

COVID-19 Risk Assessment



Task	Coronavirus (COVID-19)			Assessment Ref.	COVID_MAL		Date	15.6.2021	Review Date	01/08/2020
Site	The Malvern			Assessed By	Amy Downton – Assistance General Manager		Signed by			
Hazard	Specific Risk	Who is at risk	Assessment Pre-Controls			Control Measures in place	Assessment Post Controls			
			S	L	RR		S	L	RR	
Operating during Coronavirus Pandemic Contact with customers or members of the public	Exposure to COVID-19 Risk of infection being passed from contacts or with contaminated premises and equipment.	Employees, Members of the public, Customers, Suppliers, Contractors				<p>ALL AREAS:</p> <ul style="list-style-type: none"> • Every member of staff has been fully briefed to ensure that they are aware of the hazards and risks. Understand the rules and procedures put in place. All staff have received revised SOP's for their department. All staff have completed COVID-19 Returning to work for Employees E-learning course to provide them with the correct COVID-19 knowledge. All staff have received site induction upon returning to work. • All staff must complete a COVID-19 declaration at least 3 days prior to returning to work. Declarations are then reviewed by senior management level. This has enabled us to ensure symptomatic persons are not present. • All staff and customers undergo health screening at entrance (temperature check and symptom check). • Staff have been instructed to notify management immediately if they become symptomatic whilst at work. Symptomatic worker must leave site straight away and self-isolate in line with government guidelines. All areas touched or potentially touched by worker will be closed off to allow for thorough disinfection. • If staff are symptomatic or live with a symptomatic person, they must self-isolate in accordance with government guidelines (14 days). • Customers are asked upon booking a visit to the premises whether they are (or anyone in their household) is symptomatic. • All members of the public must pre-book their visit with full contact details to allow for track and tracing purposes. • Managing Director has established whether any workers are deemed vulnerable e.g. pregnant or underlying health conditions. • Shift times staggered to ensure staff are not arriving at the same time. • Customer arrival times are staggered at point of booking to reduce number of guests arriving at one time. • Work tasks and premises layout redesigned to enable all employees and customers to remain at least 2m apart. 				

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Operating during Coronavirus Pandemic	Exposure to COVID-19 Risk of infection being passed from contacts or with contaminated premises and equipment.		5	4	20	<ul style="list-style-type: none"> Where applicable and practical one way systems mapped out on flooring to alert guests and promote social distancing. Signage stating to keep to left hand side where one way systems are not possible. Manager to control the main entrance of the premises and check off all customers, staff, suppliers, contractors entering the building. The Manager will direct the guest to the relevant area (gym, studio, spa, and restaurant) and will remind to keep to the left hand-side when walking through the building. Floor demarcations to indicate 2m distancing. Reception, gym, pool side, restaurant, bar, spa reception, changing rooms, relaxation room, Grand salon. Lift will only be accessible to one guest at a time, two guests can share the lift if they are part of the same party. Number of persons in gym, studio, pool, pool side, restaurant, bar, grand salon, changing rooms, offices, staff room, and kitchen will be restricted to ensure 2m distancing is maintained. Social distancing signage is prominently displayed back of house and front of house. 2m distance between customers, staff, and contractors will be ensured at all reasonably practicable times. Where 2m cannot be maintained for example in treatments, respiratory protective equipment (face masks), aprons, gloves, will be worn. Hygiene rules followed at all times with signage both back of house and front of house to remind staff and the public to thoroughly wash hands before eating, drinking, smoking, with soap and water. Workforce instructed to clean their hands frequently, using an alcohol-based hand sanitizer that contains at least 60-95% alcohol, or to wash their hands with soap and water for at least 20 seconds. High touch points have been identified (door handles, light switches, keyboards, tv remotes, telephones). Systematic disinfecting of touch points is undertaken throughout the day. All product testers on display will be removed from the grand salon. All changing room products in showers and toilets (such as shampoo/shower gels/lotions) will be removed. To control products from potential contamination. 	5	2	10	

