

What are the Hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control the risk?	Action by who?	Action by when?	Done
Sanitising	Customers & staff	General good housekeeping is carried out.	Additional sanitising and in room cleaning carried out. Milton sanitising fluid used in every room and public areas every morning.	Housekeeping	Daily	
Maintaining social distancing	Customers and staff	Table spacing, cleaning down moveables - pdq machine, tv remote controls	Maintain a safe distance. Safe distance queueing at reception and lift.	Restaurant, Bar staff, Reception & Duty Managers	Daily	
Public toilets	Customers and staff	Early deep cleaning, regular monitoring and check	Disposable sani wipes in toilet for self flush, residents to use bedrooms as far as possible, hourly checks or as business dictates.	Housekeeping and Duty manager checks	Daily	
Entrances	Customers, staff and deliveries	Early morning cleaning	Doors and handles to be cleaned regularly, hand sanitiser at each entrance, temperature checks for all staff. Clear signage in place and sanitising gel.	Housekeeping and Duty manager checks	Daily	
Lift	Customers and staff	Early deep cleaning	Regular checks and clean, hand sanitiser outside lift on ground and bedroom floors.	Housekeeping and Duty manager checks	Daily	
Restaurant	Customers and staff	Hand washing, sanitising	Pre-booked at appropriate times to spread over restaurant opening times. Practice social distancing at breakfast - served breakfast from buffet station. All crockery, cutlery & glassware removed after guests leave restaurant. Menu's wiped down and sanitised after every use.	Duty manager	Daily	
Bedrooms	Residents and staff	Daily clean	Day of arrival and departure deep clean, Milton sanitiser used daily. Stayovers rooms will have towel change and bin emptied only. On day of departure rooms will be 'fogged' after final check.	Housekeeping	Daily	

All risk assessments to be read and signed by all staff and referred to for guidance on a daily basis.

Kitchen	Kitchen team, delivery drivers and staff	temperature checks on food	Milton spray all boxes on arrival and note delivery time. Food friendly anti bac solution to be used to wipe down all surfaces. Heightened level of hand washing plus extra sanitising stations in kitchen. Sanitising station for staff on entry to restaurant.	Kitchen team, Duty manager and maintenance team	Daily	
Room service	Restaurant staff and duty manager	Deliver clean and sanitised tray to room	Not available at this time.	Restaurant and duty manager	Daily	
Wash up	Kitchen team and restaurant staff	Dish washed, dried and stacked	Cutlery to be placed in sanitised containers.	Kitchen team and restaurant staff	Daily	
Reception	Customers and staff	Wipe down reception with sanitiser wipes, maintain good social distancing	Maintain social distancing, wipe telephone, pdq machine, desk, computer keyboard after every use. All room keys to be wiped with sanitising wipes before putting in a recyclable plastic bag with welcome letter, registration card and pencil for arrivals. Perspex screen at desk. Temperature checks for all guests arriving.	Reception staff	Daily	
Bars	Residents and staff	Daily clean	Encourage safe distancing. Perpex screen in place on bar top. Wipe all surfaces regularly with Milton solution. Track and Trace records to be taken for all non-residents.	Bar staff	Daily	
Track & Trace	Residents, Staff & Contractors	Sign-in book and registration cards	Ensure we have a phone number and/or email address for all residents and this is entered into suite 8. Ensure all suppliers/contractors are signing in the visitors book with a contact phone number and record of temperature.	Reception staff, Duty Managers and Maintenance	Daily	