| **Coronavirus Risk Assessment for the Tourism and Hospitality Sector (Scotland)** | | | | | | | | | | |
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| DRAFT  **This template risk assessment is intended to help you document the risk control measures you have introduced within the workplace to control the spread of coronavirus (COVID-19). It is not a Business Continuity Plan.**  **You must modify this risk assessment to ensure it reflects your business activities and the specific risks and controls you have in place.** | | | | | | | | | | |
| **Location/Dept:** | | | | | | **Date Assessed:** | **Assessed by:** | | | |
| **Task/Activity:** Working in a hotel/bar/restaurant | | | | | |  | **Reference Number:** | | | |
|  | | | **Risk rating before implementing control measures** | | |  | **Risk rating after implementing control measures** | | |  |
| **Activity/ Task** | **Hazard/Risk** | **Persons at Risk** | **Likelihood (1-5)** | **Severity (1-5)** | **Risk/Priority** | **Controls Measures in Place** | **Likelihood (1-5)** | **Severity (1-5)** | **Risk/Priority** | **Additional Controls Measures Required** |
| Working in the hotel/bar/restaurant | Contact with persons suffering from coronavirus leading to illness | Employees  Customers  Guests Residents  Contractors  Visitors | 5 | 5 | 25 | Employees are instructed to work from home if their work allows them.  If a worker or known visitor tests positive for coronavirus, all workers who have been in close contact with that person or who work in the relevant areas may be instructed to self-isolate and seek a test in line with [Scottish Government testing guidance](https://www.gov.scot/publications/coronavirus-covid-19-test-and-protect/).  If a resident, guest or customer presents themselves with symptoms of COVID-19 or is asymptomatic but declares the need to self-isolate, they should be advised to check out and return home to self-isolate according to [current government guidance](https://www.gov.scot/publications/coronavirus-covid-19-test-and-protect/).  If a person becomes ill in a share space, these should be cleaned by following current [guidance](https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings). Further cleaning measures are laid out in the relevant [industry guidance](https://www.ukhospitality.org.uk/page/ScotlandGuidance). |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Scottish Government tourism and hospitality sector guidance](https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/).  Employer guidance on testing will be sought by accessing relevant [Scottish Government testing guidance](https://www.gov.scot/publications/coronavirus-covid-19-test-and-protect-advice-for-employers/). |
| Working in the hotel/bar/restaurant | Not adhering to local restrictions could lead to spread of coronavirus | Employees  Customers  Guests Residents  Contractors  Visitors | 5 | 5 | 25 | We are currently in Level 0/1/2/3/4 *[delete as appropriate]* of the Scottish Government’s national restrictions.   1. *Access* [*this link*](https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/hospitality-statutory-guidance/)*.* 2. *Copy and past the opening times and restrictions relevant to the tier you are in from the “Hospitality Measures (socialising rules apply)” section.* |  |  |  | Levels relevant to our local area will be checked weekly on the [Scottish Government website](https://www.gov.scot/publications/coronavirus-covid-19-protection-levels/). |
| Collecting customer contact details to support Test and Protect | Failure to do so leads to spread of coronavirus | Employees  Customers  Guests Residents  Contractors  Visitors  Members of the public | 5 | 5 | 25 | The following information should be collected by the venue, where possible:  Staff   * The names of staff who work at the premises; * A contact phone number for each member of staff; * The dates and times that staff are at work; and * For larger establishments, and where possible, it is also helpful to keep a record of what areas staff work in, e.g. what tables/sections they serve.   Customers and visitors   * The name of each customer, or when customers are attending as a small household group, the contact details for one member of that group – a ‘lead member’; * A contact phone number for each customer, or for the ‘lead member’ of a small household group; * The date of visit and arrival and, where possible, departure time; and * For larger establishments, and where possible, it is also helpful to record table numbers or sections where customers were seated.   If a customer does not have a telephone number, businesses may give customers the option to provide:   * A postal address; and/or * An email address. |  | 5 |  | Further guidance on collecting customer contact details and storing information will be sought from [Scottish Government guidance](https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/collecting-customer-contact-details/). |
| Working in the hotel/bar/restaurant | Not maintaining physical distancing leading to spread of coronavirus | Employees  Customers  Guests Residents  Contractors  Visitors | 5 | 5 | 25 | Two-metre distance paint/markings on floors to assist people in complying with distancing regulations.  Hygiene posters and signage installed throughout the premises in strategic locations.  Customer numbers limited to xx at any one time. Spacing to take in to account likely pinch points, location of tables and chairs and passing places.  Lifts only to be used by people with disabilities, for essential purposes or on a one-person/one-household-per-lift basis where possible.  Work shifts staggered to reduce crowding of the workplace.  Arrival and departure times to be staggered to help reduce crowding.  Restaurant bookings to be spread out to reduce crowding.  Discourage drinking at the bar to reduce crowding.  Consult relevant [industry guidance](https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/related-guidance/#industryguidance) on room, bar and table service and ensure it is carried out safely with strict distancing and hygiene measures in place.  Pinch points identified, and signage installed to avoid close physical contact.  Remote working tools to be used to avoid in-person meetings.  Break times staggered and outdoor space used where possible.  All staff are trained on new procedures prior to returning to work. |  | 5 |  | Two-metre distance paint/markings to be considered on floors in other common areas where queues may form (e.g. receptions, waiting areas, toilets, kitchens, showers, lockers, changing rooms and smoking shelters).  If more than one access point, introduce a one-way system at entry/exit points if possible.  Reduce overcrowding by providing additional entry points where possible.  Consider amendment of opening hours.  Consider booking system in bar / time limit to reduce crowding.  Layout of workplace to be reviewed to allow employees to work further apart from each other.  Layout plan will be produced to assist all persons with safe movement around the premises.  Where employees are working together, we will consider using pairing or grouping systems on shifts.  Relevant [industry guidance](https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/related-guidance/#industryguidance) will be reviewed and further actions implemented where necessary. |
