disinfected at regular intervals

Shifts are staggered where possible

Floor markings in place at relevant areas

Key pads are in use and cleaned / disinfected at regular intervals

Suitable floor markings and signage are displayed throughout the hotel to inform guests and team members of social distancing requirements

- ✔ If there is a receptionist, then they must be socially distanced or a screen placed as a barrier.
- ✔ To facilitate social distancing, stagger times that employees arrive and leave work, reducing congestion at entrances and exits.
- ✔ Mark the floor at entrances to show social distance gap.
- ✔ If keypads are used to access building, consider deactivating if security can still be maintained. If key pads are used, ensure they are part of the enhanced cleaning regime.
- ✔ Markings placed at the entrance of the building to ensure social distancing is maintained before entering the building and queuing.
- ✔ Signage is displayed to inform the guest of social distancing measures and requesting they are observed.

3.5.3 Movement within work

What procedures will you put in place to minimise contact between employees, visitors and customers within the business?

Movement throughout the premises has been restricted where possible

Team member movement has been restricted to relevant areas where possible

Occupancy numbers in lifts has been identified. The decision made is to let guests manage their own social distancing whilst in lifts. Relevant signage is displayed

Social distancing practiced at all face to face meetings. Teams meetings are used where possible

Meeting room maximum occupancy numbers have been identified and enhanced cleaning and disinfection procedures put in place

Guests and visitors are instructed on social distancing at check in and by wall and floor signage throughout the premises.

- ✔ Reduce movement around building by discouraging non-essential movements.
- ✔ Restrict colleague movements to only essential areas.
- ✔ If lifts are used, restrict number of occupants to increase social distancing.
- Occupants of lifts to face away from one another and mark floor to indicate this.
- ✔ Lift to be included in the enhanced cleaning regime.
- ✔ If meetings must absolutely be held in person, maintain the social distancing and avoid sharing appliances, such as pens and whiteboards. Space meeting room layout to be changed to ensure distancing can be maintained.
- ✔ Meeting rooms are to have enhanced cleaning, with area being disinfected before and after meetings.
- ✔ Customers/visitors are to be clearly instructed on flow around the building, either through floor markings or signage.

3.5.4 Communal areas

What procedures will you put in place to ensure appropriate social distancing is maintained between employees and visitors in your business?

Seating and tables in communal areas have been arranged to ensure social distancing and routine maintenance achievable

Occupancy in toilets will be reduced and monitored by team members on a regular basis. Signage is displayed in relevant areas to inform guests. Blocking off urinals will be carried out where relevant.

Express check out is available and table service of meals / drinks is carried out.

Floor markings are in place in relevant areas to identify social distancing.

- ✔ Stagger breaks to reduce occupancy of communal areas. If possible, take breaks outside in well ventilated areas.
- ✔ Seating to be rearranged to aid maintenance of social distancing and reduce face to face interactions.
- ✔ Ensure that the communal areas are included in the enhanced cleaning regime. If there are showers and changing facilities, ensure that they are kept clear of personal items.
- ✔ Reduce occupancy of toilets to ensure social distancing can be maintained.
- ✔ Reduce the likelihood of guests congregating in communal areas by altering service, for example online check in or providing table service, distancing facilities, for example moving till points apart or use of floor marking to identify the social distancing area.
- ✔ Review occupancy limit of toilets to ensure that social distancing can be maintained. Inform guest of revised occupancy of toilets and wait until facilities are available.
- ✔ Facilities to be taped off to ensure social distancing is maintained, for example taping off one urinal if 2 are in close proximity.

3.5.5 Travelling to work

What procedures will you put in place to ensure employees reduce the spread of COVID-19 travelling to and from work?

There are no corporate vehicles used at the premises

Work vehicles are in use, namely golf / greens tractors, mowers and buggies etc. Enhanced cleaning regimes are in place

- If corporate vehicles are used to transport team, reduce number of people being carried to achieve social distance.
- If above cannot be achieved, then passengers to sit back to back or side by side and should wear a face covering.
- Work vehicles to be included on the enhanced cleaning regime.

3.5.6 Managing visitors

What additional procedures will you put in place to ensure any essential visitors do not present a risk of spreading COVID-19 to staff?

