

Foxhills

MANAGEMENT RISK ASSESSMENT

Department: F&B	Area/Task: The Fox Dining Rooms. Opening scheduled for 7 August 2020	Assessor/s: Matej Kerec/ Tej Walia/Steve Barrass	Date: 4-7/18 August 2020 14/24 September 2020	RA Ref No: FOX/FX/MRA
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The Fox will re-open from the evening of the 7th August 2020 with the following schedule:

- Friday 7th – Dinner only
- Saturday 8th – Breakfast, Afternoon Tea and Dinner
- Sunday 9th – Breakfast, Afternoon Tea and Dinner
- Monday 10th onwards – Breakfast each day

- W/C 17 August – open for dinner Thursday to Sunday

- The schedule and the opening times will be kept under constant review

The Fox Dining Rooms comprise the following which have maximum room capacities as follows:

- Terrace Room – 24 guests
- Music Room – 36 guests
- Orangery – 24 guests
- Lounge – 40 guests

Note: This risk assessment is subject to change following any industry specific announcements by the UK Government and subsequent guidance from ministers.

ASSOCIATED RISK ASSESSMENT (RA) DOCUMENTATION

Manual Handling RA Ref: Currently not applicable	COSHH RA Ref: Currently not applicable	DSE RA Ref: Currently not applicable	Lone Working RA Ref: Currently not applicable	Young Person RA Ref: Currently not applicable	Fire Risk Assessment Ref: 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			

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	
Covid-19 Generic							
26	Spread of Covid-19 Coronavirus	Members, Guests & Staff	<p>Hand Washing</p> <ul style="list-style-type: none"> Hand washing facilities with soap and hot water in place. Stringent hand washing taking place. See hand washing guidance. https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/ Drying of hands with disposable paper towels or hand driers. Gel sanitisers (60% alcohol based) in any area where washing facilities not readily available 	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. 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	Spread of Covid-19 Coronavirus	Members, Guests & Staff	<p>Cleaning</p> <p>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.</p>	M	✓		Checks will be carried out by Managers/Duty Manager to ensure that the necessary procedures are being followed.
26	Spread of Covid-19 Coronavirus	Members, Guests & Staff	<p>Social Distancing</p> <p>Workplaces should make every reasonable effort to comply with the social distancing guidelines set out by the government - 2m, or 1m with risk mitigation. Where 2m is not viable, you should consider and set out the mitigations you will introduce.</p> <p>Further mitigating actions include:</p> <ul style="list-style-type: none"> Further increasing the frequency of hand washing and surface cleaning. Keeping the activity time involved as short as possible. 	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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Covid-19 Generic									
26	Spread of Covid-19 Coronavirus	Members, Guests & Staff	<ul style="list-style-type: none"> Using screens or barriers to separate staff from each other and staff from customers at points of service. Using back-to-back or side-to-side working (rather than face-to-face) whenever possible. Reducing the number of people each person has contact with by using 'fixed teams or partnering 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. In your assessment you should have regard to whether the people are especially vulnerable to COVID-19 <p>Relocating workers to other tasks. Conference calls to be used instead of face to face meetings.</p> <p>Ensuring sufficient rest breaks for staff. Social distancing also to be adhered to in canteen and smoking area.</p>	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	Spread of Covid-19 Coronavirus	Members, Guests & Staff	<p><u>Wearing of Gloves</u> 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>		

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Covid-19 Generic									
26	Spread of Covid-19 Coronavirus	Members, Guests & Staff	<p>Face Coverings</p> <p>Tasks and activities fall outside of a clinical setting. The role of PPE in providing additional protection is 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 must be worn in enclosed spaces. Face coverings are available to staff from their manager. Face covering signage displayed throughout outlet.</p>	M	✓		<p>The wearing g of face coverings by customer facing staff is mandatory by Foxhills from 21 September 2020. Dispose of face covering in a secure bin prior to leaving the complex.</p> <p>Management/Duty Manager checks to ensure compliance.</p> <p>Face coverings mandatory for guests and members inside all outlets unless eating or drinking (24 September 2020)</p>		
26	Spread of Covid-19 Coronavirus	Members, Guests & Staff	<p>Symptoms of Covid-19</p> <p>If anyone 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. 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	Spread of Covid-19 Coronavirus	Members, Guests & Staff	<p>Mental Health</p> <p>Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/ www.hse.gov.uk/stress</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 Hospitality Action 0808 8020282 www.hospitalityaction.org.uk</p>		
26	Spread of Covid-19 Coronavirus	Members, Guests & Staff	<p>Test and Trace</p> <p>All visitors to the complex must provide their name, contact details and time of arrival via either a booking, by using the venue QR code or a manual system. This information must be retained securely for 21 days</p>	L	✓		<p>All managers and staff to ensure that this information is collected and made available to the Group H&S Manager and PHE upon request.</p> <p>Staff rota information available electronically.</p>		

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26	Spread of Covid-19 Coronavirus	Members, Guests & Staff	<p>Test and Trace</p> <p>Register for the HNS Test and Trace App from 24 September 2020. - https://www.nhs.uk/apps-library/nhs-covid-19/</p> <p>Display venue specific Test and Trace QR code at each building entrance. Ask each guest/lead guest to complete the venue check in by using the QR code</p>	L	✓		<p>Follow-up and liaise if contacted by NHS Test and Trace.</p> <p>Staff rota information available electronically.</p>		

