

COVID-19 RISK ASSESSMENT

ASSESSOR	Gareth Jones MCIEH CEnvH	POSITION	Consultant Environmental Health Officer & Health and Safety Advisor
SCOPE OF ASSESSMENT & DESCRIPTION OF ACTIVITIES	Hotel spa opening and operation – protection against Covid-19 infection spread.		
PERSONS WHO MAY BE AFFECTED	Group 1 - Clinically extremely vulnerable individuals	Group 6 - Agency staff	
	Group 2 - Clinically vulnerable individuals	Group 7 - Contractors	
	Group 3 - Employees (in good health)	Group 8 - Delivery personnel	
	Group 4 - Guests	Group 9 - Agents & third-party operators	
	Group 5 - Non-resident customers	Group 10 - Other visitors (e.g. Officials, consultants, emergency personnel etc.)	
NATURE OF RISK COVERED BY RISK ASSESSMENT Risk - a situation involving exposure to danger	The risk of persons being infected with Covid-19 virus in the hotel through spa operations and the spread of the virus between individuals leading to the potential for ill health including the possibility of respiratory failure and other life-threatening conditions.		
KEY CONTROLS Detailed controls are listed in this assessment on a departmental level. However a summary of key controls is provided here for all hotel operations.	<ul style="list-style-type: none"> • Staff training in Covid-19 awareness. • Effective and regular hand washing or sanitising throughout the operation. • Enhanced cleaning and disinfection, particularly of hand contact points throughout the operation. • Where practicable, exclusion from the workplace for all staff that can work at home should be in place. • Limit the number of staff on site at any time so that the operation can be managed without unnecessary personnel. • Where practicable maintaining social distancing always so that staff, guests and third parties on site do not come within 2-metres of each other. • Implementing additional controls where social distancing cannot be achieved, on a temporary basis, with an emphasis that such situations should be time limited to as short a period as possible and social distancing should be restored at the earliest opportunity. Employing a designated person or small group system to limit partners so that where work must be done together this is only with a named individual partner and consistency avoids the use of different colleagues to minimise risk. • Effective and safe use of personal protective equipment throughout the operation. 		

HAZARD IDENTIFICATION Hazard - something with the potential to cause harm within the process, task etc. assessed.	Hazard/Activity	Persons Affected (group categories where hotel operation has duty of care and potential control of hazard)		Hazard Reference No.	
RISK RATING For further detail on calculation of risk rating please see table below. Rating calculation based on implementation of all listed controls.	Consequence (1-5) 4	X	Likelihood (1 - 5) 3	=	Risk Rating (1-25) 12
CONTROL MEASURES	Control Action Required <ul style="list-style-type: none"> Locker area are disinfected daily. Disinfection should be undertaken for minimum contact period with H&H105/H&H103c Quaternary ammonium disinfectant used on the locker handles and lock and on door handles and plates and between the issue of lockers. External clothing and personal items are to be placed securely in the locker, where one is allocated, or otherwise away from the treatment areas, preferably including mobile phones. Signage must be used at entrance to locker areas and changing areas to advise that that 1-metre plus separation with mitigation including regular hand washing, avoiding talking and never being face to face unless at 2 metres. Markings should be placed on locker area and changing room floors at 2 metre intervals to visually demonstrate the separation distance. Hand sanitiser must be provided at the entrance to all WC and shower facilities. Soap dispensers and taps should be provided in WC areas. WC areas should be disinfected hourly. Disinfection should be undertaken for the minimum contact period with H&H105/H&H103c Quaternary ammonium disinfectant, used on the door locks, flushing handles and on door handles and plates. Shower areas should be disinfected twice daily, Disinfection should be undertaken for the minimum contact period with H&H105/H&H103c Quaternary ammonium disinfectant used on the door locks, shower controls and on door handles and plates. Shower usage by guests not advised until further notice. 	Person Responsible		Date of Completion	

