

COVID- 19 Infection Control Hotel Risk Assessment

HOLIDAY INN LUTON SOUTH M1 J9

Chris Brand General Manager

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Hazards	Who might be harmed	Controls	Additional controls	Likelihood (L) (1 -3)	Severity (S) (1-3)	Risk rating (LxS)
Transmission of COVID-19	Colleagues/ Visitors/ Contractors	<p>Hand washing/ hygiene</p> <ul style="list-style-type: none"> • Hand washing facilities with soap and hot water in place. • Stringent hand washing taking place. • Paper towels/hand driers for drying of hands • Hand washing guidance. • Advice on ‘universal precautions.’ • Hand sanitisers in areas where washing facilities not readily available and, for example: <ul style="list-style-type: none"> - at the front desk - entrances and exits of building, - Guest restrooms, - entrance to the restaurant, - food service counters, - staff restrooms, - staff restaurants - lift lobbies, - entrance to stairwells - gyms - Meetings and event rooms - Business lounges 	<ol style="list-style-type: none"> 1. Employees should be reminded to regularly and frequently wash their hands for 20 seconds with warm water and soap and the importance of proper drying. 2. Remind colleagues/ visitors arriving at the office to wash their hands immediately upon arrival (posters/ security/ reception to brief on entering) and after: <ol style="list-style-type: none"> a. Using phone/ computers/ coffee machines b. After touching hand contact surfaces such as handrails, door handles c. Always after using the toilet or going into the toilet areas d. After cleaning e. Before and after entering cafeteria 3. Remind colleagues to catch coughs and sneezes in tissues – follow ‘Catch it, Bin it, Kill it’ and to avoid touching face, eyes, nose or mouth with hands. Tissues will be made available throughout the workplace. 	1	3	3

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			<ol style="list-style-type: none"> 4. To help reduce the spread of coronavirus (COVID-19) reminding everyone of the relevant in country government public health advice. 5. Posters, leaflets and other materials are available for display. 6. IHG 'COVID-19 Hotel and Corporate Office Response Toolkit' and 'COVID-19 hotels guidelines for cleaning and disinfection of hotels' has been made available to all sites. 7. All hotels attended webinar on key documentation for managing covid-19 with operational risk team. 			
		<p>Cleaning</p> <ul style="list-style-type: none"> • Frequent cleaning and disinfection of objects and surfaces that are touched regularly, particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning and disinfection products and methods. • Cleaning schedules increased • Dedicated new infection control cleaning process (IHG way of clean) has been developed and implemented • All staff trained in the new cleaning and PPM practices 	<ol style="list-style-type: none"> 1. Checks should be carried out by Office leads and where applicable Facilities manager to ensure that the necessary procedures are being followed and standards an processes are adequate and cleaning completed correctly. 2. Environmental hygiene and decontamination guidance in the IHG guidance note 'Prevention and Control of Communicable Diseases' 3. Advice and guidance from local public health/government officials on additional measures will be implemented. 4. Disposable wipes should be provided at desks for cleaning of phones/ computer keyboards and mouse and wipe down desks and chairs after use 			

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		<p>Social distancing</p> <ul style="list-style-type: none"> • Social distancing -reducing the number of persons in any work area to comply with guidance recommended by public health authorities. (where this is not possible then additional risk-based assessment should be undertaken • Review work schedules including start and finish times/shift patterns, reduce the number of employees and visitors allowed into the office • Social distancing to be followed in public areas and where applicable managed by markings on floors, additional barriers, one-way systems for stairwells and lobbies, Reduction of lift capacity. • Furniture in F&B outlets have been moved to acceptable distances to comply with local social distancing guidance • Removal of excessive furniture and soft coverings to help prevent congestion and overcrowding in public areas • Contactless payment and ordering options developed to limit close contact. • Guest to pre book F&B offerings to avoid congestion at outlets 	<ol style="list-style-type: none"> 1. Conference calls used instead of face to face meetings actively encouraged 2. Additional guidance can be collected and implemented from Social Distancing SOP 3. Resources provided via working from Home Summit on best practices and tools and resources for staff working remotely. 4. Guest will be reminded of social distance measures as they enter the hotel and when checking in 			
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		<p>Wearing of gloves</p> <ul style="list-style-type: none"> • Where Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these should be provided. • Staff should be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely. 	<ol style="list-style-type: none"> 1. Colleagues should be reminded that wearing of gloves is not a substitute for good hand washing. 2. Staff will be trained in use of gloves where applicable – Putting on, removal and safe disposal 3. Considerations for allergens will be considered in glove choice 			
		<p>Face coverings</p> <ul style="list-style-type: none"> • Hotels should follow local public health/government official’s advice and guidance on use of PPE (personal protective equipment). • Where face covering is a requirement for risks associated with the work undertaken the measures based on COSHH assessments and retrospective job safety assessments will dictate when and where to wear • Where coverings are required training will be provided to staff on putting on and taking off and disposal 	<ol style="list-style-type: none"> 1. Internal communication channels and cascading of messages through line managers should be carried out regularly to reassure and support employees. 2. If required face coverings may be sourced through procurement channel for region. 3. Use of face coverings should be based on guidance from local public health/government officials, unless dictated by high risk work practices that already require 4. Ensure posters and messaging around usage and hygiene associated with face coverings in displayed 			

