

Company Name:	The Railway Inn	Name of Assessor(s): Dan Townsend & Leigh Damerell		Date: 01/07/2020
Site Name:	Thatchers Cider			Version: 1.0
Address	Station Road, Somerset	16-25	High – Do Not Proceed	
Risk Matrix Key: Rating = Likelihood (L) x Consequence (S)		8 -15	Medium – Requires continual monitoring	
Persons at Risk: EMP = Employees C = Contractors PUB = Public/Visitors		1-7	Low – Proceed with controls in place	

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	EMP	C	PUB	L	S	R		L	S	R	
Access to Available Information	Y	Y	N/a	3	5	15	<p>The organisation The Railway Inn has subscribed to information and updates from approved sources. These includes, but is not limited to:</p> <ul style="list-style-type: none"> The UK Government (UK Gov) (https://www.gov.uk/coronavirus), Public Health England (PHE) (https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19), National Health Service (NHS) (https://www.nhs.uk/conditions/coronavirus-covid-19/) Health and Safety Executive (HSE) (https://www.hse.gov.uk/news/coronavirus.htm) <p>Updates are passed onto all staff members, clients and contractors to ensure that they are kept informed. There are daily news broadcasts on terrestrial and satellite television and so it is likely that all employees are keeping up to date with updates on the virus.</p>	1	5	5	<p>The Railway Inn as the Employer will keep up to date with daily briefs and advice and we have access to safety advice to keep us up to date with any changes in legal requirements.</p> <p>Any changes in advice or guidance will be relayed to our staff members and contractors at the start of each day during the team brief.</p> <p>Any significant local changes will be posted on notice boards and in reception.</p>
Transmission of the virus, lack of awarness	Y	Y	Y	4	5	20	All employees are provided with information on good hygiene control measures to include:	2	5	10	We will ensure that notices are displayed requiring all persons

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							<ul style="list-style-type: none"> washing hands with soap and water often – do this for at least 20 seconds. washing hands when you get home or into work. using hand sanitiser gel if soap and water are not available. covering mouth and nose with a tissue or sleeve (not hands) when coughing or sneezing. putting used tissues in the bin straight away and wash hands afterwards. not touching eyes, nose or mouth if hands are not clean. 				<p>arriving onsite to wash hands and or use hand sanitisers, or similar, before entering the site –</p> <ul style="list-style-type: none"> ALL MANAGERS SHIFT MANAGERS <p>Additional Hand Cleaning reminders will be placed at entrances and exits, and in welfare and smoking areas.</p> <p>Bag it, Bin it, kill it</p>
Persons becoming unwell Staff or Guest	Y	Y	Y	4	5	20	<p>The symptoms of the virus are being communicated extensively through media outlets and government information and so it is likely that persons are unaware of the virus and it's symptoms. Employees are instructed to remain at home at the first onset of any symptoms. Employees and Contractors are instructed to follow official Government guidance on isolation procedures and the time that they are to remain away from work.</p> <p>If employees or others who develop symptoms on site, should be sent home to self-isolate and seek advice from NHS 111 (seek urgent medical assistance if symptoms are severe).</p>	2	5	10	<p>Symptoms currently known include a raised temperature, new continuous cough, loss of taste or change in smell, nausea and vomiting or generally feeling unwell.</p> <p>All persons feeling unwell or possibly displaying symptoms will be a) Isolated and kept away from others, plan an isolation room b) sent home or c) the emergency services will be called</p> <p>Consider your Teams Safety!</p>
Managing Staff and Team Safety 1) Communication and Understanding	Y	Y	Y	3	5	15	<p>All staff should be given a team brief so that they have a full understanding and knowledge of COVID-19 to make informed decisions and to make sure the control measures are effective.</p> <ul style="list-style-type: none"> Return to work briefs 	2	5	10	<p>Team briefs should include the correct use of office equipment, cleaning, and disinfection.</p>