HAZARD IDENTIFICATION Hazard - something with the potential to cause harm within the process, task etc. assessed.	Hazard/Activity	Persons Affected (group categories where hotel operation has duty of care and potential control of hazard)		Hazard Reference No.	
RISK RATING For further detail on calculation of risk rating please see table below. Rating calculation based on implementation of all listed controls.	Handling general waste and contaminated waste from spa operations Consequence (1-5) 4	X	Groups 3, 4, 5 & 6 Likelihood (1 - 5) 2	=	Spa - Covid-19 v1 - 2 Risk Rating (1-25) 8
CONTROL MEASURES	Control Action Required <ul style="list-style-type: none"> All employees must receive Covid-19 awareness training so that they are aware of the actions that they can personally take to reduce risk. Employees must maintain 1-metre plus separation with mitigation including regular hand washing, avoiding talking and never being face to face unless at 2 metres. when handling waste. Waste must be cleared regularly throughout the working day and must never accumulate in work areas. Waste from general cleaning tasks (including disposable cloths and tissues) must be put in a plastic rubbish bag and tied when full. Waste should be stored safely and kept away from all members of the public. Waste must never be stored in communal areas. If waste is likely to have been clinically contaminated, then store it for at least 72 hours and then put in with the normal waste. If clinical contamination is suspected and storage for at least 72 hours is not appropriate, arrange for collection as a Category B infectious waste either by the approved waste collection contractor or a specialist clinical waste contractor. They will supply you with orange clinical waste bags for you to place your bags into so the waste can be sent for appropriate treatment. 	Person Responsible		Date of Completion	

HAZARD IDENTIFICATION Hazard - something with the potential to cause harm within the process, task etc. assessed.	Hazard/Activity	Persons Affected (group categories where hotel operation has duty of care and potential control of hazard)		Hazard Reference No.	
RISK RATING For further detail on calculation of risk rating please see table below. Rating calculation based on implementation of all listed controls.	Handling dirty towels	Groups 3, 4, 5 & 6		Spa - Covid-19 v1 - 3	
	Consequence (1-5) 4	X	Likelihood (1 - 5) 3	=	Risk Rating (1-25) 12
CONTROL MEASURES	Control Action Required <ul style="list-style-type: none"> All employees must receive Covid-19 awareness training so that they are aware of the actions that they can personally take to reduce risk. The infection risk from Covid-19 following contamination of the environment decreases over time. It is not yet clear at what point there is no risk. However, studies of other viruses suggest that, in most circumstances, the risk is likely to be reduced significantly after 72 hours. Therefore, if there is a suspected case of Covid-19 based on observed symptoms then any materials used (e.g. towels) should be quarantined for 72 hours, as this should limit the amount of virus living on surfaces and reduce risk. Towels used by the spa operation should be washed on a hot wash at or above 60°C and tumble dried. Spa staff must be trained to avoid shaking of linen and towelling items that could spread the virus. Dirty laundry items should be placed in a bag for removal from the spa. Other spa laundry items should be washed in accordance with a standard operating procedure. This should be on the warmest wash possible. The washing cycle, temperature and chemical used should be agreed with the chemical supplier, who should confirm and validate the effectiveness of the process. External laundry providers must provide written specification of their laundering process and confirm that it is effective against Covid-19. 	Person Responsible		Date of Completion	

HAZARD IDENTIFICATION Hazard - something with the potential to cause harm within the process, task etc. assessed.	Hazard/Activity	Persons Affected (group categories where hotel operation has duty of care and potential control of hazard)		Hazard Reference No.	
	Cleaning spa areas	Groups 3, 4, 5 & 6		Spa - Covid-19 v1 - 4	
RISK RATING For further detail on calculation of risk rating please see table below. Rating calculation based on implementation of all listed controls.	Consequence (1-5)	X	Likelihood (1 - 5)	=	Risk Rating (1-25)
	4		2		8
CONTROL MEASURES	Control Action Required	Person Responsible		Date of Completion	
	<ul style="list-style-type: none"> All employees must receive Covid-19 awareness training so that they are aware of the actions that they can personally take to reduce risk. Employees must maintain a 1-metre plus separation with mitigation including regular hand washing, avoiding talking and never being face to face unless at 2 metres. when carrying out housekeeping duties in spa areas. Spa area cleaning should be scheduled to avoid busy times when guests are less likely to be present. HM Government Guidance on Covid-19: cleaning in non-healthcare settings, updated 26th March 2020 must be considered in the development of specific spa cleaning procedures. This can be found here: https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings Staff involved in cleaning are to be trained on the methodology for cleaning of different areas and the use of each chemical product. Staff involved in cleaning must be provided with minimum PPE of disposable gloves and face mask. These must always be carried in a cleaning basket. Wearing of disposable gloves and face masks is mandatory. This PPE should be changed regularly and always when damaged. Use approved disinfectant (COSHH assessment must be in place). Using a cleaning cloth, clean hard surfaces with approved disinfectant. Cleaning cloths should be disposable, or colour coded micro fibre, which must be changed between each area and cleaned using a hot wash (e.g. 60°C or above). Waste must be cleared regularly throughout the working day and must never accumulate. Never leave waste from cleaning tasks in spa areas. Waste from cleaning tasks (including disposable cloths and tissues) must be put in a plastic rubbish bag and tied when full. It should be put in a suitable and secure place. Waste should be stored safely and kept away from all members of the public. If waste is likely to have been clinically contaminated, then store it for at least 72 hours and then put in with the normal waste. If clinical contamination is suspected and storage for at least 72 hours is not appropriate, arrange for collection as a Category B infectious waste either by the approved waste collection contractor or 				

