

# Foxhills

## MANAGEMENT RISK ASSESSMENT

<b>Department:</b> Front of House	<b>Area/Task:</b> Reception operation during Novel Coronavirus (Covid-19) pandemic	<b>Assessor/s:</b> Steve Barrass/ Nasko Petrov	<b>Date:</b> 2-3 July 2020	<b>RA Ref No:</b> FOX/R/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.

## 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	<u>Hand Washing</u> <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> <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> </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. 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.

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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>Gel sanitisers (60% alcohol based) in any area where washing facilities not readily available</li> </ul>	M	✓				
26	<b>Spread of Covid-19 Coronavirus</b>	Members, Guests & Staff	<p><b>Cleaning</b> 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	<b>Spread of Covid-19 Coronavirus</b>	Members, Guests & Staff	<p><b>Social Distancing</b> 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.</p> <p>Further mitigating actions include:</p> <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> <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</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>		

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Covid-19 Generic									
26	Spread of Covid-19 Coronavirus	Members, Guests & Staff	<ul style="list-style-type: none"> <li>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> <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><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	Spread of Covid-19 Coronavirus	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>	Members, Guests & Staff	<p><b><u>Symptoms of Covid-19</u></b></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.</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	<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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<b>Public Areas</b>									
26	<b>Access/Security</b> Common point of contact when entering the pro shop and toilets.	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 clubhouse.	Members, Guests & Staff	Opening of self-contained accommodation authorised by the UK Government. Opening on 4 July 2020 based on implementation of SOP and specific training. Only one member of family/guest party allowed the in reception at any time, maximum two guests, socially distanced. Guest queuing system outside 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		
<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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<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, doorknobs, elevator buttons) will be routinely wiped using FAD GreenShield and certain areas will be hydrogen peroxide fogged (HPV/HPF) using a Hydrogen Peroxide solution @ 6.5%.	M	✓		Managers and staff to monitor area/situation to ensure compliance		
26	<b>F&amp;B Outlets</b> Spread of Covid-19 Coronavirus  <i>For information only</i>	Members, Guests & Staff	Re-design tables/furniture to ensure social distancing. 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		

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<b>Phased Opening of Facilities</b>									
26	<b>Bedrooms</b> Spread of Covid-19 Coronavirus  <i>For information only</i>	Members, Guests & Staff	All touch point items removed from the bedroom. Minibar to only contain water and milk. Electronic newspapers available. Comprehensive room cleaning by housekeeping staff. Following departure and cleaning, each room will be treated with a hydrogen peroxide fogged (HPV/HPF) using a Hydrogen Peroxide solution @ 6.5%. Once completed, the room will be fitted with a door seal to confirm the process is complete. Seal to be broken by new guest upon arrival.	M	✓		Managers and staff to monitor area/situation to ensure compliance		
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
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	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: 2 – 3 July 2020	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/ Chris Fitt/Karen Callen	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