| Working in the hotel/bar/restaurant | Not maintaining physical distancing leading to spread of coronavirus  **(Exemption to one metre for hospitality)** | Employees  Customers  Guests Residents  Contractors  Visitors | 5 | 5 | 25 | No standing at bar areas/all customers seated.  Layout to be reviewed to ensure one-metre spacing and back-to-back or side-by-side arrangements between seated groups.  Staff are to be instructed to wear face coverings.  Ventilation to be improved. Where possible, doors and windows will be opened to allow for natural ventilation.  Air conditioning units to be serviced as per statutory guidance and ensure the system is not using recirculated air.  Measures taken to reduce noise and avoid the raising of voices. Background noise, such as live sports on TV or around games tables, is to be lowered. Music is to be played at low levels internal PA systems.  No live music bands for the foreseeable future.  One-metre zone signage displayed at entry points and throughout the premises to inform customers that they are within a one-metre physical distancing zone. A simple notice stating that "this is a one-metre physical distancing zone – follow the advice of staff and observe physical distancing” will be sufficient and must be used. |  | 5 |  |  |
| Arranging customer queueing system | Not maintaining physical distancing leading to spread of coronavirus | Employees  Customers  Guests Residents  Contractors  Visitors | 5 | 5 | 25 | Opening hours to be amended to reduce peak customer numbers.  Signage/tape at two-metre intervals installed at queuing areas to guide customers to adhere to physical distancing measures.  Communication maintained with adjacent premises to manage shared queuing areas.  Car park used for queuing areas. |  | 5 |  | Consider the introduction of a numbering/booking system to reduce peak customer numbers.  Assistance to be sought from local authority where shared spaces cannot be reasonably adjusted.  Relevant [industry guidance](https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/related-guidance/#industryguidance) will be reviewed and further actions implemented where necessary. |
| Adapting services | Not maintaining physical distancing leading to spread of coronavirus | Employees  Customers  Guests Residents  Contractors  Visitors | 5 | 5 | 25 | Face-to-face services where two-metre distancing cannot be maintained have ceased until further notice (e.g. spa, beauty treatments, salons, etc.).  Screens installed at points where two-metre distancing and contact cannot be avoided (e.g. reception desk, till points, bar, etc.)  Increase ventilation where possible and where it is safe to do so, i.e. do not keep fire safety doors open.  Active travel to/from the premises is encouraged for all (e.g. walk/cycle).  Licensing board consulted and informed of all relevant adaptations to service.  All adaptations of service to take into account how disabled persons access our services (e.g. handwash at wheelchair height, verbal direction for the visually impaired).  Universal signage used where appropriate to accommodate non-English-speaking guests/customers. |  | 5 |  | Guidance and recommended risk control measures from the [Scottish Government tourism and hospitality sector guidance](https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/)  will be reviewed frequently and further actions implemented where necessary.  Explore ways of communicating [Scottish Government customer guidance](https://www.gov.scot/publications/coronavirus-covid-19-guidance-for-consumers/pages/tourism-and-hospitality/) to all of our customers (e.g. website / in-house / local media / email booking confirmation).  Relevant [industry guidance](https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/related-guidance/#industryguidance) will be reviewed and further actions implemented where necessary.  Consider installation of bike racks to increase active travel to/from the premises. |
| Working in the hotel/bar/restaurant | Not maintaining strict hygiene standards leading to spread of coronavirus | Employees  Customers  Guests Residents  Contractors  Visitors | 5 | 5 | 25 | Customers encouraged to use contactless or cashless payments where possible.  Regular cleaning carried out on all touchpoint systems (e.g. tills, tablets, etc.)  Signage installed and tannoy announcements made to remind customers of hygiene standards, i.e. handwashing and coughing etiquette.  Hand sanitation facilities installed at entrance/exit points to encourage customers to maintain hygiene standards.  Additional hand sanitising/handwashing stations installed strategically throughout the premises.  Self-service/buffet type services for food and drink are suspended until further notice.  Signage and guest communications will be used to encourage the use of their hotel room bathrooms and toilets wherever possible  Cleaning regimes for toilet facilities will be more frequent than under normal circumstances and using regular cleaning products.  Face coverings for customers and staff is mandatory when entering, exiting and moving around the premises (unless exempt). Exemptions include:   * For medical reasons; * When customers are seated for the service of food and drink and; * For back of house roles, e.g. kitchen staff or staff who are behind protective screens separating them from customers. |  | 5 |  | Alternatives to contact pads for tills to be considered.  Relevant [industry guidance](https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/related-guidance/#industryguidance) will be reviewed and further actions implemented where necessary.  Consider options for pre-packed goods for over-counter sale.  Urinals to be closed or consider screens between urinals in male toilets and/or sufficient space between them. |
| Cleaning the hotel/bar/restaurant | Poor cleanliness leading to spread of coronavirus  Cleaning process leading to cross-contamination | Employees  Customers  Guests Residents  Contractors  Visitors | 5 | 5 | 25 | Work areas, staff rooms, canteens and equipment should be cleaned frequently between uses.  A cleaning schedule should be designed, and staff trained to implement the schedule (see Ellis Whittam’s Daily Cleaning Checklist).  Frequent touch points identified and disinfected regularly, including all objects and surfaces that are touched regularly such as self-service checkouts, trolleys, coffee machines, or staff handheld devices.  Adequate disposal arrangements are made available for any additional waste created.  Workspaces are to be kept clear and all waste frequently removed.  All personal belongings must be removed from work areas at the end of a shift, e.g. water bottles, mugs, stationery, etc.  Customer toilet cleaning procedures in place and a rota maintained. |  | 5 |  | Consider provision of additional waste facilities and more frequent rubbish collection.  Relevant [industry guidance](https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/related-guidance/#industryguidance) will be reviewed and further actions implemented where necessary. |
| Maintaining employee health and wellbeing | Poor health leading to illness  Exposure at work to coronavirus leading to illness | Employees | 5 | 5 | 25 | Communication and training materials will be provided for employees prior to returning to site, especially around new procedures for arrival at work.  Employees living in vulnerable or shielded households only expected to return when new safe working environment measures have been fully tested and a return to onsite work is consistent with individual medical advice.  Extremely clinically vulnerable people to follow the relevant [shielding guidance](https://www.gov.scot/publications/covid-shielding/).  Employees encouraged to access mental health and wellbeing support through employer and/or from [NHS Inform](https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/your-mental-wellbeing/coronavirus-covid-19-your-mental-wellbeing), [Breathing Space](https://www.breathingspace.scot/), the [Scottish Association for Mental Health](https://www.samh.org.uk/) and [Samaritans Scotland](https://www.samaritans.org/scotland/samaritans-in-scotland/).  Employees encouraged to travel to work through other methods away from public transport (where possible) e.g. cycling, using their own car, family member drop-off, etc. |  | 5 |  | Explore options for employees living in vulnerable or shielded households to work from home. |

