

# Foxhills

## MANAGEMENT RISK ASSESSMENT

<b>Department:</b> Conference/Sales	<b>Area/Task:</b> Manor House Conference Room operation during Novel Coronavirus (Covid-19) pandemic	<b>Assessor/s:</b> Steve Barrass/ Lee-Ann Jones	<b>Date:</b> 16-17 July 2020 10-12 August 2020 18 August 2020	<b>RA Ref No:</b> FOX/C/MRA
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Note: This risk assessment is subject to change following any industry specific announcements by the UK Government and subsequent guidance from ministers.

This Covid Secure risk assessment is a generic assessment and relates the following conference/meeting rooms in the Manor Hose – The Pine Room, The Study, The Library, The Executive Boardroom, The Bessier, The Ivatt Briscoe, The Beech and the General Hutton.

## ASSOCIATED RISK ASSESSMENT (RA) DOCUMENTATION

<b>Manual Handling RA Ref:</b> Currently not applicable	<b>COSHH RA Ref:</b> Currently not applicable	<b>DSE RA Ref:</b> Currently not applicable	<b>Lone Working RA Ref:</b> Currently not applicable	<b>Young Person RA Ref:</b> Currently not applicable	<b>Fire Risk Assessment Ref:</b> Currently not applicable
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### Hazard Identification and Initial Risk Level Classification

Within the department, review the work area or tasks that are undertaken. Consider the **significant** hazards in the work area or within the task or job. Observe all the work area or how the task is undertaken. When conducting this assessment, ensure you consult personnel who work in the area or who are involved in or may be involved in the task. Allocate a risk rating and consider if the risks are adequately controlled.

Step 1 IDENTIFY THE HAZARDS													
1	Slips & Trips	6	Storage, space & obstructions	11	Use of vehicles & buggies/driving at work	16	Fire hazards	21	Food preparation/allergens	List any specific Hazards:			
2	Storage at height Falling objects	7	Use of electrical equipment	12	Working outdoors/extremes of weather	17	Flammable materials	22	Extremes of temperature	26	Contracting Covid-19	✓	
3	Inappropriate housekeeping	8	Use of portable tools	13	Working at height	18	Work in confined spaces	23	Lone working	27			
4	Manual handling tasks/activities	9	Fixed work equipment	14	Noise & Vibration	19	Work with hazardous substances	24	Out of hours/night working	28			
5	Display screen equipment	10	Lighting levels – internal/external	15	Naked flames	20	Condition of the building/structure	25	Violence or verbal abuse to staff	29			

**Proceed to Step 2** and list the hazards that have been identified, along with what is being done to control the risk and any further action to eliminate or reduce the risk

Step 2 EVALUATE THE RISK CONTROLS							
Hazard No	Hazard Description	Who could be harmed?	Existing Control Measures	Is the risk adequately controlled?			Further action to reduce the risk
				Risk H/M/L	YES	NO	
<b>Covid-19 Generic</b>							
26	<b>Spread of Covid-19 Coronavirus</b>	Members, Guests & Staff	<b>Hand Washing</b> <ul style="list-style-type: none"> <li>Hand washing facilities with soap and hot water in place.</li> <li>Stringent hand washing taking place.</li> </ul>	M	✓		Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels.

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<b>Covid-19 Generic</b>										
26	<b>Spread of Covid-19 Coronavirus</b>	Members, Guests & Staff	<u><b>Hand Washing</b></u> <ul style="list-style-type: none"> <li>See hand washing guidance.</li> <li><a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></li> <li>Drying of hands with disposable paper towels or hand driers.</li> <li>Gel sanitisers (60% alcohol based) in any area where washing facilities not readily available</li> </ul>	M	✓		Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, kill it and to avoid touching face, eyes, nose, or mouth with unclean hands.			
26	<b>Spread of Covid-19 Coronavirus</b>	Members, Guests & Staff	<u><b>Cleaning</b></u> Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches using appropriate cleaning products and methods.	M	✓		Checks will be carried out by Managers/Duty Manager to ensure that the necessary procedures are being followed.			
26	<b>Spread of Covid-19 Coronavirus</b>	Members, Guests & Staff	<u><b>Social Distancing</b></u> Workplaces should make every reasonable effort to comply with the social distancing guidelines set out by the government - <b>2m, or 1m with risk mitigation.</b> Where 2m is not viable, you should consider and set out the mitigations you will introduce.  Further mitigating actions include: <ul style="list-style-type: none"> <li>Further increasing the frequency of hand washing and surface cleaning.</li> <li>Keeping the activity time involved as short as possible.</li> <li>Using screens or barriers to separate staff from each other and staff from customers at points of service.</li> </ul>	M	✓		Staff to be reminded daily of the importance of social distancing both in the workplace and outside of it.  Management/Duty Manager checks to ensure compliance.			

