

COVID-19 Risk Assessment

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Notes: We are using an anti-viral product. 'Jangro Professional Virucidal Cleaner' The contact time for this is 30 seconds.

The Metropole Hotel and Spa

Likelihood of contracting COVID-19 key

Rare	Unlikely	Possible	Likely	Almost Certain
Extremely unlikely to contract COVID-19	Could contract COVID-19 but doubtful	May contract COVID-19	More likely to contract COVID-19	Almost certain to contract COVID-19
1	2	3	4	5
1. General			Risk rating with control measures in place	

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By Samuel J Batten and Lauren Jones
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Hazard	Who might be harmed/affected	Control measure/activity	Additional controls required	Action required	Likelihood of contracting Covid-19
Spread of COVID-19	Staff Guests/Visitors Contractors	All staff to have a return to work interview	All employees must have a return to work interview and informed of the new COVID-19 illness reporting procedures and protocols	Regular monitoring of controls	1
		Staff arriving at work	All employees will enter through a designated entrance. They will go to the designated sink wash their hands, they will then fill out the 'Safe to work' form, which will include weather or not they have taken a lateral flow test and can work without a mask, clock in if needed and sanitize their hands.	Regular monitoring of controls	1
		Training/ communication	All staff to complete coronavirus awareness training before returning to work. We will update staff of changes in guidance or other situations relevant to COVID-19 by: Email, staff notice boards and through HOD's	Regular monitoring of controls	1
		Site Visits/Sales Reps	Consider whether the visit is absolutely necessary, if not, consider other means of communication such as Skype, telephone or email. Reception must be notified of all visitors in advance. Visitors will be advised not to travel if they have any symptoms and the meeting should be postponed Visitors should sign in as normal at reception Before arrival visitors must confirm they are not suffering from COVID-19 Symptoms	Regular monitoring of controls	2

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		Ventilation	Where possible all windows and doors will be kept open to ensure the building are kept well ventilated. All air conditioning will be on and well maintained to ensure fresh air is entering the building	Regular monitoring of controls	1
		Contractors	Contractors will be advised not to travel if they have any symptoms and the job be reorganised with a different contractor. Reception must be notified of all contractors in advance. Visitors will be advised not to travel if they have any symptoms and the meeting should be postponed If practical and to aid social distancing, areas of work should be closed off for duration of works. Our contractors risk assessment should be communicated before arriving at site. Before arrival contractors must confirm they are not suffering from COVID-19 Symptoms	Regular monitoring of controls	2
		Hand washing/ sanitisation	Hand washing facilities with soap and warm water available and pedal bins. Hands must be washed on arrival to the building for work in the designated staff wash room Hand washing or sanitisation to take place at least every half an hour	Regular monitoring of controls	1

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			<p>Guidance posters on display</p> <p>Drying of hands by disposable tissues in pedal type bins containing plastic bin liners, for receipt of used items. Bin bags contents are to be disposed of after tying off in a knot. Protective gloves are to be worn whilst handling the waste and hands should be immediately washed after removal of gloves.</p> <p>Hand sanitised in place where hand wash facilities are not readily available.</p> <p>Use the same measures for public toilet areas for handwashing.</p>		
		Cleaning	<p>In addition to regular front/back of house cleaning, housekeeping/assigned person to undertake (at least hourly) cleaning and disinfection areas especially frequently high touch areas including but not limited to: door handles, taps, chair arms, stair banisters, lift buttons using appropriate cleaning methods and products.</p> <p>Please see COVID-19 cleaning schedule for more information</p>	Regular monitoring of controls	2
		Social distancing	<p>Procedures will be put in to place to minimise guest interaction, including hotel app for guest information, bills will be delivered via email.</p> <p>Room service trays will be left outside bedrooms for guests to take in. Once guests have finished with their room service, they will be asked to leave the trays</p>	Regular monitoring of controls	2

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			<p>outside their room and contact reception to let us know, these will be collected immediately.</p> <p>Where possible and practical, home working will be encouraged. If any role can reasonably be adapted to allow this it will be considered.</p>		
		PPE	<p>When managing the risk of COVID-19, additional PPE beyond what you would normally wear is not recommended this is because COVID-19 is a different type of risk to the risk you would normally face in the work place. It needs to be managed through physical distancing, hygiene and fixed workplace working.</p> <p>All current guidelines regarding PPE will be adhered to and will be provided by the hotel.</p> <p>We have all the required PPE for an emergency situation and first aiders have been trained in the use of this.</p> <p>Masks remain an important way of preventing the spread of COVID-19 all staff and customers will be encouraged to wear masks. Staff who do not wear a mask for either personal reasons or medical will take a lateral flow test prior to work and follow procedures as to a positive or negative test result. Lateral flow tests are available free of charge from the government website: https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests</p>	Regular monitoring of controls	1

