





## Risk assessment for : Mitre Hotel Manchester Limited










<b>Risk assessment name</b>	Managing COVID-19 through Social Distancing	<b>Assessment type</b>	 General
<b>Assessor name</b>	Nicole Barker	<b>Affected site(s)</b>	The Mitre Hotel
<b>Assessment date</b>	18/05/2020	<b>Review period</b>	Monthly
<b>Approved by</b>	Nicole Barker	<b>Review date</b>	18/06/2020
<b>Approved date</b>	18/05/2020	<b>Reference</b>	0012

### Description







This risk assessment will outline the hazards we face with COVID-19 across the bar and hotel areas and how to reduce the risks. It details how social distancing measures will be applied in the workplace and any actions required where these measures may not be possible.

Hazard	Who could be harmed and how?	Existing controls	Risk rating (L x S)
 <p>Challenging Behaviour Risk of coming into close proximity of customers intoxicated and displaying challenging behaviour.</p>	<p>All staff, Contractors, Members of the public</p> <p>How? This may result in social distancing guidelines not being adhered to. Door staff would be most at risk.</p>	 <p><b>Challenging Behaviour/Violence at Work Policy</b></p> <p>All employees have been trained in the Challenging Behaviour/Violence at Work Policy in place</p>  <p><b>Provisions of Written Health &amp; Safety Policy</b></p> <p>Provisions of Written Health &amp; Safety Policy</p>	<p>1 x 1</p> <p><b>1</b></p> <p>Low</p>






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 <p>Cleaning To Reduce Transmission Of Covid-19 (Non Healthcare Settings) - Risk of exposure to Covid-19 whilst cleaning work areas.</p>	<p>All staff Cleaners</p> <p>How? Cleaning areas where Covid-19 may be present may lead to exposure to the virus. However- the cleaning of all areas correctly will reduce the risk of transmission overall.</p>	 <p><b>Appropriate Disinfectant Products Used In Line With COSHH Assessment.</b> Appropriate disinfectant to be used in line with the COSHH assessment - this will be communicated to staff.  The product will be used in line with instructions for use and dilution rates.  Disposable cloths will be used where possible to reduce transmission.</p>  <p><b>PPE Issued, Worn &amp; Disposed Of Correctly.</b> PPE Issued, Worn &amp; Kept In Good Condition and then disposed of correctly.  If dealing with bodily fluids then extra precautions will be needed which will include protection for eyes, nose and mouth in addition to the gloves and aprons.  For disposal these should be then double-bagged and labelled and stored safely and securely for 72 hours before disposal by normal means of collection.  Staff will be trained in the effective use of PPE to ensure it offers the correct level of protection.</p>	<p>2 x 5</p>  <p>10 High</p>
 <p>Contractors / Delivery Drivers Attending Site - Tradespeople, couriers and other contractors attending site for work purposes. This may</p>	<p>All staff, Contractors Visitors</p> <p>How? Transmission of Covid-19 between visitors to site and employees.</p>	 <p><b>All Visitors To Site To Be Pre-Arranged And Times Staggered</b> Non-essential visitors/contractors to be requested or permitted on site.  No unauthorised visitors to be permitted on site- they will be turned away until correct arrangements made.  Visitors to be allocated specific time slots and staggered to reduce the number of people on site.</p>	<p>2 x 5</p>  <p>10 High</p>








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include receiving of deliveries/packages.		<div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;">  <p><b>Deliveries Not To Be Handed Directly</b> Deliveries to be placed in a designated location whilst deliverer and receiver maintain 2m distance.</p> </div> <div style="width: 50%;">  <p><b>Documentation Issued Electronically Where Possible</b> To reduce the need to exchange paperwork and other documents, the information will be exchanged electronically instead where at all possible.</p> </div> <div style="width: 50%;">  <p><b>Good Hand Washing/Hygiene Procedures Observed</b> Employees to wash hands for 20 seconds with soap and water regularly and have access to sanitiser where this is not possible.</p> </div> <div style="width: 50%;">  <p><b>Managed Entry</b> The number of people permitted inside the premises will be restricted to allow effective social distancing.  There will be use of effective queue management outside the premises where necessary,</p> </div> <div style="width: 50%;">  <p><b>Regular Cleaning Including Increased Cleaning Of Touch Points.</b> Touch points cleaned on a regular basis alongside normal cleaning regime.  Disinfectant based product used in line with COSHH assessment and correct PPE worn accordingly.  Disposable cloths used where possible to reduce transmission.</p> </div> <div style="width: 50%;">  <p><b>Sanitiser Available At Visitor Interfaces.</b> Sanitiser available at locations where contractors / visitors will present to employees.</p> </div> </div>	