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2) Physical Health 3) Change overs of Rotas and Shifts 4) Allocated PPE 5) Training 6) Staff or Visitor becoming unwell							<ul style="list-style-type: none"> Reduced or no 'face to face' contact or meetings, back to back working methods Suggest alternatives e.g. online meetings and telephone calls, emails etc.. Self-isolating procedures (Not able to work) Organised Rotas and Work patterns Hand over periods Staggered start and breal times Provision of PPE Hand hygiene and clean desk policy Guest illness and feeling unwell procedure 				Outline formal or informal team meeting plans and rest breaks with staggered timings. Administrative controls such as use of alternative technologies e.g. On-line check-in, rapid contact free check-outs
First Aid Provision	Y	Y	Y	4	5	20	The primary responsibility is to preserve life, and first aid should only be administered where required and until the emergency services arrive. <ul style="list-style-type: none"> When planning site activites, first aid facilities will be discussed and highlighted in the daily team brief Emergency plans will be kept up to date We will also consider rescheduling high-risk work or provide additional first aid support First Aiders and Appointed persons will be briefed and have read the first COVID Guidance. 	3	5	15	Though an unlikely event, First Responders or Appointed Persons will need to have been given access to the COVID First Aid Guidance and Advice (See above pages 7- 9) First Aid kits should now include 2 x face covers, eye protection, disposable gloves, an apron and clinical waste bag.
Legal Considerations	Y	Y	Y	3	4	12	Plan to update your notices and documentation, the notices you will need to display are: <ul style="list-style-type: none"> COVID Secure Workplace Poster COVID Information on your Website Health & Safety Policy Check and Display insurance docs (Also See Annex A) 	2	4	8	You would be well advised to have a COVID-19 Statement and this should be outlined on your website. Consider having a visitor policy and state any special arrangements or online booking processes. What to do if people display symptoms or report and illness.

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1. Site Controls											
Access and Egress Points Reception Areas 1) High impact touchpoints 2) Hand Hygiene controls/ signs 3) Contact with dispensers 4) Door handles and mechanisms 5) Lower impact touchpoints 6) Keys and Key Cards 7) Common Welfare Areas 8) Visitor Restrictions	Y	Y	Y	3	5	15	Consider separate entrance and exit points, divided entrances, to reduce traffic flow and congestion. Timed and enhanced cleaning regime for common and high impact touchpoints Standalone handsanitizing stations, with non touch dispensers, lowered dispenser for children Clearly set out reminders and warning signs Put into place walkaround checks for common areas, regular timed welfare checks. Consider extra cleaning for lower impact touchpoints, or sanitizing mats at entrances Provide enhanced cleaning of keys, or place keycards in wallets or envelopes after sanitizing, consider alternatives keyless entry systems e.g. mobile phone technology.	2	5	10	Assess the need for timed slots for arrivals and departures Hand Sanitizing stations and reminders should be targeted and adults, young people and children. Clearly set out reminders at all entrances and exits. Remove all unnecessary items e.g. books, pamphlets, pens etc... Disinfectant or Sanitizing mats link here
Employee/ Customer Interactions 1) Workstations/ Reception Area 2) Computers, keyboard and mouse 3) Meeting Areas/ Conference Rooms	Y	Y	Y	3	5	15	Consider introducing a contactless booking in system i.e. online booking and registration. Provide access to localised cleaning materials, wipes and sprays, disposable paper towels Clean Desk policy for all staff to clean workstations before and after each contact and/or if changes in personel or between customer arrivals/ departures Organised non-contact meeting areas, team briefs, open spaces. Remove clutter.	2	5	10	Allow customers to book-in online or on an app. Consider rapid check out options. Instill a sense of clean me if you touch me and provide visible cleaning protocols. Organise arrival times, meeting areas allowing plenty of free space Regularly clean common touch points, meeting points and seating