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<b>Covid-19 Generic</b>									
26	<b>Spread of Covid-19 Coronavirus</b>	Members, Guests & Staff	<ul style="list-style-type: none"> <li>Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.</li> <li>Reducing the number of people each person has contact with by using 'fixed teams or partnering</li> <li>Finally, if people must work face-to-face for a sustained period with more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead. No one is obliged to work in an unsafe work environment.</li> <li>In your assessment you should have regard to whether the people are especially vulnerable to COVID-19</li> </ul>	M	✓		<p>Staff to be reminded daily of the importance of social distancing both in the workplace and outside of it.</p> <p>Management/Duty Manager checks to ensure compliance.</p>		
26	<b>Spread of Covid-19 Coronavirus</b>	Members, Guests & Staff	<p><b>Wearing of Gloves</b></p> <p>Where the wearing of gloves as a requirement of the job, an adequate supply of these will be provided. Staff will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely.</p>	M	✓		<p>Management/Duty Manager checks to ensure compliance.</p>		
26	<b>Spread of Covid-19 Coronavirus</b>	Members, Guests & Staff	<p><b>Face Coverings</b></p> <p>Tasks and activities fall outside of a clinical setting. The role of PPE in providing additional protection is extremely limited. Other controls should be used such as screens, social distancing, increased hand/surface washing/wearing gloves. However, a face covering and/or a face visor may be worn in enclosed spaces where social distancing is not possible. Face coverings are available to staff from their manager.</p>	M	✓		<p>Evidence from PHE confirms that the benefit of using a face covering is weak compared against other ways of managing Covid-19 risk. Social distancing, increased hand and surface washing and wearing gloves.</p> <p>If worn, dispose of face covering in a secure bin prior to leaving the complex.</p> <p>Management/Duty Manager checks to ensure compliance.</p>		

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<b>Covid-19 Generic</b>									
26	<b>Spread of Covid-19 Coronavirus</b>	Staff	<p><b><u>Symptoms of Covid-19</u></b></p> <p>If a member of staff becomes unwell with a new continuous cough or a high temperature, or loss of taste or smell in the workplace, they will be sent home and advised to self-isolate at home for 14 days and contact 111.</p> <p>Report the situation to the Duty Manager who should take immediate action and complete an Incident Form.</p>	H	✓		<p>Internal communication channels and cascading of messages through HR/managers will be carried out regularly to reassure and support employees in a fast-changing situation.</p> <p>HR and the relevant managers will offer support to staff who are affected by Coronavirus.</p>		
26	<p><b>Spread of Covid-19 Coronavirus</b></p> <p>Guest demonstrates Covid-19 symptoms</p>	Guest	<p><b><u>Symptoms of Covid-19</u></b></p> <p>If a guest becomes unwell with a new continuous cough or a high temperature, or loss of taste or smell whilst staying, they will be advised to self-isolate within an allocated room or return home if they wish and contact 111</p>	H	✓		<p>Report the situation to the Duty Manager who should take immediate action and complete an Incident Form.</p> <p>Allocated bedroom to be deep cleaned by specialist contractor and to remain unoccupied for 72 hours.</p>		
26	<b>Spread of Covid-19 Coronavirus</b>	Members, Guests & Staff	<p><b><u>Mental Health</u></b></p> <p>Management will promote mental health &amp; wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help</p> <p><a href="https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/">https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/</a></p> <p><a href="http://www.hse.gov.uk/stress">www.hse.gov.uk/stress</a></p>	M	✓		<p>Regular communication of mental health information and open-door policy for those who need additional support. Initially contact relevant manager or Hospitality Action</p> <p>Hospitality Action 0808 8020282 <a href="http://www.hospitalityaction.org.uk">www.hospitalityaction.org.uk</a></p>		