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		PPE Disposal	PPE waste should be put in a plastic rubbish bag in a foot operated bin and emptied and tied when full, after which it can be disposed of as general waste (or suitably disposed of as clinical waste)	Regular monitoring of controls	1
		Wearing of gloves	The use of gloves is discouraged except in preparation of hot food because of the risk of cross-contamination is far greater than not using gloves. Regular hand washing will be enforced at least every half an hour and if after touching your face.	Regular monitoring of controls	1
		Housekeeping service	Rooms only to be serviced on guest departure Stay over services to be reduced to emptying bins and freshening towels and toiletries if guest requests. Rooms will be serviced upon guests requests Guests to be informed that they can not be present in the room if any housekeeping duties are carried out.	Regular monitoring of controls	2
		Room maintenance	If any maintenance issues need to be carried out during a room that is occupied, guests will have to vacate the room. Maintenance staff will sanitise their hands before and after carrying out work in guest rooms	Regular monitoring of controls	2
		Cleaning chemicals	Staff to be trained on appropriate products, contact times and order in which these are to be used.	Regular monitoring of controls	1
		Sickness reporting procedures	If anyone becomes unwell with possible symptoms of COVID-19 including a continuous cough a high temperature or loss of smell and taste they will be sent home immediately and advised to follow the stay at home guidance. As well as the below	Regular monitoring of controls	3

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			<ul style="list-style-type: none"> • has COVID-19 symptoms, however mild, • is a confirmed case and still within their 7 day self-isolation period from onset of symptoms, • is a confirmed case and has self-isolated for 7 days, but still has a fever/ or within the last 48 hours, • has been in recent close contact with a confirmed case of COVID-19, and therefore has been advised to self-isolate for 14 days (and are currently within this period) • <p>If advised that a member of staff or public has developed COVID-19 and were recently on the premises the management team will contact the public health authority and take advice.</p>		
		Shared staff facilities	<p>Government guidelines surrounding social distancing should be maintained between users</p> <p>Staff rooms to change location so social distancing measures can be adhered to – each department will be given a separate area to take their breaks</p> <p>Noticed promotion hand hygiene and social distancing should be placed visibly in these areas</p> <p>Surfaces that are touched regularly will be disinfected/sanitised regularly. Staff will be expected to clean tables after use and dispose of any rubbish in</p>	Regular monitoring of controls	2

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			bins provided. Bins to be emptied at least once per day All areas used for eating must be thoroughly cleaned at the end of each day and shift, including chairs and door handles		
		Shared equipment	Any equipment used, e.g, keyboards, telephones, maintenance equipment etc. Should be wiped with sanitiser wipes between each user and hand sanitation/washing protocol should be followed.	Regular monitoring of controls	2
		Smoking/vaping breaks	Smoking/Vaping is banned for all staff anywhere on the hotel property	Regular monitoring of controls	1
		Uniform	Where uniforms are worn, these should be washed at temperatures above 60 degrees or a laundry sanitising agent used if the fabrics can't be washed at high temperatures. If a high temperature is not possible, and staff have sufficient uniforms, it can be left in a tied bag in a safe place for 72 hours and then wash as normal. This is necessary when the uniform has come in to contact with bodily fluids. Where uniforms are not worn e.g admin/office staff, advise staff to wash clothes at the same temperature or left as above. Ties are not to be worn or to be held in place by a tie pin, all sleeves to be rolled up to elbow height.	Regular monitoring of controls	1

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			Chefs will use the kitchen office to change in to their chef whites.		
		Work flow	Staff to make sure they minimize contact between other staff and guests and themselves during high traffic areas and busier service times	Regular monitoring of controls	2
				Regular monitoring of controls	1
		Lifts	Lifts will be kept operational for all guests but only guests from the same household can use the lift at any one time. Sanitisation stations will be outside every lift to be used before and after every use	Regular monitoring of controls	2
		Health and wellbeing awareness	Management to operate an 'open door' policy for employees who require additional support Regular communication where employees are home working Workloads to be monitored. Concerns with workloads are to be communicated to management	Regular monitoring of controls	1
		Hand sanitiser	Hand sanitiser to be available	Regular monitoring of controls	1
		Staff pregnancy	Employees should be suspended on full pay or kept on furlough until maternity leave commencement	Regular monitoring of controls	1

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2. Reception				Risk rating with control measures in place	
Hazard	Who might be harmed/affected	Control measure/activity	Additional controls required	Action required	Likelihood of contracting COVID-19
Spread of COVID-19	Staff Guests/Visitors Contractors	Guest arrival	Hand sanitiser will be available at all entrances and throughout the hotel.	Regular monitoring of controls	1
		Guest interaction at front desk	Perspex screens Social distancing markers to aid queuing	Regular monitoring of controls	2
		Guest registration	<p>Guests will arrive at reception ensuring social distancing</p> <p>They will be handed an envelope (on the envelope will be the guests name, room number and dinner times) with the room key and welcome letter.</p> <p>We will find out if they have downloaded the hotel app, if they haven't we advise they do as that is where they will find all the hotel information , including current COVID-19 F&B procedures.</p>	Regular monitoring of controls	2
		Hotel App	Guests will be informed of hotel app prior to arrival – and reminded again at reception	Regular monitoring of controls	1