All contractors have a site induction / briefing by the maintenance team or senior manager on arrival at site

Visitor / contractor management is in place. This is discussed at the daily 10 o'clock meeting

Visitors are required to sign in and will be requested to use their own pen. If they do not have a pen then one will be provided and sanitised before and after use

- Discourage visitors to the workplace. Where visitors are absolutely necessary, then inform them of the controls on site before arriving.
- Host of visitor to inform visitor of the site specific controls when arriving at site.
- Limit the number of visitors at any one time and consider organising visits when occupancy is low, for example if maintenance is required then undertake early in morning or late afternoon.
- If visitors have to sign in, ask them to use their own pen or have a means of disinfecting pen after each use.

3.5.7 Home working

How will you assess which employees work from home or return to work?

An assessment of team members who can work from home will be made on a person / job role specific basis

Employees will only return to the workplace if:

- They cannot do their job remotely.
- Where home circumstances mean working from home is not possible.
- Equipment required to do the job safely is unavailable at home.
- Employees have been identified as vulnerable or extremely vulnerable individuals.

3.5.8 Working outside the office and home office

How will you establish procedures for those employees who work remotely?

If team members are required to work remotely and visit other premises, this will be risk assessed prior to the visit to ensure current guidance is incorporated into the risk assessment

All team members will have completed COVID-19 e-learning and will have the sickness policy re-iterated on return to work

- Face to face meetings to be avoid where possible.
- Employees are encourage not to travel on public transport
- Employees who cannot avoid travelling on public transport must wear appropriate face coverings when using public transport.
- All employees must observe social distancing at all times and wash or sanitise their hands when they arrive at their destination
- Prior to a site visit, the employee must ensure that they are not exposed to unnecessary risks at the destination and a copy of the destinations risk assessment should be reviewed.
- All employees are trained to follow the sickness policy and inform their manager is they display any of the COVID-19 symptoms.

3.5.9 Managing the workforce

Are there any specific tasks where maintaining social distance between employees presents a challenge, and are additional measures possible which will prevent the spread of COVID-19?

When the premises initially open it is expected that guest occupancy and staffing levels will be minimal. Team member shift patterns will reflect this

Team members are not incentivised to work if they are feeling unwell or if they've had contact with COVID-19 symptomatic persons. Company sickness policy is in place and enforced by management

Guidance document is in place that includes disposable cutlery, sealed cups, washing and disinfection etc

Fire risk assessments will be reviewed and updated at regular intervals and when required

- ✔ Fix teams into work groups or shift patterns. This reduces the number of contacts as employees are working with the same people routinely.
- ✔ If materials are passed between employees, for example office supplies or documentation, organise drop off zones where items can be left and then collected.
- ✔ All shared cutlery, crockery, cups and drinking glasses must be effectively cleaned and disinfected before use by other persons
- ✔ Ensure employees are not incentivised to work if they are feeling unwell
- ✔ Ensure employees are not incentivised to work if they have had contact with a symptomatic individual
- ✔ Content of the Fire Risk Assessment has been updated in this risk assessment to reflect any changes in layout

3.6 Workplace Procedures

3.6.1 Communication and training

How will you ensure all of your employees understand the measures needed to prevent the spread of COVID-19 whilst at work?

All returning to work team members will have a mini-induction that will cover all new policies, procedures, risk assessments and relevant COVID-19 training.

- ✔ All employees have read and understand the control measures detailed in this risk assessment
- ✔ All employees receive COVID-19 training
- ✔ All employees receive regular update training and are informed of the new control measures. If control measures are not followed, the employee is immediately retrained in them.
- ✔ All employees complete a COVID-19 Return to Work questionnaire to ensure they are fit to work.
- ✔ All employees understand the symptoms of COVID-19 and the action they must take if they are in contact with anyone that has the symptoms.

3.6.2 Manual Handling

How will you review manual handling practices to take into account COVID-19 controls?

Manual handling risk assessments will be reviewed and will take social distancing into consideration. Team members will be trained in all manual handling risk assessment in relation to COVID-19 specific control measures and standard task control measures

- ✔ All manual handling risk assessment have been reviewed to take into account social distancing measures.
- ✔ All employees have been consulted in the manual handling review and retrained in the new practices.

3.6.3 First Aid

How will you review first aid procedures to take into account COVID-19 controls?