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						<ul style="list-style-type: none"> Alcohol Hand wipes & / or Gels provided for customers, staff, suppliers and contractors. All Areas. Professional Clear Air care units used to kill bacteria in poor ventilation areas or smaller spaces (changing rooms, treatment rooms, hotel bedrooms, offices). Systematic cleaning and disinfection procedure implemented throughout. All Areas. <p>Gym/Studio:</p> <ul style="list-style-type: none"> Less access to gym equipment, every other machine will be out of use to allow for social distancing. Partition screens between kit will be used as extra protection. Booking system in place to all members wanting to use the gym, classes and boot camp so that numbers can be controlled and monitored. The gym numbers will be monitored to allow all gym users 3m2 space (minimum). Markers to indicate 2 users only on the Omni and stretching areas. Members will be given allotted time to use the gym (pre-booked). On arrival to be given coloured wrist band which denotes the time slot allocated. When the gym session has finished, staff members can identify the member through the wrist band colour to ensure they leave promptly ready for the next member's slot. Hard to clean items removed (gym mats, rollers, cable attachments). Members to bring their own yoga/exercise mat from home. Water fountain system fitted with antibacterial touch screen. Members in vulnerable category (over 70 or with medical conditions) will have designated times of the week when they can use the gym. No other members will be allowed to enter the gym during this time. All gym machines and kit will be cleaned and sanitized between each use by member/staff. Additional turnaround time between classes to allow for thorough cleaning and sanitation. Signage used through gym to encourage effective cleaning of gym kit and social distancing. 			

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						<ul style="list-style-type: none"> All towels removed from gym. Members must bring their own towel or use the paper towel provided. Sizes limited to a maximum number of people to ensure social distancing and safety. Gym and studio. <p>Pool</p> <ul style="list-style-type: none"> Clear Water sample test carried out prior to opening pool (test for bacteria levels/Legionella). UV lights fitted in water pipes for secondary disinfection. Water tanks cleaned and disinfected. Water scum line and pool floor hoovered daily. Plastic pool flaps removed. <p>Poolside/Thermal Area:</p> <ul style="list-style-type: none"> All customers allocated individual locker number so that guests can be tracked during stay and allocated in different areas to allow for social distancing. Only two people allowed access into sauna at a time to allow for social distancing. Spa lounge covers washed and replaced after each guest. All guests allocated a spa lounge (these are numbered) so we can track where the guest is sitting and ensure social distancing. Social distancing hosts on duty during opening hours of the pool to ensure we accurately record how many guests are using the pool / poolside /changing room’s facility. Entry will be stopped if we are at maximum capacity. Loungers /seating are spaced further apart to allow for social distancing. <p>Changing rooms:</p> <ul style="list-style-type: none"> Members must book to use changing rooms and pool so the number of members and spa day guests can be monitored to allow for social distancing. No hotel guests will be permitted to use changing rooms to reduce footfall. 			

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						<ul style="list-style-type: none"> Allotted lockers will be spaced out to ensure social distancing. Hair dryers and straighteners will be limited to reduce how many guests use the area at one time. <p>Treatments:</p> <ul style="list-style-type: none"> Workforce instructed that physical contact with clients, such as handshakes, hugs, etc. are not to be undertaken. All Areas. <p>Hotel:</p> <ul style="list-style-type: none"> Contactless check in Key sanitised at reception before giving to customer <p>House Keeping:</p> <ul style="list-style-type: none"> <p>Restaurant/Bar/Kitchen:</p> <ul style="list-style-type: none"> Table service only. There will be no queuing available at the bar due to limited space for social distancing. All tables will be separated to ensure 2m distance between each table. Optional contactless ordering / payment methods available for all guests to order food/drink. Disposable Food/drink menus printed daily for one use per customer. Swing doors to be removed from kitchen and restaurant to reduce touching high contamination areas. 			