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		Billing	Guest bills will be printed out by the night porter put in an envelope and put under guests doors – making sure they are completely under the door.	Regular monitoring of controls	1
		Payments	Payments where possible will be taken from a pre authorized credit card which taken prior to arrival. If not possible guest will be encouraged to use contactless payments	Regular monitoring of controls	2
		PDQ	If the PDQ machine is used and touched by the customer this will sanitised using wipes. PDQ machines will also be sanitised before and after each shift	Regular monitoring of controls	2
		Cash	Cash to be taken if payment card isnt available	Regular monitoring of controls	2
		Key cards	All key cards will be sanitized on return. Before programming key cards, staff must wash or sanitise hands	Regular monitoring of controls	2
		Guest departure	<p>Guest bills will be printed out by the night porter put in an envelope and put under guests doors – making sure they are completely under the door.</p> <p>Guests will be told their pre authorised card will be charged unless asked not to by the customer in which case contactless payments should be encouraged. If not please see information on PDQ/Cash</p>	Regular monitoring of controls	2

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		Staff work stations	If more than one member of staff on duty, staff we be assigned a work station with their own computer and phone Cleaning of work station and frequently touched areas to de done at the beginning, middle and end of every shift.	Regular monitoring of controls	2
		Social distancing behind reception	Only receptionists and managers on duty to be allowed behind reception Social distancing to be adhered to where possible.	Regular monitoring of controls	2
		Telephone Box	Receptionists to sanitise telephone box after every use.	Regular monitoring of controls	2
		Photocopier	Every area that has been touched after using the photocopier to be sanitised.	Regular monitoring of controls	1
		Guests USB	Guest to use wipe to sanitise USB	Regular monitoring of controls	1
				Regular monitoring of controls	1
				Regular monitoring of controls	1

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		PPE	<p>When managing the risk of COVID-19, additional PPE beyond what you would normally wear is not recommended this is because COVID-19 is a different type of risk to the risk you would normally face in the work place. It needs to be managed through physical distancing, hygiene and fixed workplace working.</p> <p>All current guidelines regarding PPE will be adhered to and will be provided by the hotel. We have all the required PPE for an emergency situation and first aiders have been trained in the use of this.</p>	Regular monitoring of controls	1
		Personal Hygiene	Hand washing or sanitising will be carried out at least every half an hour and everytime you touch your face	Regular monitoring of controls	3
		Uniform	Uniform needs to be cleaned on a daily basis and sleeves need to be rolled up above the elbows	Regular monitoring of controls	2
		Pens	There will be a box of sanitised pens on reception if the customer needs to use one – after use the customer will put in to the use pen box where they will be sanitised before use.	Regular monitoring of controls	2
		Room service	Room service menu will be available on the app, along with Spencer's menu, orders will be taken via the phone at reception and passed to the bar.	Regular monitoring of controls	1

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		Departmental cleaning	Enhanced cleaning in all areas paying particular attention to frequently touched areas	Regular monitoring of controls	2
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3. Bar				Risk rating with control measures in place	
Hazard	Who might be harmed/affected	Control measure/activity	Additional controls required	Action required	Likelihood of contracting COVID-19
Spread of COVID-19	Staff Guests/Visitors Contractors				
		Guest arrival	Hand sanitiser will be available throughout the lounge/bar area. Guests will have to wait to be seated by a member of staff	Regular monitoring of controls	2
		Hotel App	Guests will be informed of hotel app prior to arrival – and reminded again at reception	Regular monitoring of controls	1
		Billing	We will present the bill on a cash tray which will be washed after every use	Regular monitoring of controls	2
		Payments	Payments where possible will be charged to the room – signatures will not be required. If not possible contactless payments will be encouraged.	Regular monitoring of controls	2

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		PDQ	If the PDQ machine is used it will be sanitised after every use.	Regular monitoring of controls	2
		Cash	Cash to be accepted if no other payment method is available	Regular monitoring of controls	2
				Regular monitoring of controls	2
		Social distancing behind bar	Only staff making drinks to be allowed behind the bar Social distancing to be adhered to where possible. POS units will be turned around to face outwards to allow greater social distancing Tables in Spencers and the lounge area will be spaced out to allow social distancing	Regular monitoring of controls	2
				Regular monitoring of controls	1
				Regular monitoring of controls	1
		PPE	When managing the risk of COVID-19, additional PPE beyond what you would normally wear is not recommended this is because COVID-19 is a different type of risk to the risk you would normally face in the	Regular monitoring of controls	1

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		<p>work place. It needs to be managed through physical distancing, hygiene and fixed workplace working.</p> <p>All current guidelines regarding PPE will be adhered to and will be provided by the hotel.</p> <p>We have all the required PPE for an emergency situation and first aiders have been trained in the use of this.</p> <p>Masks remain an important way of preventing the spread of COVID-19 all staff and customers will be encouraged to wear masks. Staff who do not wear a mask for either personal reasons or medical will take a lateral flow test prior to work and follow procedures as to a positive or negative test result</p>		
	Guest departure	Once guests have left and table has been cleaned and sanitised a ready to use sign will be placed on the tables for the next customer	Regular monitoring of controls	2
	Menus	Wine lists and menus will be sanitised after each use	Regular monitoring of controls	1
	Taking orders	Table service will be encouraged, however if someone wishes to order at the bar, they can.	Regular monitoring of controls	2
	Serving food and drink	Food and drink will be served to the tables and time spent at the table will be limited, unless someone orders a drink at the bar.	Regular monitoring of controls	2