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				Risk H/M/L	YES	NO							
<b>Public Areas</b>													
26	<b>Access/Security</b> Common point of contact when entering the building	Members, Guests & Staff	Essential doors will be left open if members of staff are in attendance. Where this cannot be achieved essential security doors will be cleaned with disinfectant on a regular basis.	M	✓		Cleaning staff/departmental staff allocated specifically to complete cleaning tasks in this area. Managers and staff to monitor area/situation to ensure compliance						
26	<b>Access Doors</b> Common point of contact when moving through the building	Members, Guests & Staff	Opening of the visitor economy authorised by the UK Government. Opening on 17 July 2020 based on implementation of SOP and specific training. Guest queuing system outside the Manor House main entrance. One-way system in use with separate entry and exit doors. Clear guest signage.	M	✓		Cleaning staff/departmental staff allocated specifically to complete cleaning tasks in this area.  Managers and staff to monitor area/situation to ensure compliance						
26	<b>Reception Desk Operation</b> Access to reception desk and staff	Members, Guests & Staff	Perspex screens installed on the reception desk between guest and reception staff. Reception staff behind the screen socially distanced. Only one member of family/guest party allowed the in reception at any time, one either end of the reception desk - maximum 2 guests. Staff to wash/sanitise hands. Sanitise key cards and credit card payment terminal after each use.				Cleaning staff/departmental staff allocated specifically to complete cleaning tasks in this area.  Managers and staff to monitor area/situation to ensure compliance.  Covid secure risk assessment for the Manor House reception						
<b>Phased Opening of Facilities</b>													
26	<b>Staff consultation</b> Lack of understanding/information	Staff	Managers, supervisors, and staff consulted by phone, e mail and zoom meetings prior to return. Covid-19 control measures being implemented explained and discussed. Any concerns noted.				Managers to monitor area/situation to ensure compliance						
26	<b>Phased opening</b> Unauthorised access to facilities	Members, Guests & Staff	Specific areas only allowed to open following a UK Government specific Covid Secure and industry guidance. Department/area/task specific Covid-19 risk assessments to be undertaken prior to opening. Risk assessments made available on Foxhills website.	M	✓		Managers and staff to monitor area/situation to ensure compliance						

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				Risk H/M/L	YES	NO			
<b>Phased Opening of Facilities</b>									
26	<b>Unsafe working practices</b> Contracting/spreading virus	Members, Guests & Staff	Following the completion of the department Covid-19 risk assessments, drafting of an activity specific Safe Operating Procedure, SOP. Training session designed around the SOP criteria.				Managers and staff to monitor area/situation to ensure compliance		
26	<b>Staff returning to work</b> Lack of information	Staff	Covid-19 specific information package available to all staff returning on Selima HR system. Staff confirm understanding with electronic signature/confirmation. Training session completed, on site, prior to first day by department by Training Co-ordinator. Staff sign SOP and training record confirming understanding.	M	✓		HR Director to monitor the situation to ensure compliance		
26	<b>Cleanliness</b> Buildings/areas/departments	Members, Guests & Staff	Additional cleaning completed by housekeeping staff, departmental staff and specialist contractors when required. Hard surfaces and common touchpoints (handrails and doorknobs) will be routinely wiped using FAD GreenShield and conference rooms will be will be hydrogen peroxide fogged at the end of each day using a Hydrogen Peroxide solution @ 6.5% (HPV/HPF).	M	✓		Managers and staff to monitor area/situation to ensure compliance		
26	<b>Manor House Conference Rooms</b> Spread of Covid-19 Coronavirus	Members, Guests & Staff	Re-design tables/furniture within each conference room to ensure social distancing. Defined room capacity agreed with Director of Sales and Sales Office Manager. Covid-19 information to delegates prior to event. Hand sanitiser available to all delegates. Clear signage. Staff responsible for cleaning and sanitising tables after each use. Defined social distancing signage on floors and walls as appropriate for each conference room.	M	✓		Managers and porters to monitor area/situation to ensure compliance		