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<p>4. Serving meals or snacks</p> <p>5. Prepared food hot or cold holding</p> <p>6. Storage Area Access and Cellars</p>							<p>Cover prepared food during transportation and delivery. Consider Table service or self-service options collection from holding areas.</p> <p>Prepack snacks and meals 'grab and go' bags</p> <p>Remove all seats from bars and counter areas.</p>				<p>Place all sauces and condiments on plate prior to serving, or put them into individual small ramekin</p> <p>Place covers over prepared meals and snacks</p> <p>Only permit one in, one out in cellars and storerooms.</p>
<p>Accommodations</p> <p>1) Access Point</p> <p>2) Switches and common surfaces</p> <p>3) TV Remote Control</p> <p>4) Window Coverings and blinds</p> <p>5) Soft Furnishings</p> <p>6) Rugs and Mats</p> <p>7) Coffee and Tea making items</p> <p>8) Toiletries</p>	Y	Y	Y	3	5	15	<p>Coloured tabs or coloured seals showing recent cleaning cycles and cleanliness security warning signs e.g, Clean do not enter.</p> <p>Provide a clear checklist for cleaned items, timed inspections, internal checks and disinfection procedures/ manager rotational checks.</p> <p>Place high impact and recently cleaned items in protective sleeves e.g. table wear, crockery, tv remote etc...</p> <p>HEPA Filter cleaning and vacuuming and disinfectant spray of soft furnishings. Disinfectant misters for soft furnishings and cushions etc..</p> <p>Wash all linen and protectors at Higher temperatures for optimal disinfection.</p> <p>Increase cleaning and disinfection in all areas e.g. sockets, USB points, thermostats etc...</p>	2	5	10	<p>Staff should not enter accommodations, unless invited and can maintain social distancing.</p> <p>Check with guests on any special needs e.g. the elderly, young peoples needs and child care.</p> <p>Consider the use of steam cleaners for soft furnishings</p> <p>Bag all used linen separately and seal bags before removal.</p>
<p>Welfare Areas</p> <p>1) Sinks and splash backs and water fountains</p> <p>2) Toilet Seats and handles</p>	Y	Y	Y	3	5	15	<p>With enhanced cleaning regimes consider colour coded cleaning equipment and clean from clean to dirty to narrow down on grimy areas</p> <p>Use a disinfectant spray before cleaning and open windows and doors and ventilate spaces well directly after cleaning</p>	2	5	10	<p>Disable or remove access to high risk items in welfare areas</p> <p>Provide additional cleaning materials, paper towels and disinfectant sprays.</p>

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3) Lamp switches 4) Towel rails and dispensers 5) Taps and Handles							Taking into account all common touchpoints and higher risk touchpoints Condier having a maximum capacity 'one in. one out' rule for high traffic areas. Provide additional cleaning 'self-use' materials for people to clean and disinfect items before use.				Disable hand driers and provide paper hand towels and additional bins.
Outdoor and Leisure Areas 1) Outdoor seating, decking spaces and sunloungers 2) Gardens and local public rights of way 3) Cycle Routes and places of interest	Y	Y	Y	2	5	10	Consider online bookings for outdoor spaces with allocated time slots. Check on available space and measure the area to determine a maximum capacity. (Including Staff) Take into account access points and preventing unauthorised access e.g. setting out temporary barriers and signs etc.. Consider what young people may be interested in or what they may touch. Provide separate seating areas or spaces for young people, older guest and family areas.	1	5	5	Explain on your website clearly what facilities will be open, prepare a user guide or site layout and explain the site rules. Currently certain areas are closed to the general public e.g. parks and will continue to be until the law has changed.
2. Cleaning and Disinfection											
Extra Cleaning Provisions Access and Egress Points: 1. Frequency of cleaning 2. Scheduled timings for high impact areas	Y	Y	Y	3	5	15	Clearly label and mark all high impact areas with last cleaned label, include frequency checks. Colour coded cleaning equipment – Red, Blue, Green and Yellow. Clean from clean to dirty. Enhanced cleaning to include, touchpoint signs and frequency checklists	2	5	10	Provide clear labels and reminders. Open all doors and windows and ventilate the area well before and after cleaning.