a specialist clinical waste contractor. They will supply you with orange clinical waste bags for you to place your bags into so the waste can be sent for appropriate treatment.

- Spa cleaning staff must wash their hands thoroughly and effectively, in accordance with the published guidelines for a minimum period of 20 seconds before and after work. If hand washing facilities between PPE changes are not available, then hand sanitiser should be used.
- Hand sanitiser to be provided in each cleaning basket
- Avoid creating splashes and spray when cleaning.
- When items cannot be cleaned using detergents or laundered, for example, upholstered furniture, steam cleaning should be considered and done on weekly basis.
- Clean and empty vacuum cleaners used immediately after cleaning process. Empty inside a large waste sack to avoid risk of inhalation of material. Wear face mask, eye protection and protective gloves during process.
- Ensure vacuum cleaners are in good repair with tight seals. HEPA filter units should be used.

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RISK RATING For further detail on calculation of risk rating please see table below. Rating calculation based on implementation of all listed controls.	Consequence (1-5) 4	X	Likelihood (1 - 5) 3	=	Risk Rating (1-25) 12
CONTROL MEASURES	Control Action Required <ul style="list-style-type: none"> All employees must receive Covid-19 awareness training so that they are aware of the actions that they can personally take to reduce risk. Employees must maintain a 1-metre plus separation with mitigation including regular hand washing, avoiding talking and never being face to face unless at 2 metres. carrying out housekeeping duties in fitness centres. Cleaning should be scheduled to avoid busy times when guests are less likely to be using the facilities. Before commencing cleaning, signage should be used to explain that the fitness centre is being cleaned. Signage should be used to encourage users to wipe clean equipment after every use. Staff working in the fitness areas will regularly disinfect equipment and hand contact surfaces. Disinfection should be undertaken for the minimum contact period of 5 minutes, with H&H105/H&H103c Quaternary ammonium disinfectant HM Government Guidance on Covid-19: cleaning in non-healthcare settings, updated 26th March 2020 must be considered in the development of specific housekeeping cleaning procedures. This can be found here: https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings Staff involved in cleaning are to be trained on the methodology for cleaning of different areas and the use of each chemical product. Cleaning staff must be provided with minimum PPE of disposable gloves. These must always be carried in cleaning baskets. Wearing of disposable gloves and face covering is mandatory. This PPE should be changed regularly and always when damaged. Use approved disinfectant (COSHH assessment must be in place). Using a cleaning cloth, clean all equipment contact points and all hard surfaces within the fitness centre with approved disinfectant. Use disinfectant and leave for required contact time on all high-risk contact surface before attempting subsequent hard cleaning. Cleaning cloths should be disposable, or colour coded micro fibre, which must be changed regularly and cleaned using a hot wash (e.g. 60°C or above). Waste must be cleared regularly throughout the working day and must never accumulate. Waste from cleaning tasks (including disposable cloths and tissues) must be put in a plastic rubbish bag and tied when full. It should be put in a suitable and secure place. Waste should be stored safely and kept away from all members of the public. 	Person Responsible	Date of Completion		
	Cleaning fitness equipment and areas	Groups 3, 4, 5 & 6	Spa - Covid-19 v1 - 5		