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				Risk H/M/L	YES	NO			
<b>Phased Opening of Facilities</b>									
26	<b>Spread of Covid-19 Coronavirus</b>  Lack of customer confidence	Members, Guests	Covid-19 specific information on website for guests and e mailed to members. Foxhills Charter and specific Covid risk assessments displayed on website and in each bedroom. Guests asked Covid-19 specific questions when booking.  AA Covid Confident accreditation	M	✓		General Manager to monitor area/situation to ensure compliance		

If you have identified that there is a need for any specific risk assessments to be completed, **list these in Step 3 below**

**Risk Matrix** – calculate the level of risk (High/Medium/Low), using the likelihood and severity risk matrix

		SEVERITY				
		Nil 1	Minor 2	3-day 3	Major 4	Fatal 5
LIKELIHOOD	Very likely – 5	5	10	15	20	25
	Probably - 4	4	8	12	16	20
	Possible – 3	3	6	9	12	15
	Remote – 2	2	4	6	8	10
	Improbable – 1	1	2	3	4	5

LEVEL OF RISK	ACTION AND TIMESCALE
<b>High</b>	You should not start work until the risk has been reduced. You may have to set aside considerable resources to reduce the risk. If the risk involves work in progress, you should take urgent action. If it is not possible to reduce the risk even with unlimited resources, you must stop all work.
<b>Medium</b>	You must try to reduce the risk, but should carefully measure the cost of prevention. You should use measures to reduce the risk within a defined time period. If the medium risk is associated with extremely harmful consequences, you may need to carry out another assessment to identify more precisely the likelihood of harm. This will help you decide whether you need to use improved control measures.
<b>Low</b>	You don't need to take action at this time. Monitoring is necessary to make sure that the controls are still effective and being used by those involved.

Step 3 SPECIFIC RISK ASSESSMENTS						
<b>The Management Risk Assessment has identified the need for the following specific risk assessments to be completed</b>						
	YES	NO	Responsibility	Target Date	Completion Date	Specific risk assessment reference number
<b>Fire risk assessment</b>	✓		Steve Barrass			Building Specific
<b>Manual handling risk assessment</b>		✓				
<b>Display screen equipment</b>		✓				
<b>Lone working</b>		✓				

Step 4 RISK ASSESSMENT ACTION PLAN					
<b>Following the completion of the Management Risk Assessment, the points detailed have been identified as requiring action by the person/s detailed below</b>					
Hazard No	Action Plan Point	Action to be completed by:	Target Date	Completion Date	Comments
26	Managers to monitor area/situation to ensure compliance with SOP	Staff on site	Ongoing	Ongoing	
26	If a member, guest or member of staff shows signs of the virus they will be instructed to leave and return home immediately. If this is not possible staff will call 111, take advice and call an ambulance.	Duty Manager Departmental Manager	Ongoing	Ongoing	

Initial Assessment		
Signature of Assessor/s	Signature of Assessor/s	Signature of Head of Department/Manager
Name: Steve Barrass      Date: As outlined above	Name:      Date:	Name:      Date:

Step 5 RISK ASSESSMENT DISTRIBUTION					
Senior Manager	Head of Department	Facilities Manager	H&S Champion	Employees	Contractor/s
Copy to: Marc Hayton/ Paul Gumm/Tej Walia/Sally Raith-Riches/	Copy to: Nasko Petrov	Copy to:	Copy to:	Copy to: All relevant staff	Copy to:

Step 6 RISK ASSESSMENT REVIEW					
Review Date	Name	Signature	Review Date	Name	Signature