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						<ul style="list-style-type: none"> • Cook line to be reconfigured so chefs work back to back rather than face to face or side by side. • 1 member of staff to be allowed behind the bar at any one time. • 1 person is responsible for running the food orders between kitchen and restaurant. • Kitchen porter & Chefs are not to visit front of house. Plates will be kept in the kitchen and replenished by the Restaurant manager. • No customer seated near the back of house doors. • No sharing plates or finger bowls to keep low contact. • Disposable cutlery / cups available upon customer request. • Cash tips will not be accepted. • Cutlery delivered to table when seated in wrapped napkin. • One touch screen till per member of staff. Full disinfection at the end shift. • All candles, napkins, salt and peppers pots removed from tables. • All guests must enter restaurant via bar entrance to create one directional flow system. • Hotel guests advised to pre-order to reduce contact in restaurant. • Staggered restaurant booking times (i.e. 8pm, 8.05pm, and 8.10pm). • No breakfast buffet. Pre-packaged items in boxes or made to order cooked breakfast only. • Trays with drinks/sauces/condiments are to stay on the guests table to avoid staff contact. • Terrace doors open to increase air flow in restaurant and bar. • Contactless room service delivery. Tray to be left with the customer. Customer to leave tray outside room on tray for collection by 10pm. Night porter to collect all trays and take to kitchen for cleaning. <p>Offices:</p> <ul style="list-style-type: none"> • Computer stations positioned at least 2m apart. Reception, Reservations, Sales office, Accounts office. • Protective screens installed at reception and all office desks. 				

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						<ul style="list-style-type: none"> <p>Laundry Area: On Laundry worker and one other manager can be present in the laundry area at one time.</p> <p>Staff room: Staggered lunch breaks to ensure limited numbers of staff using the staff room.</p> <p>Managing Director & Assistant General Manager will monitor government directives; Peninsula advice & then review this assessment where required following introductions of other required control measures. All Areas.</p> 			

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Failure to follow Government and Business Policies and Procedures	Will lead to the spread of coronavirus infection among our workforce and anyone they come into contact with.	Customers, staff, members of the public, suppliers, contractors	5	4	20	<p>ALL AREAS:</p> <p>The Government's COVID Act and associated Regulations and Orders have set a framework to prevent the spread of the virus. We have developed procedures and arrangements to work within those rules and guidance (as detailed in above control measures).</p> <ul style="list-style-type: none"> Our arrangements and procedures are reviewed daily in the light of additional government guidance as published at gov.uk/coronavirus. None of our workforce are in the vulnerable or at-risk categories. Where we are aware of this to any of our employees they will be working at home if that is possible, if it not they will be furloughed. Staff with family members in at risk categories or believe their circumstances to have changed have been instructed to inform their management team without delay. Decisions on home working or furlough in accordance with Government policy are taken on a case by case basis. 	5	2	10		
Uninformed workforce	Uninformed staff who are not fully aware or not understanding of the procedures and arrangements we have put in place to work within Government Policy on essential working could compromise our arrangements and jeopardise the health of others.	Customers, staff, members of the public, suppliers, contractors	5	4	20	<ul style="list-style-type: none"> Specific procedures and measures to reduce the risk of spreading Coronavirus have been prepared. These are based on HSE, Peninsula, Public Health and Government guidance and instruction. They are updated daily to reflect any changes in the official advice and guidance. All Areas. Every member of staff has been fully briefed to ensure that that they are aware of the hazards and risks and understand the rules and procedures we have put in place. All Areas. Suitable warning posters displayed at all our fixed workplaces. All Areas. We have shared with our customers, by email and or phone, the arrangements we have in place and how we would expect them to cooperate with our staff at their premises. Showroom and MOT Station. Staff have completed COVID-19 Return to Business E-learning, to provide them with the correct COVID-19 knowledge. All Areas. 	5	2	10		

