

Company name: Clovelly Estate Company Ltd

Location: All departments

Risk Assessment for: Covid-19 Coronavirus

Date assessed: 19<sup>th</sup> July 2021

Risk assessed by: S Hodgson

Revision: 6

What are the hazards	Who may be harmed and how	Control measures in place	Additional control measures required	Who needs to carry out the action	When the action must be completed by	Action completed (sign)
<p>Spread of Covid-19 Coronavirus</p>	<p>Staff Visitors Customers Suppliers Cleaners Contractors Drivers</p> <p>Sars-CoV-2 is a respiratory virus that invade a host via the respiratory route or via hand to eye / mouth / nose contact, causing the disease Covid-19.</p> <p>People who appear healthy may be carrying or shedding the virus, which can be passed on either directly or indirectly to others. This means we need to assume that anyone could be carrying the virus.</p>	<p><b>Symptoms of Covid-19</b></p> <p>If anyone becomes unwell with a new continuous cough, high temperature or loss of smell/taste they must stay at home and follow the stay at home guidance.</p> <p>If advised that a member of staff or public has developed Covid-19 and were recently on our premises (including where a member of staff has visited other work place premises such as domestic premises), the management team will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and take advice on any actions or precautions that should be taken.</p> <p>Visitor Centre and Red Lion Hotel staff temperatures checked and recorded at the start of each shift.</p>	<p>Managers to discuss with all staff prior at weekly intervals</p> <p>Guests to be advised when booking to contact the hotel and cancel their booking if they or anyone in their household are showing symptoms of Covid-19</p> <p>Managers to advise the Estate Office in the event of this occurring</p>	<p>All managers</p> <p>Receptionists. Monitored by Hotel Manager</p> <p>All managers</p>	<p>Ongoing</p> <p>Prior to guest arrival</p> <p>Ongoing</p>	

		<p>Red Lion Hotel guest temperatures checked and recorded upon arrival at the beginning of their stay.</p> <p><b>Vulnerable Groups</b></p> <p>Those shielding or in higher-risk groups to discuss with their manager.</p> <p><b>Travelling to Work</b></p> <p>Staff car park onsite.</p> <p>Staff advised to continue to wear face coverings on public transport.</p> <p><b>Work Area/ Social Distancing</b></p> <p>Hand sanitiser located at entrance and exit points of buildings</p> <p>Working areas redesigned to prevent face-to-face working</p> <p>Scheduled rest breaks for staff which are timed so social distancing also to be adhered to in staff area and smoking area.</p> <p>One way systems retained and reinforced with visual guides.</p>	<p>Managers to have discussions with all staff members before returning to work and new employees</p> <p>Staff training carried out to ensure staff adhere to the safety measures introduced</p>	<p>All managers</p> <p>All managers</p>	<p>Prior to first day</p> <p>Ongoing</p>	
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		<p>Acrylic screens installed at all pay points</p> <p>Face coverings worn by all front of house staff</p> <p>Nitrile gloves available to all staff</p> <p>Staff to clock in using their personal devices wherever possible</p> <p>Floor markings to remain to provide social distancing for queuing customers/visitors</p> <p>Customers advised that contactless payments are preferred.</p> <p>One till per staff member per day. Cleaned and sanitised between users.</p> <p>Regular patrolling of outdoor areas, specifically where visitors gather i.e harbour wall, outside entrance to Visitor Centre</p> <p>Queuing system implemented at Visitor Centre entrance to queue visitors safely</p> <p>Visitors asked to wear face coverings in indoor areas, in line with government guidance.</p>	<p>Staff instructed on how to remove gloves/face masks carefully to reduce contamination and how to dispose of them safely.</p> <p>Staff to be reminded that wearing of gloves is not a substitute for good hand washing.</p> <p>Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it.</p> <p>Signage displayed requesting the wearing of face coverings to protect themselves and staff</p>	<p>All managers</p> <p>All managers</p> <p>All managers</p> <p>D Mattravers</p> <p>All managers</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	
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		<p>Hotel guests asked to wear face coverings when moving around the hotel.</p> <p>Signage placed on the entrance to the Visitor Centre and throughout the village requesting visitors to 'keep left'</p> <p>Online ticketing encouraged to reduce queueing time.</p> <p>Queues managed to maintain social distancing.</p> <p>Visitor entry to the village through the Visitor Centre controlled during busy times</p> <p>Minimise the offer of help to guests with luggage. If help is provided, keep the required distance apart from guests whilst collecting luggage and either take to the room before the guest arrives there or knock on the door, step back and leave luggage at the door.</p> <p>After handling luggage, staff must wash their hands or use hand sanitiser.</p>	<p>Signage displayed requesting the wearing of face coverings to protect themselves and staff</p>	<p>All managers</p>		
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		NHS App QR codes displayed at entrance to each department.	Staff to encourage visitors to 'check in' via the NHS test and trace App	D Mattravers / Entrance desk staff	Ongoing	
		All paying visitors provided with a wristband to confirm they have paid to enter the village.	All visitors to be supplied with a wristband, colour coded to the day of arrival	D Mattravers / Entrance desk staff	Ongoing	
		Entrance/Exit doors to be held open to allow good ventilation. Windows to be opened wherever possible to increase air flow	Staff training	D Mattravers / Entrance desk staff	Ongoing	
		<b>Eating establishments:</b>				
		Kitchens to continue regular cleaning regime throughout the day and sanitise all hand touch surfaces one more time before closing.	Staff training	All managers	Ongoing	
		Commercial dishwasher to be used wherever possible	Staff training	All managers	Ongoing	
		KP's must wear rubber gloves when hand washing any dishes	Staff training	All managers	Ongoing	
		Only one member of staff permitted in the chilled/dry stores at one time	Staff training	All managers	Ongoing	
		Takeaway food and drink options available				