	<ul style="list-style-type: none">• If waste is likely to have been clinically contaminated, then store it for at least 72 hours and then put in with the normal waste.• If clinical contamination is suspected and storage for at least 72 hours is not appropriate, arrange for collection as a Category B infectious waste either by the approved waste collection contractor or a specialist clinical waste contractor. They will supply you with orange clinical waste bags for you to place your bags into so the waste can be sent for appropriate treatment.• Cleaning staff must wash their hands thoroughly and effectively, in accordance with the published guidelines for a minimum period of 20 seconds before and after work. If hand washing facilities between PPE changes are not available, then hand sanitiser should be used.• Hand sanitiser to be provided on each service trolley.• Avoid creating splashes and spray when cleaning.• Clean and empty vacuum cleaners used immediately after cleaning process. Empty inside a large waste sack to avoid risk of inhalation of material. Wear face mask, eye protection and protective gloves during process.• Ensure vacuum cleaners are in good repair with tight seals. HEPA filter units should be used.		
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RISK RATING For further detail on calculation of risk rating please see table below. Rating calculation based on implementation of all listed controls.	Maintenance and repairs in Spa and treatment areas	Groups 3 & 7		Spa - Covid-19 v1 - 6	
	Consequence (1-5)	X	Likelihood (1 - 5)	=	Risk Rating (1-25)
	4		2		8
CONTROL MEASURES	Control Action Required	Person Responsible		Date of Completion	
	<ul style="list-style-type: none"> All employees must receive Covid-19 awareness training so that they are aware of the actions that they can personally take to reduce risk. Maintenance employees and contractors must maintain a 1-metre plus separation with mitigation including regular hand washing, avoiding talking and never being face to face unless at 2 metres. when carrying out maintenance and repair duties in Spa and treatment areas. If guest(s) are in a treatment room or part of the Spa where the work is required, then the engineer or contractor must not enter and should return when the guest is absent. If emergency work is required in an area where the guest is present the Engineer or Contractor must always be accompanied to the room by the Spa Manager (maintaining the required the 1-metre plus separation with mitigation including regular hand washing, avoiding talking and never being face to face unless at 2 metres.). The Spa Manager must explain to the guest the reason why access is required and request that the guest leaves the room or area for reasons of social distancing during the work. Planned preventative maintenance is in place to minimise the number of maintenance and repair requests and potential need for access to Spa and treatment rooms. The infection risk from Covid-19 following contamination of the environment decreases over time. It is not yet clear at what point there is no risk. However, studies of other viruses suggest that, in most circumstances, the risk is likely to be reduced significantly after 72 hours. Therefore, if an area can be kept closed and secure for 72 ours, ahead of maintenance or repair works, this will reduce the risk as the amount of virus living on surfaces will have reduced significantly by 72 hours. Non-emergency maintenance of any part of the Spa or treatment rooms where a guest is suspected to have any symptoms of Covid-19 must be suspended. Advice may be provided by the Public Health Authorities (e.g. Public Health England) on the required cleaning where a guest is subsequently tested as positive for Covid-19. Where practicable, where this is not the case, the area should be left for a minimum period of 72 hours before maintenance or repair works are undertaken. Maintenance staff and third-party contractors must be provided with minimum PPE of disposable gloves, overalls, eye protection and face mask. Wearing of disposable gloves, face coverings and overalls is mandatory. Hands must be washed in accordance with government guidelines in between treatment rooms. 				

- When entering a treatment room, internal area, or enclosed part of the Spa to carry out maintenance or repair duties increase ventilation of the area with air conditioning.
- In treatment rooms avoid unnecessarily touching hand contact points.
- Never leave waste from maintenance or repair tasks in the Spa.
- Waste from maintenance or repair tasks must be put in a plastic rubbish bag and tied when full. It should be put in a suitable and secure place.
- Waste should be stored safely and kept away from all members of the public.
- If waste is likely to have been clinically contaminated, then store it for at least 72 hours and then put in with the normal waste.
- If clinical contamination is suspected and storage for at least 72 hours is not appropriate, arrange for collection as a Category B infectious waste either by the approved waste collection contractor or a specialist clinical waste contractor. They will supply you with orange clinical waste bags for you to place your bags into so the waste can be sent for appropriate treatment.
- Maintenance staff and contractors must wash their hands thoroughly and effectively, in accordance with the published guidelines for a minimum period of 20 seconds prior to carrying out any work. Following work, hand washing should be undertaken again if facilities allow. If not, then hand sanitiser should be used, and the Engineer or contractor should make their way to the nearest facilities to wash their hands.
- Hand sanitiser to be provided.
- Avoid creating splashes and spray when working, particularly in wet treatment areas.
- Avoid shaking treatment table towels, general towels, robes etc. when carrying out works.
- If a vacuum must be used, then clean and empty vacuum cleaners used immediately after maintenance or repair process. Empty inside a large waste sack to avoid risk of inhalation of material. Wear face mask, eye protection and protective gloves during process.
- Ensure vacuum cleaners are in good repair with tight seals. HEPA filter units should be used.
- Tools used should be disinfected. Disinfection should be undertaken for the minimum contact period with H&H105/H&H103c Quaternary ammonium disinfectant before entering the room and immediately after the work has been completed. The minimum contact time should be ensured (check product being used). This includes tools provided by and used by contractors. A COSHH assessment must be in place.
- Tools should not be shared between engineers and contractors. If tools must be shared for some technical reason, then they must be disinfected first.