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3. Common Touchpoints Common Areas 4. Clean-up Plans 5. Enhanced Cleaning Plans 6. Waste Control measures Other External Areas 7. Steps, decking and patios 8. Smoking Areas							Consider common touchpoints, child free areas, items touched by children or infants. Have clean-up plans for spills, people feeling unwell, food or liquid spills All waste must be bagged and held securely for 72 hours before being disposed of as normal household waste. Consider all outdoor spaces, decking, handrail and patio furniture All persons should wash their hands before and after eating, drinking or smoking.					
Employee Awareness 1. Location of cleaning Materials 2. Hand Sanitizing Stations 3. Disinfection kits 4. Waste Handling tools and materials 5. Personal Hygiene Kits	Y	Y	Y	3	5	15	Understanding the risk factors and providing quick access to cleaning and disinfection materials Consider one in, one out rules for storerooms and cupboards, cellars etc... Risks could be increased for staff when collecting soiled items e.g cups, plates and glassware.	2	5	10	Make sure everyone is clear on who to protect themselves. Provide PPE e.g disposable gloves, or napkins when handling used or soiled items. Place clear reminders in staff rooms and changing areas.	

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8. Waste control measures							All personal waste must be held securely for 72 hours before being disposed of as normal waste in bins.															
9. Company Vehicles							Company vehicles are workplaces and where possible should be used alone, if there is no option but to share a vehicle, they should be shared by the same persons and face coverings should be considered, windows should be kept open.															Check insurance policies if staff are using their own cars for work.
10. Children and Young People							It is reasonable to assume children will be attending site, so you will need to provide a practicable means for them to clean hands at a child friendly height.															Parents and Guardians will be responsible for young people, and for supervising children. Additional measures maybe required?
4. Site Security, Safety and Emergencies																						
Access	Y	Y	Y	3	5	15	Controlling access to the site, limiting numbers and preventing unauthorised access by others.	2	5	10	Check the width of escape routes, access points and other entrances											
1. Peak flow times							Schedule arrival times, with staggered booking in programmes. (Requested arrival times)				Arrival schedules should consider other local businesses, activities and departures.											
2. Opening and Closing							Self check-in online registration, express checkout				Clearly mark alternative routes, waiting areas and social distancing measures											
3. Evacuations and Fire Drills							Outline any new evacuation routes on plans and timed fire drill, checks etc...				Reduce footfall											
4. Closed off areas							Clearly mark physical distancing in reception and waiting areas				Widen paths or provide alternatives e.g. through grassy areas running parallel											
5. Cleaning and Disinfection avoiding peak times							Allocate timed slots for arrivals, to avoid high traffic or peak times				Provide clear reminders											
6. Increased communal Welfare usage							Check welfare areas between slotted arrival and departure times				Also consider access to any public rights of way, dog walking areas, parks or smoking shelters...											
7. Increased footfall,							Reduce footfall where possible															

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8. Local Community Permissions etc...							Check on local community arrangements e.g. parks, public parking, public spaces, activities, shops and local tourism issues.				
Maintenance and Essential Repairs				3	5	15	<p>Have clear procedure in place to explain to guests what to do if anyone needs to enter their area while in occupation.</p> <ul style="list-style-type: none"> • If possible ask guests to leave the accommodation while essential repairs are made • If this is not possible consider the alternatives e.g. waiting in a separate room or area or suggest a change of room if necessary. • All staff will need to take supplies of PPE, cleaning materials and wash hands before entering or touching surfaces and equipment and they must leave items clean and disinfected. • Operatives must secure all waste and bag and seal used materials and PPE. 	2	5	10	