		<p>Tables set out to allow 1 meter distancing back to back for customers eating/drinking both indoors and outside.</p> <p>Tables to be cleared, cleaned and sanitised by staff as soon as customers leave the table.</p> <p>Cutlery and condiments (in sachets) only provided when food is served</p> <p>Staff to wash hands after handling customer items i.e. after collecting used plates for cleaning and before serving food to another table</p> <p>Chefs/cooks to wash hands before touching plates to plate up food</p> <p><b>Good Hygiene</b></p> <p>Hand washing facilities with soap and water available in all departments</p> <p>Notices displayed advising staff and visitors to wash their hands for 20 seconds on a regular basis with soap and water</p> <p>Increased cleaning regime implemented.</p>	<p>Staff training</p> <p>Staff training</p>	<p>All managers</p> <p>All managers</p>	<p>Ongoing</p> <p>Ongoing</p>	
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		<p>Notices displayed reminding staff and visitors to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and avoid touching face, eyes, nose or mouth with unclean hands.</p> <p>Regular, recorded cleaning and sanitising of high touch areas, such as, doors handles, handrails, card machines, tills, reception areas, tables, chairs, counters.</p> <p>Sanitising dispensers at all entrance and exit points of buildings.</p> <p><b>Restrooms:</b></p> <p>Restrooms sprayed with a 30 day sanitiser</p> <p>Alternate urinals and sinks marked closed/out of use to maintain social distancing</p> <p>Notices displayed advising staff and visitors to wash their hands for 20 seconds on a regular basis with soap and water</p> <p>Floor markings to advise of social distancing</p>	<p>Spot checks to be carried out by managers to ensure that procedures are being followed</p>	<p>All managers</p> <p>S Hodgson</p> <p>All managers</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	
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		<p>Regular cleaning of restrooms carried out and recorded</p> <p><b>Hotels:</b></p> <p>Hotel rooms sanitised prior to cleaning. Rooms then deep cleaned following BICS guidelines</p> <p>Housekeeping staff provided with PPE equipment as specified in SOP</p> <p>All laundry to be stored for 72 hours before being washed according to manufacturer's instructions</p> <p>Guests to be sent information prior to arrival detailing additional measures in place due to Covid-10</p> <p>Notice in hotel rooms advising guests what to do if they start showing symptoms of Covid-19</p> <p>If a hotel guest shows/reports symptoms of Covid-19, staff to follow SOP for advising guest of procedure to follow and SOP for cleaning hotel room after vacated.</p> <p>Rooms and reception areas have magazines, newspapers, tissues etc. removed.</p>	<p>Managers to carry out spot checks</p> <p>Receptionist. Manager to monitor</p> <p>Staff training</p>	<p>All managers</p> <p>M Talbot</p> <p>M Talbot</p>	<p>Ongoing</p> <p>Ongoing</p>	
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		<p>Each guest room to have its own sign off sheet to be completed and signed when room clean completed.</p> <p><b>Cellars</b></p> <p>Staff wash hands before entering the cellar</p> <p>Only one member of staff in cellar at once unless social distancing can be maintained</p> <p><b>Legionella</b></p> <p>All departments water systems checked for legionella and their systems flushed through prior to opening</p> <p><b>Land Rover service</b></p> <p>Passenger carrying area in the Land rovers cleaned and sanitised after every trip</p> <p>Each driver has their own designated land rover</p> <p><b>Test and Trace</b></p> <p>All test and trace information obtained in line with current legislation is stored securely for 21 days and then destroyed</p>	Sign off sheets to be spot checked by hotel manager	M Talbot	Ongoing	
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		<p>QR code for NHS test and trace app displayed for visitors to 'check in'</p> <p>All staff offered lateral flow test kits to test twice weekly at home.</p> <p><b>Social gatherings and groups</b></p> <p>Visitors and hotel guests only permitted to visit/stay when adhering to current Government guidelines on social distancing and meeting with others safely.</p> <p><b>Information and Guidance</b></p> <p>Staff to be kept informed of developments and Government advice</p> <p>Mental Health and wellbeing of staff</p>	<p>Staff to be kept up to date with current government guidelines</p> <p>Regular discussions with staff regarding their mental health and wellbeing. Information provided to any individuals requiring external support.</p>	<p>All managers</p> <p>All managers</p>	<p>Ongoing</p> <p>Ongoing</p>	
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