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		<p> <b>Waiting Area For Visitors / Contractors Well Managed</b> Any waiting area for people on site will allow for adequate social distancing in the seating arrangements.</p> <p>Use of signs and markers and announcements to remind any visitors of the requirements.</p> <p>Entry to waiting area restricted if the number of people will restrict the ability to socially distance.</p> <p>People may be turned away until a more suitable time is available where social distancing can be managed.</p>	
<p> Coughing / Spluttering Individuals Coronavirus reportedly spread through exposure or contact to cough droplets.</p>	<p>All staff, Management, Members of the public</p> <p>How? Risk of transmission of infection by poor sanitation.</p>	<p> <b>Protective Screens Provided &amp; Used</b> Perplex screen fitted on the hotel reception desk</p> <p> <b>Waste Bins Are Provided Within The Premises</b> Waste Bins Are Provided Within The Premises</p> <p> <b>Routine Cleaning Undertaken</b> Routine cleaning undertaken to the schedules in place.</p>	<p>1 x 1 1 1 Low</p>







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 <p>Customers Coming To Site - Customers attending site for leisure purposes.</p>	<p>All staff, Members of the public</p> <p>How? Transmission of virus between customers and employees on site.</p>	<p> <b>Allocated Check in Times</b> Customers to be given allocated check in times to manage the flow of people at the hotel.</p> <p>Goods will be ready and means of payment will avoid the handling of cash where possible - contactless payment method is preferable.</p> <p> <b>Entry Managed</b> The number of people permitted inside the premises will be restricted to allow effective social distancing.</p> <p>There will be the utilisation of queue management outside the premises where necessary.</p> <p> <b>Protective Customer Interface</b> Clearly marked out 2m from employee workspace.</p> <p>Consider the use of plexiglass to reduce risk of transmission which will be cleaned regularly.</p> <p> <b>Good Hand Washing/Hygiene Procedures Observed</b> Employees to wash hands for 20 seconds with soap and water or utilise appropriate sanitiser regularly in between customer interactions.</p> <p>Hand sanitiser available at the customer interface.</p> <p> <b>Protective Screens Provided &amp; Used</b> Protective Screens Provided &amp; Used</p>	<p>2 x 5</p>  <p>10</p> <p>High</p>



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		<p> <b>Queue Management In Place</b> Use of signs and markers on the floor to indicate 2m social distancing requirement for people to stand. Table service conducted to avoid congestion in the bars.</p> <p>If not sufficient space inside the premises then there will be the utilisation of outside space where appropriate.</p> <p> <b>Regular Cleaning - Including Increased Cleaning Of Touch Points.</b> Touch points will be cleaned on a regular basis alongside normal cleaning regime.</p> <p>Disinfectant based product used in line with COSHH assessment and with the correct PPE worn accordingly.</p> <p>Disposable cloths will be used where possible to reduce transmission.</p> <p> <b>Social Distancing In Place And Adhered To.</b> Staff and customers to adhere to 2m separation.</p> <p>Use of signs, announcements and markers on the floor to indicate 2m.</p> <p>1 Way systems in place where required.</p>	

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 <p>Individuals Displaying Symptoms - Coronavirus reportedly spread through exposure or contact to cough droplets. People at work developing on-set of symptoms within the workplace.</p>	<p>All staff, Contractors</p> <p>Visitors</p> <p>How? An individual could develop symptoms of high/raised temperature or new/continuous cough whilst at work.</p>	<p> <b>Employee Not To Return To Work And Should Self-Isolate</b> For those displaying symptoms of a high or raised temperature or new/persistent cough, isolation should be exercised immediately, ensuring Line Management are informed.</p> <p>Should individuals live with those displaying symptoms, they should isolate for 14 days. If by themselves, 7 days.</p> <p> <b>Employee To Go Home Immediately</b> The employee will be sent home directly from work and maintain social distancing to do so.</p> <p>If they require someone from their household to come and pick them up - they will wait in an isolated room away from anyone else until they are collected.</p> <p>They should then self-isolate in accordance with guidelines.</p> <p> <b>Follow government advice on Testing</b> The Government has put procedures in place regarding testing- Kindly ensure the COVID19 test is booked for anyone displaying symptoms. see- <a href="https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested">https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested</a></p> <p> <b>Good Hand Washing/Hygiene Procedures Observed</b> Staff should be carrying out regular hand washing for at least 20 seconds using soap and water or use of a sanitiser if this is not available.</p> <p>Following cleaning an area after a symptomatic person the hands should be thoroughly cleaned.</p>	<p>3 x 5</p>  <p>High</p>