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RISK RATING For further detail on calculation of risk rating please see table below. Rating calculation based on implementation of all listed controls.	Maintenance and repairs in fitness centres	Groups 3 & 7		Spa - Covid-19 v1 - 7	
	Consequence (1-5)	X	Likelihood (1 - 5)	=	Risk Rating (1-25)
	4		3		12
CONTROL MEASURES	Control Action Required	Person Responsible		Date of Completion	
	<ul style="list-style-type: none"> All employees must receive Covid-19 awareness training so that they are aware of the actions that they can personally take to reduce risk. Maintenance employees and contractors must maintain 2-metre separation when carrying out maintenance and repair duties in fitness centres. Work should be planned and scheduled when facilities are closed, and guests are absent. Planned preventative maintenance is in place to minimise the number of maintenance and repair requests and potential need for emergency works. Maintenance staff and third-party contractors must be provided with minimum PPE of disposable gloves, overalls, eye protection and face mask. Wearing of disposable gloves and overalls is mandatory. Gloves should be single use only and should be changed regularly and always when damaged. Face masks are provided and must be worn where the COSHH assessment determines this. Following maintenance and repair works in fitness centres cleaning should be subsequently carried out, ensuring disinfection of all hand contact points. When carrying out maintenance or repair duties allow increased ventilation of the fitness area with increase air conditioning. Never leave waste from maintenance or repair tasks in fitness centres. Waste from maintenance or repair tasks must be put in a plastic rubbish bag and tied when full. It should be put in a suitable and secure place. Waste should be stored safely and kept away from all members of the public. If waste is likely to have been clinically contaminated, then store it for at least 72 hours and then put in with the normal waste. If clinical contamination is suspected and storage for at least 72 hours is not appropriate, arrange for collection as a Category B infectious waste either by the approved waste collection contractor or a specialist clinical waste contractor. They will supply you with orange clinical waste bags for you to place your bags into so the waste can be sent for appropriate treatment Maintenance staff and contractors must wash their hands thoroughly and effectively, in accordance with the published guidelines for a minimum period of 20 seconds prior to carrying out any work. Following work hand washing should be undertaken again if facilities allow. If not, then hand sanitiser should be used, and the Engineer 				

or contractor should make their way to the Maintenance Workshop to wash their hands.

- Hand sanitiser to be provided.
- Avoid creating splashes and spray when working.
- If a vacuum must be used, then clean and empty vacuum cleaners used immediately after maintenance or repair process. Empty inside a large waste sack to avoid risk of inhalation of material. Wear face mask, eye protection and protective gloves during process.
- Ensure vacuum cleaners are in good repair with tight seals. HEPA filter units should be used.
- Tools used should be disinfected. Disinfection should be undertaken for the minimum contact period with H&H105/H&H103c Quaternary ammonium disinfectant before entering the room and immediately after the work has been completed. The minimum contact time should be ensured (check product being used). This includes tools provided by and used by contractors. A COSHH assessment must be in place.
- Tools should not be shared between engineers and contractors. If tools must be shared for some technical reason, then they must be disinfected first.