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Public Areas									
26	Access/Security 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 every 60 minutes.	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	Access Doors Common point of contact when moving through the building.	Members, Guests & Staff	Opening of F&B outlets authorised by the UK Government. Opening of F&B outlets scheduled for 4 July 2020 based on implementation of SOP and specific training.	M	✓		Cleaning staff/departmental staff allocated specifically to complete cleaning tasks in this area. Managers and staff to monitor area/situation to ensure compliance		
Phased Opening of Facilities									
26	Staff consultation 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.						
26	Phased opening Unauthorised access to facilities	Members, Guests & Staff	F&B outlets allowed to open following a UK Government announcement and specific Covid Secure industry guidance. Department/area/task specific Covid-19 risk assessments and SOP undertaken prior to opening. Risk assessments made available on Foxhills website.	M	✓		Managers and staff to monitor area/situation to ensure compliance		
26	Unsafe working practices 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	Staff returning to work 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		

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Phased Opening of Facilities									
26	Cleanliness 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, doorknobs) will be routinely wiped using FAD GreenShield and the Fox and Manor Lounge will be hydrogen peroxide fogged each evening using (HPV/HPF) using a Hydrogen Peroxide solution @ 6.5%.	M	✓		Managers and staff to monitor area/situation to ensure compliance		
26	F&B Outlets Spread of Covid-19 Coronavirus Fox Dining Rooms, Manor lounge, and outdoor terrace	Members, Guests & Staff	Re-design tables/furniture to ensure social distancing and the "rule of 6" occupancy at each table. Allocation of a host and clear signage for guests/members. Menus on QR codes or disposable copies. Social distance throughout ordering, service and clearing. No condiments on the tables, sachets used upon request. Staff responsible for cleaning and sanitising tables after each use.	M	✓		Managers and staff to monitor area/situation to ensure compliance Refer to relevant F&B outlet SOP		
26	F&B Outlets Spread of Covid-19 Coronavirus Guests mixing/mingling	Members, Guests & Staff	From 24 September 2020 bars/restaurants only allowed to open from 05.00 to 22.00. Managers, supervisors and staff to ensure that all guests have finished and departed the restaurant, Manor bar and terrace by 22.00. No guests allowed to remain after 22.00.	M	✓		Duty manager to ensure compliance of the 22.00 curfew		
26	Spread of Covid-19 Coronavirus Lack of customer confidence	Members & Guests Members &, Guests	Covid-19 specific information on website for guests and e mailed to members. Foxhills Charter displayed on website and in each bedroom. Guests asked Covid-19 specific questions when booking. AA Covid Confident accreditation	M	✓		General Manager/Manager to monitor area/situation to ensure compliance		

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				Risk H/M/L	YES	NO	
Fox Dining Rooms, Manor Lounge, Outdoor Terrace							
26	<p>Access</p> <p>Customers not socially distanced at entrance to within dining areas</p>	Members, Guests & Staff	<p>Allocation of tables with guests by Assistant Manager and Sales where appropriate.</p> <p>The main doors into The Fox will be for both entry and exit, management is part of host's duties.</p> <p>A sign will be displayed to sit on top of the free-standing sanitiser post stating "please wait to be seated".</p> <p>The host to be present at door. They will have the following duties but not limited to:</p> <ul style="list-style-type: none"> ▪ Manage entry and exit of guests to uphold social distancing. ▪ Seat guests at a table. ▪ inform the guest of the QR code that now replaced a menu ▪ Manage the queue of guests waiting by asking them to sit in the lounge to prevent a queue from forming down the corridor so as not to block the exit path out of the building. ▪ List of guests having booked breakfast / dinner will now be produced with the names alphabetically rather than the room number to ensure we ask guest for their name rather than the room number. 	M	✓		Managers and staff to monitor area/situation to ensure compliance

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				Risk H/M/L	YES	NO	
Fox Dining Rooms, Manor Lounge, Outdoor Terrace							
26	Access Customers not socially distanced at entrance to within dining areas	Members, Guests & Staff	Jackets or coats; guests will have to store these on the back of their chair. Staff re-entering the lounge or restaurant needs to sanitise their hands	M	✓		Managers and staff to monitor area/situation to ensure compliance
26	F&B service in each area Spread of Covid-19 Coronavirus	Members, Guests & Staff	Specific safe operating procedure, SOP, devised and drafted form each relevant F&B area with the manager and staff. Covid secure specific training completed	M	✓		Managers and staff to monitor area/situation to ensure compliance. Refer to relevant F&B outlet SOP

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
High	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.
Medium	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.
Low	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						
The Management Risk Assessment has identified the need for the following specific risk assessments to be completed						
	YES	NO	Responsibility	Target Date	Completion Date	Specific risk assessment reference number
Fire risk assessment	✓		Steve Barrass			Building Specific
Manual handling risk assessment		✓				
Display screen equipment		✓				
Lone working		✓				

Step 4 RISK ASSESSMENT ACTION PLAN					
Following the completion of the Management Risk Assessment, the points detailed have been identified as requiring action by the person/s detailed below					
Hazard No	Action Plan Point	Action to be completed by:	Target Date	Completion Date	Comments
26	Manager to monitor area/situation to ensure compliance with SOP	Staff on site	Ongoing	Ongoing	