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		<p> <b>Waste Disposed Of With Care With Local Guidelines.</b> Any waste from areas where symptomatic people have worked- including the PPE and cleaning items that have been used will be double-bagged and labelled and disposed of 72 hours with normal collection arrangements - or if test results come back negative where applicable.</p> <p>If unable to store the waste then arrangements for clinical waste collection will be made.</p> <p> <b>Work Area Cleaned Thoroughly Using Disinfectant.</b> All work areas where the suspected infected person was present will be thoroughly cleaned using an appropriate disinfectant product.</p> <p>Following manufacturers' instructions for dilution rate and relevant COSHH assessment for use and PPE requirements.</p> <p>Disposable cloths used where possible to reduce transmission.</p> <p>Advice From Gov.uk: Using a disposable cloth, first clean hard surfaces with warm soapy water. Then disinfect these surfaces with the cleaning products you normally use. Pay particular attention to frequently touched areas and surfaces, such as bathrooms, grab-rails in corridors and stairwells and door handles.</p>	







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 <p>Kitchen Facilities - Difficulties in exercising social distancing working in close proximity in the kitchen</p>	<p>All staff</p> <p>How? Kitchen staff will be required to work in close proximity of one another if the restaurant area is busy. However, regularly cleaning as you go will eliminate that risk as well as working on separate stations in the kitchen</p>	<p> <b>Access To Kitchen Restricted</b> The number of people permitted into kitchen restricted to ensure social distancing can be maintained whilst accessing facilities and equipment.</p> <p> <b>Good Cleaning Standards Maintained.</b> Regular cleaning of all canteen equipment and surfaces carried out using the appropriate disinfectant in line with COSHH assessment and correct PPE.</p> <p>Disposable cloths used where possible to reduce transmission.</p> <p>Users to clean items before and after use with provided sanitiser and disposable cloths to reduce possible transmission.</p> <p> <b>Kitchen Arranged So That People Can Socially Distance.</b> Seating spaced out- so people can sit apart.</p> <p>Markers or signs on the floor and wall to indicate where people can wait to use the facilities to maintain distance.</p> <p> <b>Staggered Break Times Implemented to Separate People.</b> Breaks staggered to reduce numbers of people accessing the canteen at any one time so that</p> <p> <b>Monitoring Carried Out</b> Monitoring of the cleaning carried out and recorded where appropriate.</p> <p> <b>Use Of Signs To Remind Employees</b> Signs, posters, markings on the floor and wall to remind staff of the need to maintain social distancing.</p>	<p>2 x 4</p>  <p>8</p> <p>Medium</p>







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		social distancing can be maintained.	
 <p>People Attending The Workplace - Where individuals are coming together of groups of more than two at any one time for work purposes at any of our premises.</p>	<p>All staff, Contractors Visitors</p> <p>How? This may increase the potential spread of the virus.</p>	<p> <b>Bar and communal areas controlled access</b> Canteen and rest areas to be controlled so that social distancing can be adhered to. Hotel reception restricted to 2 booking at a time.</p> <p>In some situations, it may be required to close these facilities if the risk cannot be controlled.</p> <p> <b>Effective Work Planning - Staff and Layout</b> For those staff who are required in the work premises and cannot work from home - the layout allows for social distancing between desks, work spaces, aisles, meeting rooms etc.</p> <p> <b>Organisation Of Workplace To Encourage Social Distancing</b> Social distancing policy in place and being practised</p> <p> <b>Put signage in place to inform people of social distancing</b> Following the two-meter guidance, handwashing, use of gloves, covering of nose when sneezing, do not enter the premises if feeling unwell or experiencing COVID 19 symptoms</p> <p> <b>Good Hand Washing/Hygiene Procedures Observed</b> Good hand washing facilities available so staff can wash hands for 20 seconds using soap and water and/ or provision of sanitiser.</p> <p> <b>Pro-active Monitoring In Place</b> Regular checks done of venue capacity and cleaning schedules.</p>	<p>4 x 2</p>  <p>8</p> <p>Medium</p>





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		<p> <b>Regular Cleaning Regime In Place</b> Regular cleaning of work areas to take place.</p> <p>Increased frequency of cleaning of regularly touched surfaces to be carried out.</p> <p>Deep cleans to be carried on a regular basis where required where risk assessment identifies it as a necessity.</p> <p>The appropriate disinfectant used in line with COSHH assessment.</p> <p>Disposable cloths used where possible to reduce transmission.</p> <p> <b>Staff Awareness</b> Staff communicated with on a regular basis on the hazards and controls in the workplace.</p> <p>Staff trained on controls and use of posters, signs, announcements and toolbox talks to ensure staff are clear on the essential control measures they must follow.</p> <p>All available e-modules to be completed by employees.</p> <p> <b>Toilets/rest rooms</b> Signs displayed advising 2 people per rest room at any time</p> <p> <b>Ventilation On Site Increased As Much As Possible.</b> Windows and doors opened as much as possible to increase ventilation in all workspaces.</p>	