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		Personal hygiene	Hand washing or sanitising will be carried out at least every half an hour and everytime you touch your face	Regular monitoring of controls	3
		Uniform	Uniform needs to be cleaned on a daily basis and sleeves need to be rolled up above the elbows No ties to be worn or if wearing a tie a tie pin must be worn.	Regular monitoring of controls	2
		Laying up tables	Fresh cutlery will be placed on the table for each guests, condiments will be sanitised inbetween use.	Regular monitoring of controls	2
		Clearing tables	Once table has been cleared, table and chairs need to be sanitizes and 'Good to Go' sign needs to be put back on the table	Regular monitoring of controls	2
		Washing of glasses, crockery and cutlery	Ensure the glass and dishwasher are at a temperature of 80 degrees	Regular monitoring of controls	2
				Regular monitoring of controls	2
				Regular monitoring of controls	0
		Condiments - Sauces	Will be available on request and will be served in disposable ramakins	Regular monitoring of controls	2

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		Condiments – Salt and Pepper	These will remain in the salt and pepper shakers and will be sanitised after every use -	Regular monitoring of controls	2
				Regular monitoring of controls	1
		Barrels	Hands need to be sanitised before and after changing barrels	Regular monitoring of controls	1
		Cellar	Hands need to be sanitised before and after entering the cellar	Regular monitoring of controls	1
		Room service	Order will be taken by reception and passed to bar. Room service tray, cutlery and condiments will be sanitised. Tray will be placed on a stand outside of the bedroom. Member of staff can take room service in to a bedroom, but must minimise contact with the guest. Once guests have finished with their room service, they will be asked to leave the trays outside their room and contact reception to let us know, these will be collected immediately.	Regular monitoring of controls	2
		Departmental cleaning	Enhanced cleaning in all areas paying particular attention to frequently touched areas	Regular monitoring of controls	2

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		Clearing glasses	Clear glasses using a tray, taking care not to touch the rim of the glass which has been in contact with the customers mouth, glasses to be placed immediately in to the washer	Regular monitoring of controls	2
		Napkins	After clearing linen or paper napkins ensure you sanitise your hands	Regular monitoring of controls	2
		Serving cloths	Each member of staff to have their own serving cloths for that service.	Regular monitoring of controls	1
		Telephone	To be sanitised after every use	Regular monitoring of controls	2

3. Restaurant				Risk rating with control measures in place	
Hazard	Who might be harmed/affected	Control measure/activity	Additional controls required	Action required	Likelihood of contracting COVID-19
Spread of COVID-19	Staff Guests/Visitors Contractors	Guest interaction at Host Desk	We will be providing table service for every guest	Regular monitoring of controls	2

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		Restaurant doors	Restaurant doors to be kept open	Regular monitoring of controls 1
		Guest arrival	Hand sanitiser will be available outside restaurant doors. Guests will have to wait to be seated by a member of staff	Regular monitoring of controls 2
		Hotel App	Guests will be informed of hotel app on arrival at hotel	Regular monitoring of controls 0
		Billing	We will present the bill on a cash tray which will be washed after every use	Regular monitoring of controls 2
		Payments	Payments where possible will be charged to the room – signatures will not be required. If not possible contactless payments will be encouraged.	Regular monitoring of controls 2
		PDQ	If the PDQ machine is used it will be sanitised after every use.	Regular monitoring of controls 2
		Cash	Cash will be accepted if card payment is unavailable	Regular monitoring of controls 2
		POS	One staff member will be chosen to use the POS till per shift, it will be sanitised before and after each shift.	Regular monitoring of controls 1

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		Social distancing in restaurant	Social distancing to be adhered to where possible.	Regular monitoring of controls	2
				Regular monitoring of controls	1
				Regular monitoring of controls	0
		PPE	<p>When managing the risk of COVID-19, additional PPE beyond what you would normally wear is not recommended this is because COVID-19 is a different type of risk to the risk you would normally face in the work place. It needs to be managed through physical distancing, hygiene and fixed workplace working.</p> <p>All current guidelines regarding PPE will be adhered to and will be provided by the hotel.</p> <p>We have all the required PPE for an emergency situation and first aiders have been trained in the use of this.</p> <p>Masks remain an important way of preventing the spread of COVID-19 all staff and customers will be encouraged to wear masks. Staff who do not wear a mask for either personal reasons or medical will take a lateral flow test prior to work and follow procedures as to a positive or negative test result.</p>	Regular monitoring of controls	1

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			Lateral flow tests are available free of charge from the government website: https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests		
				Regular monitoring of controls	2
		Menus	All food menus will be single use and wine lists will be cleaned after every use	Regular monitoring of controls	1
		Taking orders	All orders will be taken at the table	Regular monitoring of controls	2
		Serving food and drink	Food and drink will be served to the tables	Regular monitoring of controls	2
		Personal hygiene	Hand washing or sanitising will carried out at least every half an hour and everytime you touch your face	Regular monitoring of controls	3
		Uniform	Uniform needs to be cleaned on a daily basis and sleeves need to be rolled up above the elbows No ties to be worn or if tie is worn a tie pin must be used.	Regular monitoring of controls	2
		Laying up tables	After the table has been cleaned and sanitised it will be laid up with a basic mise en place	Regular monitoring of controls	1