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		<p>Mental health</p> <ul style="list-style-type: none"> • Management should promote mental health and wellbeing awareness to colleagues. • Head of departments will have regular check-ins with their staff members to offer guidance and support 	<ol style="list-style-type: none"> 1. Where applicable IHG Care Line is available for guidance and support for colleagues 2. Line managers should check in regularly with staff and teams. 			
		<p>Symptoms of Covid-19</p> <ul style="list-style-type: none"> • If anyone becomes unwell with a new continuous cough or a high temperature in the workplace or in the hotel, they should be sent home or isolated in the hotel and advised to follow the quarantine guidance. • Line managers/ hotel management should maintain regular contact with colleagues/ guests during the time they may be isolated. • If advised that a member of staff or guest has developed Covid-19 and was recently on IHG premises (including where a member of staff has visited other work place premises such as domestic premises), the management team should contact where appropriate the local public health/government official to discuss the case, identify who has been in contact with the patient and take advice on any actions or precautions that may be required.. 	<ol style="list-style-type: none"> 1. Where guest is in self-isolation in a hotel, or the hotel is being used as quarantine then the management team should follow the SOP and complete the necessary training with impacted team members. 2. All incidents should be reported on Riskconnect additional advice can be sought from regional risk management team. 3. Guests insolation should be reminded to report any signs or symptoms of COVID-19 via telephone to hotel where they will be asked to stay isolated in their rooms and guidance and support will be given to them from hotel management as detailed in Quarantine/Isolation SOP 4. Where detailed by the local public health/government official additional control measures may be required. 5. All staff through out hotel will be trained on the Covid 19 hotel tool kit and their roles and how to serve and 			

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		<ul style="list-style-type: none"> All hotels should have a room that is dedicated for isolation of guest/ staff with potential Covid 19 symptoms <p>Hotels will follow local guidance on reporting to local health authority suspected/ positive cases</p>	<p>managed, suspected cases and positive cases</p>			
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Date Completed: 24th June 2020

Date to be reviewed: 31st July 2020

Completed by: Chris Brand

Reviewed by:

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$$\boxed{\text{Potential Severity of a Risk}} \times \boxed{\text{Likelihood of Occurrence}} = \boxed{\text{Risk Rating}}$$

The "Potential Severity of a Risk" is an assessed value between 1 and 3 depending on how serious the potential impact might be from a particular hazard:

Potential Severity of a Risk		
Major	Death; Permanent or major injury; National adverse publicity; Prosecution by Regulatory Authority; Inpatient care; Loss of contract or business; Extended service closure	3
Serious	Semi-permanent injury; Outpatient care; Absence from work for more than 3 days; Formal action (letter or notice) by Regulatory Authority; Local adverse publicity; High risk of complaint; Loss of goodwill; Short service closure	2
Slight	Absence from work for less than 3 days; Unable to carry out normal tasks; Low risk of adverse publicity; No injury; No adverse outcome; Accident log entry	1

The "Likelihood of Occurrence" rating is also a value between 1 and 3 depending on how often an impact might occur:

Likelihood of Occurrence		
High	Where it is certain that harm will occur	3
Medium	Where harm will occur frequently (likely – weekly)	2
Low	Where harm will seldom occur (unlikely)	1

By multiplying these two figures together a "Risk Rating" of between 1 and 9 is calculated.

It is important to rate the risk since there are benefits to be gained by estimating the level of risk associated with hazards and the benefits of any control measures can be evaluated:

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		Potential Severity of a risk		
		Major - 3	Serious - 2	Slight - 1
Likelihood of occurrence	High - 3	9 Intolerable Risk	6 Substantial Risk	3 Moderate Risk
	Medium - 2	6 Substantial Risk	4 Moderate Risk	2 Tolerable Risk
	Low - 1	3 Moderate Risk	2 Tolerable Risk	1 Trivial Risk

Degree of risk	Risk category	Evaluation of tolerability	When to act	Guidance on necessary action
9	Intolerable Risk	Unacceptable	Immediately, risk is too high to continue, work must stop	<ul style="list-style-type: none"> ▪ Substantial improvements in risk controls are necessary, so that the risk is reduced to a tolerable or acceptable level ▪ The work activity should be halted until risk controls are implemented ▪ If not possible to reduce risk the work should remain prohibited.
6	Substantial Risk	Risks that should be reduced so that they are “Tolerable” or “Trivial” and “Acceptable”	Today	<ul style="list-style-type: none"> ▪ Substantial efforts should be made to reduce risks ▪ Risk reduction measures should be implemented urgently within a defined time period ▪ Consider suspending or restricting the activity, or apply interim risk control measures, until this completed ▪ Considerable resources might have to be allocated to additionally control measures ▪ Arrangements should be made to ensure that the controls are maintained, particularly if the risk levels are associated with extremely harmful consequences and very harmful consequences.
4	Moderate Risk		This week	<ul style="list-style-type: none"> ▪ Consideration should be given to lower the risks, where applicable, to a tolerable level, and preferably to an acceptable level, but the costs of additional risk reduction measures should be taken into account ▪ The risk reduction measures should be implemented within a defined time period ▪ Arrangements should be made to ensure that controls are maintained, particularly if the risk levels are associated with harmful consequences.
3				
2	Tolerable Risk	Acceptable	Review annually	<ul style="list-style-type: none"> ▪ No additional controls required unless they can be implemented at very low cost (time/money/effort) ▪ Actions to further reduce these risks are assigned low priority ▪ Arrangements should be made to ensure the controls are maintained.
1	Trivial Risk			<ul style="list-style-type: none"> ▪ No further action necessary other than to ensure that the controls are maintained.