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RISK RATING For further detail on calculation of risk rating please see table below. Rating calculation based on implementation of all listed controls.	Consequence (1-5) 4	X	Likelihood (1 - 5) 3	=	Risk Rating (1-25) 12
CONTROL MEASURES	Control Action Required <ul style="list-style-type: none"> All employees must receive Covid-19 awareness training so that they are aware of the actions that they can personally take to reduce risk. All staff and any third-party contractors must wash their hands thoroughly and effectively, in accordance with the published guidelines for a minimum period of 20 seconds prior to carrying out any work, particularly where handling any work equipment. Following work hand washing should be undertaken again if facilities allow. If not, then hand sanitiser should be used, and the employee or contractor should make their way to the nearest washroom to wash their hands. Where practicable work equipment should not be shared. If it does have to be shared, then minimise the number of persons who use it. Avoid "borrowing" equipment by separate departments. Work equipment should be disinfected. Disinfection should be undertaken for the minimum contact period H&H105/H&H103c Quaternary ammonium disinfectant before each use. The minimum contact time should be ensured (check product being used). A COSHH assessment must be in place. Work equipment should not be shared between the hotel and third-party contractors. If tools must be shared for some technical reason, then they must be disinfected first using H&H105/H&H103c Quaternary ammonium disinfectant Where work equipment does need to be passed from one person to another this must never be by direct contact. Drop off points or transfer zones should be established. 	Person Responsible		Date of Completion	

HAZARD IDENTIFICATION Hazard - something with the potential to cause harm within the process, task etc. assessed.	Hazard/Activity	Persons Affected (group categories where hotel operation has duty of care and potential control of hazard)		Hazard Reference No.	
RISK RATING For further detail on calculation of risk rating please see table below. Rating calculation based on implementation of all listed controls.	Consequence (1-5) 4	X	Likelihood (1 - 5) 3	=	Risk Rating (1-25) 12
CONTROL MEASURES	Control Action Required	Person Responsible		Date of Completion	
	<ul style="list-style-type: none"> All employees must receive Covid-19 awareness training so that they are aware of the actions that they can personally take to reduce risk. Employees must maintain 2-metre separation, at all times, when accessing a relaxation area. This includes separation between themselves and other employees and between guests and non-resident visitors. Monitoring of staff behaviour must be undertaken continually by Department Heads, Supervisors and Security. Where social distancing rules are not followed then an education and disciplinary process must be in place. Signage is recommended at the entrance to relaxation areas to advise that 2-metre social distancing is required and where not possible 1-metre plus separation with mitigation including regular hand washing, avoiding talking and never being face to face unless at 2 metres. Chairs, loungers, and relaxation beds should be placed at 2 metre intervals. Hand sanitiser to be provided at the entrance to the relaxation area. Relaxation areas should be disinfected twice daily. Disinfection should be undertaken for the minimum contact period with H&H105/H&H103c Quaternary ammonium disinfectant to be used on door handles and other hand contact points. Towels should be provided for use on chairs, loungers, and relaxation beds. Shared food offerings such as fruit bowls should be removed, and items should be provided on request. Water should be provided in sealed sterile bottles only. Where practicable increased ventilation should be provided in relaxation areas. Shaking hands should be avoided and if a guest motions to do so, this should be politely declined by the staff member involved. Direct contact with a guest is strictly prohibited except for a medical emergency, when a first aider can be called to assist. Staff assisting guests in the relaxation area must report any obvious sign of a guest being unwell with symptoms of Covid-19 (obvious fever or significant persistent cough) to Spa Manager for further investigation. Guest should not at this stage be approached regarding their health. Where practicable work equipment should not be shared. If it does have to be shared, then minimise the number of persons who use it. Avoid "borrowing" equipment. 				

	<ul style="list-style-type: none">• Work equipment should be disinfected. Disinfection should be undertaken for the minimum contact period with H&H105/H&H103c Quaternary ammonium disinfectant before each use. The minimum contact time should be ensured (check product being used). A COSHH assessment must be in place.		