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		Clearing tables	Once table has been cleared, table and chairs need to be sanitized	Regular monitoring of controls	2
		Washing of glasses, crockery and cutlery	Ensure the glass and dishwasher are at a temperature of 80 degrees. Glasses to be placed in to the dishwasher immediately	Regular monitoring of controls	2
				Regular monitoring of controls	2
		Condiments - Sauces	Will be available on request and will be served in ramakins	Regular monitoring of controls	2
		Condiments – Salt and Pepper	These will remain in the salt and pepper shakers and will be sanitised after every use - and left on the table	Regular monitoring of controls	2
				Regular monitoring of controls	1
		Buffets	We will have a self service buffet, the food items will be split between 3 different food stations to discourage queuing, each station will have sanitiser	Regular monitoring of controls	0
				Regular monitoring of controls	1

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				Regular monitoring of controls	2
	Restaurant office	We will try to limit the amount of people in the office where possible		Regular monitoring of controls	1
	General department cleaning	Enhanced cleaning in all areas paying particular attention to frequently touched areas		Regular monitoring of controls	2
	Still room	One way system to be implemented where possible.		Regular monitoring of controls	1
	Napkins	After clearing linen or paper napkins ensure you sanitise your hands		Regular monitoring of controls	2
	Clearing glasses	Clear glasses using a tray, taking care not to touch the rim of the glass which has been in contact with the customers mouth, glasses to placed immediately in to the washer		Regular monitoring of controls	2
	Tea and coffee machine	The handles will be treated as a high touch area and be sanitised regularly		Regular monitoring of controls	1
	Serving cloths	Each member of staff to have their own serving cloths for that service.		Regular monitoring of controls	1

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		Silver service	We will not be offering silver service	Regular monitoring of controls	0
		Telephone	To be sanitised after every use	Regular monitoring of controls	1
		PPE	<p>When managing the risk of COVID-19, additional PPE beyond what you would normally wear is not recommended this is because COVID-19 is a different type of risk to the risk you would normally face in the work place. It needs to be managed through physical distancing, hygiene and fixed workplace working.</p> <p>All current guidelines regarding PPE will be adhered to and will be provided by the hotel.</p> <p>We have all the required PPE for an emergency situation and first aiders have been trained in the use of this.</p> <p>Masks remain an important way of preventing the spread of COVID-19 all staff and customers will be encouraged to wear masks. Staff who do not wear a mask for either personal reasons or medical will take a lateral flow test prior to work and follow procedures as to a positive or negative test result.</p> <p>Lateral flow tests are available free of charge from the government website: https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests</p>	Regular monitoring of controls	1

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5. Kitchen				Risk rating with control measures in place	
Hazard	Who might be harmed/affected	Control measure/activity	Additional controls required	Action required	Likelihood of contracting COVID-19
Spread of COVID-19	Staff Guests/Visitors Contractors	Deliveries	No more than one delivery at a time. Side entrance doors to be open and hand sanitiser to be available Remove all excess packaging and wipe down products before they are put away	Regular monitoring of controls	2
		Cleaning	Enhanced cleaning procedure paying close attention to frequently touched areas.	Regular monitoring of controls	2
		Work stations/ social distancing	Each chef will be assigned their own work station which will be sanitised before and after use. Work stations will adhere to social distancing where possible and chefs will work side by side not facing each other.	Regular monitoring of controls	2
		Uniforms	Chefs whites and aprons ideally to be cleaned by the hotel and to be changed daily. If this is not possible, they must be washed at home following the above guidance.	Regular monitoring of controls	2
		Changing room	Kitchen office will now be used as a changing room only one person to use this at a time	Regular monitoring of controls	1
		Telephone	To be sanitised after every use	Regular monitoring of controls	2

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		Hygiene	Hand washing or sanitising will carried out at least every half an hour and everytime you touch your face	Regular monitoring of controls	3
		PPE	<p>When managing the risk of COVID-19, additional PPE beyond what you would normally wear is not recommended this is because COVID-19 is a different type of risk to the risk you would normally face in the work place. It needs to be managed through physical distancing, hygiene and fixed workplace working.</p> <p>All current guidelines regarding PPE will be adhered to and will be provided by the hotel.</p> <p>We have all the required PPE for an emergency situation and first aiders have been trained in the use of this.</p> <p>Masks remain an important way of preventing the spread of COVID-19 all staff and customers will be encouraged to wear masks. Staff who do not wear a mask for either personal reasons or medical will take a lateral flow test prior to work and follow procedures as to a positive or negative test result.</p> <p>Lateral flow tests are available free of charge from the government website: https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests</p>	Regular monitoring of controls	1
		Mop and Buckets	Must be cleaned thoroughly at the end of every shift. Mop head to be left in a bleach solution overnight.	Regular monitoring of controls	1