The first aid needs risk assessment will be reviewed on a regular basis as and when required

First aid training is being arranged centrally by HR. Training will include any new practices required

- ✔ The first aid risk assessment has been reviewed to take into account COVID-19 controls.
- ✔ All employees have been consulted in the first aid review and retrained in the new practices.

3.6.4 Ventilation within the business

How do you ventilate your business to minimise the potential spread of COVID-19?

Windows and doors being left open for ventilation purposes will be managed in regard to local weather conditions and security.

Fire doors unless held open on a suitable device linked to the fire alarm system will not be held open

Ventilation systems where applicable will be managed by in house maintenance team

- ✔ Windows and doors should be left open to encourage ventilation of the space. This action must not impact other safety considerations, for example reduced security as the entrances are not secure or fire doors being propped open.
- ✔ Ventilation systems should be adjusted to achieve the maximum number of air changes possible, whilst maintaining colleague comfort. If there is a complex ventilation system, then guidance is to be sought from the company's ventilation and air conditioning advisors

3.6.5 Common hand contact surfaces

What procedures will you put in place for reusable hand contact surfaces?

Hand contact surfaces have been replaced with non touch where possible. This will be continually reviewed.

Single use sachets etc have been implemented

Enhanced cleaning and disinfection procedures have been implemented throughout the premises

- ✔ Reusable hand contact surfaces are replaced with alternative non-contact methods (i.e. menus on display, condiments in single use sachets etc)
- ✔ All reusable hand contact surfaces are cleaned and disinfected between use (i.e. menus, till, PDQs, kitchen equipment, etc. condiments cleaned and disinfected between use).

3.7 Review and monitoring

What procedures have you put in place to review and monitor the control measures of this risk assessment?

The risk assessment will be updated on a regular basis as and when required.

The Safe to Trade App will be updated daily and monitored by the General Manager

- ✔ The risk assessment is updated at least yearly or sooner when the Government guidance changes or work practices change.
- ✔ Monitoring of control measures are undertaken throughout the day and recorded daily in the Safe to Trade App

3.8 Dealing with COVID-19 in the workplace

What procedures will you implement if an employee and / or visitor becomes unwell and displays symptoms at work?

Current government advice will be followed in regard to team members exposed to, showing symptoms of, or returning to work after after COVID -19 diagnosis

Return to work forms will be completed by all team members after self -isolation or completion of a negative COVID-19 test

- ✔ All employees that have been exposed to symptomatic person must self-isolate for 14 days or take an appropriate COVID-19 test to establish if they are infected.
- ✔ All employees who test positive must self-isolate and follow the sickness procedure.
- ✔ All employees must complete a return to work form after self-isolation or completion of a negative COVID-19 test.

4. Additional information and control measures

This risk assessment is a working document and will be reviewed at regular intervals, at the Monthly H&S meeting and when government advice changes

Chefs whites and other relevant uniforms are to be laundered by an external laundry provider. This will assist in preventing COVID-19 transmission

5. Risk assessment training

Complete to demonstrate evidence that all employees have been trained in this risk assessment

Name	Job title	Date of Training	Signature
Steve Whitaker	General Manager	2/7/2020	[Signature]
Melissa Watson	Operations Mgr.	2/7/20.	[Signature]
Jasmin Fennell	Event Ops Mgr	2.7.2020	[Signature]
MARA SUDOSLOOS	MAINTENANCE MANAGER	3.7.2020	[Signature]
Emily Pollard	EVENTS ASS. MANAGER	3.7.2020	E Pollard
Emma Sibson	Group & event sales exec	3/7/20	[Signature]
Ashley Simpson	Jenior Sous chef	3-7-20	[Signature]
Aaron Riley	chef de Partie	3/7/20	[Signature]
Kyle Martin	commis chef	3/7/20	[Signature]
Ashley Scott	Ass bars manager	3/7/20	[Signature]
MATTHIAS PRADOUR	GOlf OPERATIONS MANAGER	3/7/20	[Signature]
ADAM WEBB	Golf memberships advisor	3/7/20	Awebb
Mary Boguski	Assistant restaurant manager	3/7/2020	[Signature]
KELLY PRADOUR	Finance Manager	3/7/202	[Signature]
CHRIS GREENWOOD-BREK	FRONT OFFICE MGR	3/7/2020	[Signature]
Angie Scott	Night Manager	3/7/2020	[Signature]
Luke O'Neill	Night shift leader	4/7/2020	[Signature]

DD/MM/YY