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 <p>Shared bar and outdoor areas - Due to areas being frequently utilised by customers and staff, the potential for infection is increased. This includes stairwells, waiting areas, seating areas as well as toilets and kitchen areas.</p>	<p>All staff Visitors</p> <p>How? Common areas may restrict distancing of 2+ metres at any one time. Due to heavy foot fall, surfaces may be touched more frequently and individuals may cross paths more often.</p>	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">  <p><b>Numbers Of People In Common areas Managed.</b> Individuals using common areas will be kept to a minimum at all times and social distancing will be strictly adhered to.</p> </div> <div style="width: 45%;">  <p><b>Pro-active Monitoring In Place</b> Common areas, including toilets and access and egress routes are monitored frequently, ensuring individuals are exercising social distancing. Clicker in use throughout busy periods to manage capacity.</p> </div> </div> <div style="margin-top: 20px;">  <p><b>Regular Cleaning Of Common Areas.</b> Common areas where people pass through are to be cleaned frequently but specific attention to be paid to areas where people spend more time or common touchpoints. These will be cleaned more intensely/frequently.</p> <p>The appropriate disinfectant will be used in line with the COSHH Assessment and the correct PPE worn which will be disposed of correctly.</p> <p>Disposable cloths will be used where possible to reduce transmission.</p> </div> <div style="margin-top: 20px;">  <p><b>Use Of Stairs Rather Than Lifts.</b> Stairs should be used rather than lifts to prevent people from being in close proximity.</p> <p>If the lift is to remain in use then the occupancy will be limited to be able to comply with social distancing.</p> <p>Touchpoints will be cleaned frequently.</p> </div>	<p>4 x 2</p>  <p>Medium</p>

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 <p>Travelling To And From Work. - Sharing of a vehicle to, from or within work or use of public transport may lead to an inability to maintain social distancing.</p>	<p>All staff, Members of the public</p> <p>How? Exposure to the virus due to inability to maintain social distancing leading to potentially contracting the virus.</p>	 <p><b>Alternative Travel Arrangements Instead Of Car Sharing.</b> Where usual car share arrangements mean people from different households being in the same vehicle it may be necessary for some to use public transport providing they can maintain social distancing and practise good hygiene before and after their journey.</p> <p>Alternatives may include staff walking and cycling to and from work.</p>  <p><b>Avoid public transport</b> The use of public transport carries risk of contracting infection due to congestion</p>	<p>3 x 5</p>  <p>15</p> <p>High</p>

### Further control measures

None required

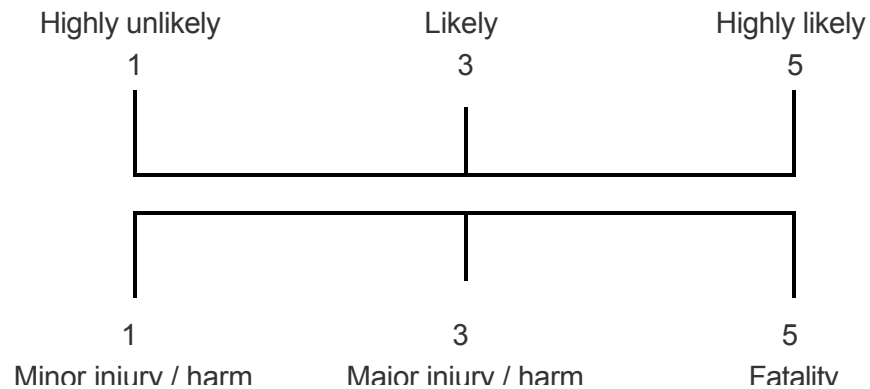
### Operating procedures

Measures of social distancing should be applied:

- avoid public transport
- regular sanitation
- self isolate if experiencing symptoms
- follow the social distancing COVID19 policy that has been clearly outlined by management

## Risk rating explanation

Risk ratings are calculated by considering the likelihood of an event occurring along with the severity of the potential consequence should an accident occur. After considering existing control measures, values are assigned to the likelihood and severity from the scales below and these figures multiplied to established the risk rating.



	5	10	15	20	25
5	5	10	15	20	25
4	4	8	12	16	20
3	3	6	9	12	15
2	2	4	6	8	10
1	1	2	3	4	5
	Severity				

Probability

## What do your risk ratings mean?

- Risk is categorised as LOW: Look to reduce risk if practicable
- Risk has been categorised as MEDIUM: Begin to plan your action to reduce the risk immediately
- Risk has been categorised as HIGH: Immediate action required to reduce the risk

Assessor's signature: Nicole Barker

Approved by signature: Nicole Barker

**Risk assessment for : Mitre Hotel Manchester Limited****Employee(s)/Worker(s) acknowledgement**

The signs below acknowledge receipt of this risk assessment and confirm that they have read and understood the requirements of the risk assessment.

Employee name	Signature(s)	Date

Employee name	Signature(s)	Date