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		Keys		Regular monitoring of controls	1
		Pens	Each member of staff will have their own pens	Regular monitoring of controls	2
		Service	Chefs to wash hands before touching plates, breakfast trays etc.	Regular monitoring of controls	2

6. Housekeeping				Risk rating with control measures in place	
Hazard	Who might be harmed/affected	Control measure/activity	Additional controls required	Action required	Likelihood of contracting COVID-19
Spread of COVID-19	Staff Guests/Visitors Contractors	Guest interaction in corridors	Staff to enter an empty bedroom to allow guests to pass or back down the corridor where there is enough space to socially distance	Regular monitoring of controls	2
		Staff key cards	Each trolley will have its own key card for that section, staff members will be responsible for sanitising these themselves	Regular monitoring of controls	1
				Regular monitoring of controls	1

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		Tea room	We will try to limit the amount of staff in the tea room at any one time where possible	Regular monitoring of controls	1
		Ventilation	Bedrooms windows to be opened for as long as possible to allow airing of rooms	Regular monitoring of controls	1
		Staff work stations	One member of staff to be given a particular section/floor to clean and trolley to be sanitised after each shift. If staff member requires assistance, social distancing must be adhered to where possible	Regular monitoring of controls	2
		Linen trolley	Needs to be sanitised after every use	Regular monitoring of controls	2
		Hoovers	Hoovers need to be sanitised after every use	Regular monitoring of controls	2
				Regular monitoring of controls	1
		PPE	When managing the risk of COVID-19, additional PPE beyond what you would normally wear is not recommended this is because COVID-19 is a different type of risk to the risk you would normally face in the work place. It needs to be managed through physical distancing, hygiene and fixed workplace working.	Regular monitoring of controls	1

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			<p>All current guidelines regarding PPE will be adhered to and will be provided by the hotel.</p> <p>We have all the required PPE for an emergency situation and first aiders have been trained in the use of this.</p> <p>Masks remain an important way of preventing the spread of COVID-19 all staff and customers will be encouraged to wear masks. Staff who do not wear a mask for either personal reasons or medical will take a lateral flow test prior to work and follow procedures as to a positive or negative test result. Lateral flow tests are available free of charge from the government website: https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests</p>		
		Personal Hygiene	Hand washing or sanitising will carried out at least every half an hour and everytime you touch your face	Regular monitoring of controls	3
		Uniform	Uniform needs to be cleaned on a daily basis and sleeves need to be rolled up above the elbows	Regular monitoring of controls	2
		Pens	Staff will have their own pens	Regular monitoring of controls	2

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				Regular monitoring of controls	2
		Hospitality tray	Hospitality tray items will be completely replaced for each guest, any items not used should be placed in a container for 72 hours before being reused. Hospitality tray will contain limited items with any requests to go through reception	Regular monitoring of controls	1
		Laundry/Linen	After handling towels, sheets etc staff must sanitise their hands Duvets, pillows need to be washed at a minimum temperature of 70-75 degrees on a regular basis	Regular monitoring of controls	2
		Mugs, glasses and teaspoons	These items must be washed in the dishwasher downstairs at a minimum of 80 degrees	Regular monitoring of controls	2
		Bathroom cleaning	Following your usual procedure using a cloth, first clean hard surfaces with warm soapy water. Then clean these surfaces with our usual cleaning products. Paying particular attention to frequently touched areas – including but not limited to: taps, door handles, toilet flushes, toilet seats, light switches, shower controls, shower heads, toilet brush handle etc.	Regular monitoring of controls	3
		Bedroom cleaning	Follow usual procedure ensuring the bedroom is clean and sanitised paying particular attention to frequently touched areas. Including but not limited to: all door, wardrobe, cabinet and window handles, light switches, tv remotes,	Regular monitoring of controls	3

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			kettles, wardrobe rails, coat hangers, safes, phones, and all hard surfaces		
		Guest information	All guest information will be taken out of the room and will now be available on the hotel app	Regular monitoring of controls	1
				Regular monitoring of controls	1
				Regular monitoring of controls	0
		Ground floor cleaning	As per usual ensuring all frequently touches areas will be sanitised hourly these include but not limited to any door handles, banisters, light switches, tables. Where possible doors will remain open	Regular monitoring of controls	3
		Public toilets	<p>Where possible doors will remain open, hourly cleaning and sanitising will take place ensuring all frequently touches areas include but not limited to: door/cubical handles, flushes, taps, toilet seats, toilet roll dispenser. We are going to remove the toilet brushes.</p> <p>Hotel residents to be advised to use the toilets in their bedroom rather than public toilets.</p> <p>We will ensure sanitary bins are pedal operated</p>	Regular monitoring of controls	3

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		Laundry	We will limit the staff in laundry area where possible. All machines must be sanitised before and after use and hands must be washed and sanitised after touching dirty linen.	Regular monitoring of controls	2
				Regular monitoring of controls	2
		Laundry deliveries	Delivery driver must use hand sanitiser before entering the building	Regular monitoring of controls	2
		Cleaning in corridors	All frequently touched surfaces will be cleaned ever hour.	Regular monitoring of controls	