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| **Risk/Priority Indicator Key** |

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| **Likelihood** |  | **RISK / PRIORITY INDICATOR MATRIX** | | | | | | |
| 1. Improbable / very unlikely |  | LIKELIHOOD | 5 | 5 | 10 | 15 | 20 | 25 |
| 2. Unlikely |  | 4 | 4 | 8 | 12 | 16 | 20 |
| 3. Even chance / may happen |  | 3 | 3 | 6 | 9 | 12 | 15 |
| 4. Likely |  | 2 | 2 | 4 | 6 | 8 | 10 |
| 5. Almost certain / imminent |  | 1 | 1 | 2 | 3 | 4 | 5 |
|  |  |  | | 1 | 2 | 3 | 4 | 5 |
| **Severity (Consequence)** |  | SEVERITY (CONSEQUENCE) | | | | |
| 1. Negligible (delay only) |  |  |  |  |  |  |  |  |
| 2. Slight (minor injury / damage / interruption) |  | **Summary** | | **Suggested Timeframe** | | | | |
| 3. Moderate (lost time injury, illness, damage, lost business) |  | 12-25 | High | As soon as possible | | | | |
| 4. High (major injury / damage, lost time business interruption, disablement) |  | 6-11 | Medium | Within the next three to six months | | | | |
| 5. Very High (fatality / business closure) |  | 1-5 | Low | Whenever viable to do so | | | | |

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| **Review Record** |

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| **Date of Review** | **Confirmed by** | **Comments** |
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I have read the risk assessment and understand and accept its contents form part of my job role. I will keep myself informed of any changes.

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| **Employee Name (Print)** | **Employee Signature** | **Date** |
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