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Personal hygiene	Inadequate personal hygiene standards pose a risk of contracting the infection and cross contaminating and surfaces	Customers, staff, members of the public, suppliers, contractors	5	4	20	<ul style="list-style-type: none"> Basic hygiene followed at all times (thoroughly wash hands before eating, drinking, smoking with soap and water). Workforce instructed to clean their hands frequently, using an alcohol-based hand sanitiser that contains at least 60-95% alcohol, or to wash their hands with soap and water for at least 20 seconds. All Areas. Workforce instructed not to touch their eyes, nose or mouth, if their hands are not clean. All Areas. Workforce instructed that any potentially contaminated vehicle coverings, clothing and or personal protective equipment should be taken off and placed in a suitable plastic bag or container for appropriate action. All Areas. 	5	2	10		
Food and drink	Potential for cross-infection if food and drink are provided.	Employees, Third-parties, Members of the public, Clients	5	4	20	<ul style="list-style-type: none"> Workforce encouraged to prepare food and drink at home and bring it to work with them. All Areas. Staff have been instructed that they are not permitted to share food or drink with customers or colleagues. All Areas. Break times staggered. All Areas. Food surfaces e.g. kitchen worktops and desks must be disinfected prior and post use. Kitchenettes and Workstations. 	5	2	10		
Personal Protective Equipment	Contact with potentially cross contaminated PPE may transmit infection	Employees	5	4	20	<ul style="list-style-type: none"> Personal protective equipment is considered the last line of defence against COVID-19 and will only be provided for activities where 2m distance is not possible. Other control measures are prioritised over PPE, such as sanitation products, social distancing etc. MOT Station and Bodyshop. Only personal protective equipment provided by our company shall be worn. MOT Station and Bodyshop. Personal protective equipment is required to remain PERSONAL to person to whom it was issued. Workers instructed not to borrow from colleagues. MOT Station and Bodyshop. Where personal protective equipment is required in the course of work it has been provided. Workers instructed that it must be used when required. If it may have become contaminated it must be bagged and the contamination notified to management. MOT Station and Bodyshop. 	5	2	10		
Telephone and IT equipment	Contact with potentially cross contaminated equipment may transmit infection	Employees	5	4	20	<ul style="list-style-type: none"> Workers instructed not to use colleagues' computers, accessories and telephones. All Areas. Workers instructed to ensure that all IT equipment, mobile phones, that may be used on site are cleaned/disinfected on a regular basis using the cleaning wipes and sanitisers that have been provided. All Areas. Workers instructed to refrain from sharing their work mobile phone with other people. If they use personal phones they are advised to follow this rule. All Areas. 	5	2	10		

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Smoking	Inhalation of tobacco smoke and or vapours from e-cigarettes may make smokers vulnerable to coronavirus infection	Employees, Third-parties, Members of the public, Clients	5	4	20	<ul style="list-style-type: none"> Smoking is not permitted on site. All Areas. Workers are reminded to comply with no smoking regulations at all times. All Areas. 	5	2	10		
Shared use of machinery or equipment	Contact with potentially cross contaminated equipment may transmit infection	Employees	5	4	20	<ul style="list-style-type: none"> Each technician has their own toolbox, trolley and bay. MOT Station and Bodyshop. Each technician has their own cleaning products and PPE. MOT Station and Bodyshop. Gloves to be worn during use of equipment. MOT Station and Bodyshop. Routine cleaning undertaken of all work equipment. MOT Station and Bodyshop. 	5	2	10		
Site Meetings – in groups	Potential for cross-infection and reduction of social distancing	Employees, Third-parties, Members of the public, Clients	5	4	20	<ul style="list-style-type: none"> There will not be no meetings in large groups. All Areas. All non-essential meetings either postponed or completed via other means. All Areas. Appointments via bookings where possible, to keep number of occupants down. All Areas. If a meeting is required e.g. to communicate this risk assessment findings, we will ensure workers are at least 2m away from one another. All Areas. 	5	2	10		
Employees within vulnerable groups	Employees exposure to Coronavirus	Employees, Third-parties, Members of the public, Clients	5	4	20	<ul style="list-style-type: none"> Any employees within vulnerable groups are to remain at home for 12 weeks or as directed by government advice. All Areas. Director has established whether there are any vulnerable workers. All Areas. 	5	1	5		

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Hazard Severity & Likelihood		Severity (S) X Likelihood (L) = Risk Rating (RR)	No Action Required			Monitor Task			Action Required				Urgent Action Required Stop work			
Severity	Likelihood		1	2	3	4	5	6	8	9	10	12	15	16	20	25
1. Negligible – No Injury	1. Very Unlikely (1 in 10000)															
2. Slight – Minor Injury	2. Unlikely (1 in 1000)															
3. Moderate – Lost time Injury	3. Fairly Likely (1 in 100)															
4. High – More than 3 days injury	4. Likely (1 in 10)															
5. Very High – Death	5. Very Likely (1 in 1 – Almost certain)															