8. Conference rooms				Risk rating with control measures in place	
Hazard	Who might be harmed/affected	Control measure/activity	Additional controls required	Action required	Likelihood of contracting COVID-19
Spread of COVID-19	Staff Guests/Visitors Contractors	Pens, pencils conference folders	These will be on offer, however if not used they will be replaced in-between each meeting	Regular monitoring of controls	2

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		Tea and coffee service	hand sanitiser being available for each delegate to used before and after using the coffee station	Regular monitoring of controls	2
		Conference doors	Conference doors will be wedged open on arrival however due to the risk of fire, which is deemed to be a greater risk than Covid-19, all fire doors will remain closed.	Regular monitoring of controls	2
				Regular monitoring of controls	1
		Linen	After handling dirty table cloths etc staff must sanitise their hands. Linen must be replaced after every conference	Regular monitoring of controls	1
		Mugs, glasses and teaspoons	These items must be washed in the dishwasher at a minimum of 80 degrees	Regular monitoring of controls	2
		Social distancing	Rooms will be laid out in line with current government guidelines relating to social distancing	Regular monitoring of controls	2
		Lunch	Sandwich lunches and finger buffets will be self service, hand sanitiser will be available	Regular monitoring of controls	2
		Conference room set up	Staff setting up conference rooms will wash and sanitise their hands before setting up conference rooms.	Regular monitoring of controls	2

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		Conference equipment	Must be placed in the room then sanitised, this include TV's, Screens, flipcharts etc.	Regular monitoring of controls	2
		COVID-19 Infected room	Follow COVID-19 infected room protocol	Regular monitoring of controls	4

8. Leisure and Spa				Risk rating with control measures in place	
Hazard	Who might be harmed/affected	Control measure/activity	Additional controls required	Action required	Likelihood of contracting Covid-19
Spread of COVID-19	Staff Guests/Visitors Contractors	All staff to have a return to work interview	All employees must have a return to work interview and informed of the new COVID-19 illness reporting procedures and protocols	Regular monitoring of controls	1
				Regular monitoring of controls	1
		Training/ communication	All staff to complete coronavirus awareness training before returning to work. We will update staff of changes in guidance or other situations relevant to COVID-19 by: Email, staff notice boards and through HOD's	Regular monitoring of controls	1
		Site Visits/Sales Reps	Consider whether the visit is absolutely necessary, if not, consider other means of communication such as Skype, telephone or email.	Regular monitoring of controls	2

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			<p>Reception must be notified of all visitors in advance.</p> <p>Visitors will be advised not to travel if they have any symptoms and the meeting should be postponed</p> <p>Visitors should sign in as normal at reception</p> <p>Before arrival visitors must confirm they are not suffering from COVID-19 Symptoms</p>		
		Contractors	<p>Contractors will be advised not to travel if they have any symptoms and the job be reorganised with a different contractor.</p> <p>Reception must be notified of all contractors in advance.</p> <p>Visitors will be advised not to travel if they have any symptoms and the meeting should be postponed</p> <p>If practical and to aid social distancing, areas of work should be closed off for duration of works. Our contractors risk assessment should be communicated before arriving at site.</p> <p>Before arrival contractors must confirm they are not suffering from COVID-19 Symptoms</p>	Regular monitoring of controls	2
		Guest Arrival for leisure facilities	Hand sanitiser to be available upon arrival		
		Guest arrival for treatments	<p>Hand sanitiser to be available upon arrival</p> <p>Guest will fill out a consultation form which has been altered to include a Covid-19 section. where they will</p>		

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			be asked if they have experienced any symptoms in the last 7 days. If they answer yes to any of these questions they will be asked to leave and reschedule		
		Hand washing/ sanitisation	<p>Hand washing facilities with soap and warm water available and pedal bins.</p> <p>Hands must be washed on arrival to the building for work in the designated staff wash room</p> <p>Hand washing or sanitisation to take place at least every half an hour</p> <p>Guidance posters on display</p> <p>Drying of hands by disposable tissues in pedal type bins containing plastic bin liners, for receipt of used items. Bin bags contents are to be disposed of after tying off in a knot. Protective gloves are to be worn whilst handling the waste and hands should be immediately washed after removal of gloves.</p> <p>Hand sanitised in place where hand wash facilities are not readily available.</p> <p>Use the same measures for public toilet areas for handwashing.</p>	Regular monitoring of controls	1
		Cleaning	In addition to usual cleaning procedures, the pool area will be cleaned using an anti-viral spray in between each session. The gym will be cleaned following our usual procedures with high touch areas sanitised	Regular monitoring of controls	2

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		after every use. Please see COVID-19 cleaning schedule for more information. Cleaning of treatment rooms will be done after every use, all touch surfaced will be sanitised and any linen used will be changed.		
	Changing Rooms	The changing rooms will be cleaned and sanitised on an hourly basis		
	Wet floors	Wet floor signs will be used and matting will be put down		
	Pool side showers	Showers will be available pool side and will be sanitised every hour.		
			Regular monitoring of controls	2
	PPE	When managing the risk of COVID-19, additional PPE beyond what you would normally wear is not recommended this is because COVID-19 is a different type of risk to the risk you would normally face in the work place. It needs to be managed through physical distancing, hygiene and fixed workplace working. However if individuals choose to wear PPE they will need to provide this, except in a case of a suspected COVID-19 case where the hotel will provide the PPE equipment. Perspex screens will be in place on the reception desk and nail bar.	Regular monitoring of controls	1

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			<p>The therapist will wear a mask and visor.</p> <p>We have all the required PPE for an emergency situation and first aiders have been trained in the use of this.</p> <p>Masks remain an important way of preventing the spread of COVID-19 all staff and customers will be encouraged to wear masks. Staff who do not wear a mask for either personal reasons or medical will take a lateral flow test prior to work and follow procedures as to a positive or negative test result. Lateral flow tests are available free of charge from the government website: https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests</p>		
		PPE Disposal	PPE waste should be put in a plastic rubbish bag in a foot operated bin and emptied and tied when full, after which it can be disposed of as general waste (or suitably disposed of as clinical waste)	Regular monitoring of controls	1
		Wearing of gloves	The use of gloves is discouraged except in preparation of hot food because of the risk of cross-contamination is far greater than not using gloves. Regular hand washing will be enforced at least every half an hour and if after touching your face.	Regular monitoring of controls	1
		Cleaning chemicals	Staff to be trained on appropriate products, contact times and order in which these are to be used.	Regular monitoring of controls	1

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		Sickness reporting procedures	<p>If anyone becomes unwell with possible symptoms of COVID-19 including a continuous cough a high temperature or loss of smell and taste they will be sent home immediately and advised to follow the stay at home guidance. As well as the below</p> <ul style="list-style-type: none"> • has COVID-19 symptoms, however mild, • is a confirmed case and still within their 7 day self-isolation period from onset of symptoms, • is a confirmed case and has self-isolated for 7 days, but still has a fever/ or within the last 48 hours, • has been in recent close contact with a confirmed case of COVID-19, and therefore has been advised to self-isolate for 14 days (and are currently within this period) <p>If advised that a member of staff or public has developed COVID-19 and were recently on the premises the management team will contact the public health authority and take advice.</p>	Regular monitoring of controls	3
		Shared staff facilities	<p>Government guidelines surrounding social distancing should be maintained between users</p> <p>Staff rooms to change location so social distancing measures can be adhered to – each department will be given a separate area to take their breaks</p> <p>Noticed promotion hand hygiene and social distancing should be placed visibly in these areas</p>	Regular monitoring of controls	2

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			<p>Surfaces that are touched regularly will be disinfected/sanitised regularly. Staff will be expected to clean tables after use and dispose of any rubbish in bins provided. Bins to be emptied at least once per day</p> <p>All areas used for eating must be thoroughly cleaned at the end of each day and shift, including chairs and door handles</p>		
		Shared equipment	Any equipment used, e.g, keyboards, telephones, maintenance equipment etc. Should be wiped with sanitiser wipes between each user and hand sanitation/washing protocol should be followed.	Regular monitoring of controls	2
		Smoking/vaping breaks	Smoking/Vaping is banned for all staff anywhere on the hotel property	Regular monitoring of controls	1
		Uniform	<p>Where uniforms are worn, these should be washed at temperatures above 60 degrees or a laundry sanitising agent used if the fabrics can't be washed at high temperatures.</p> <p>If a high temperature is not possible, and staff have sufficient uniforms, it can be left in a tied bag in a safe place for 72 hours and then wash as normal. This is necessary when the uniform has come in to contact with bodily fluids.</p> <p>Where uniforms are not worn e.g admin/office staff, advise staff to wash clothes at the same temperature or left as above.</p>	Regular monitoring of controls	1

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				Regular monitoring of controls	2
		Ventilation	Where possible all windows and doors will be kept open to ensure the building are kept well ventilated	Regular monitoring of controls	1
				Regular monitoring of controls	2
		Health and wellbeing awareness	Management to operate an 'open door' policy for employees who require additional support Regular communication where employees are home working Workloads to be monitored. Concerns with workloads are to be communicated to management	Regular monitoring of controls	1

9. COVID-19 Infected Room Protocol:

- Ensure the affected room is put into out of order status in system for a period of 72 hours. Lock the room and allow NO ACCESS this will mean the virus present lifespan will cease to be a threat.
- Ventilate room - open all windows.
- Prepare prior to entering the room by getting all PPE on i.e. gloves, mask, and apron.
- Prepare required tools: refuse bags, chemicals.

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- Strip and bag up all bedding linen items, including duvets, pillows and protectors tying the bag tightly at top. As wash at 70-75 degrees before sending to our linen company as standard.
- Gather all rubbish into a refuse bag and tie tightly at top. Follow company procedure for disposal of bodily fluids.
- Bag up all towelling items into a hazard bag and ensure items are cleaned on a temperature of 70 C - 75 C before sending to our linen company as standard.
- Proceed to steam the room - all items of soft furnishings, carpet, bed, headboards, bathrooms, hard surfaces.
- Proceed to clean the room disinfect / sanitise the room using viral killing chemical.
- The process is as described above

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