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RISK RATING For further detail on calculation of risk rating please see table below. Rating calculation based on implementation of all listed controls.	Beauty treatments	Groups 3, 4, 5 & 6		Spa - Covid-19 v1 - 10	
	Consequence (1-5)	X	Likelihood (1 - 5)	=	Risk Rating (1-25)
	4		3		12
CONTROL MEASURES	Control Action Required	Person Responsible		Date of Completion	
	<ul style="list-style-type: none"> All employees must receive Covid-19 awareness training so that they are aware of the actions that they can personally take to reduce risk. Only planned appointments will be permitted. Suitable timed appointments must leave a sufficient period between guests of to allow for deep cleaning of the work area and equipment between treatments. Receptionists must maintain a 1-metre plus separation with mitigation including regular hand washing, avoiding talking and never being face to face unless at 2 metres. at all times. This includes separation between themselves and other employees and between guests and non-resident visitors. Monitoring of staff behaviour must be undertaken continually by Department Heads, Supervisors and Security. Where social distancing rules are not followed then an education and disciplinary process must be in place. Signage is recommended at the entrance to the area to advise that 1-metre plus separation with mitigation including regular hand washing, avoiding talking and never being face to face unless at 2 metres separation is required prior to treatments. Treatment chairs for therapists from guests must be placed at minimum 1-metre intervals and for guests from guests at 2-metre intervals. Hand sanitiser to be provided at the entrance to the treatment area. Treatment areas should be disinfected twice daily. Disinfection should be undertaken for the minimum contact period with H&H105/H&H103c Quaternary ammonium disinfectant specifically to be used on door handles and other hand contact points. Following each treatment the chair, including arms, equipment and surrounding must be disinfected. Disinfection should be undertaken for the minimum contact period with H&H105/H&H103c Quaternary ammonium disinfectant . The guest is to complete a health questionnaire on arrival to confirm that they have not suffered from any of the associated symptoms of Covid-19 in the previous 14 days. The guest must be asked to sign a consent to treatment form. Towels provided throughout the operation are for single use only and must be laundered on a hot wash after each use. Shared food offerings such as fruit bowls should be removed, and items should be provided on request. Coffee/tea and other drinks should not be served at this time. Water should be provided in sealed sterile bottles only. 				

	<ul style="list-style-type: none">• Where practicable increased ventilation should be provided in treatment areas.• Shaking hands should be avoided and if a guest motions to do so, this should be politely declined by the staff member involved.• The employee carrying out the treatment must wear a microbiology face covering. In addition, eye protection in the form of a visor should be provided.• Uniforms and protective clothing used in therapy areas must be washed on a hot wash at or above 60°C.• Guests who are receiving treatments should be issued with a single use disposable surgical mask. The use of this mask is mandatory to help protect the employee carrying out the treatment.• Where close contact is required the distance should be increased at each and every opportunity to at least 2 metres. Treatment times to be limited to 60 minutes with at least 15-minute interval breaks in between session.• Staff greeting or working with guests must immediately report any obvious sign of a guest being unwell with symptoms of Covid-19 (obvious fever or significant persistent cough) to their Manager. Until the Manager has investigated no treatment may be commenced or continued. The guest should be located to a separate area away from employees and other guests.• Work equipment must not be shared, if shared, it must first be disinfected with H&H105/H&H103c Quaternary ammonium disinfectant• Work equipment must be disinfected. Disinfection should be undertaken for the minimum contact period with H&H105/H&H103c Quaternary ammonium disinfectant before each use. The minimum contact time should be ensured (check product being used). A COSHH assessment must be in place.		
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HAZARD IDENTIFICATION Hazard - something with the potential to cause harm within the process, task etc. assessed.	Hazard/Activity	Persons Affected (group categories where hotel operation has duty of care and potential control of hazard)		Hazard Reference No.	
RISK RATING For further detail on calculation of risk rating please see table below. Rating calculation based on implementation of all listed controls.	Consequence (1-5) 4	X	Likelihood (1 - 5) 3	=	Risk Rating (1-25) 12
CONTROL MEASURES	Control Action Required <ul style="list-style-type: none"> All employees must receive Covid-19 awareness training so that they are aware of the actions that they can personally take to reduce risk. Only planned appointments will be permitted. Suitable timed appointments must leave a minimum period between guests of 20 minutes to allow for deep cleaning of the work area and equipment between treatments. Receptionists must maintain at least 1-metre plus separation with mitigation including regular hand washing, avoiding talking and never being face to face unless at 2 metres., at all times. This includes separation between themselves and other employees and between guests and non-resident visitors. Monitoring of staff behaviour must be undertaken continually by Department Heads, Supervisors and Security. Where social distancing rules are not followed then an education and disciplinary process must be in place. Signage is recommended at the entrance to the area to advise that 1-metre plus separation with mitigation including regular hand washing, avoiding talking and never being face to face unless at 2 metres. is required prior to treatments. Treatment chairs must be placed at minimum 1-metre plus separation with mitigation including regular hand washing, avoiding talking and never being face to face unless at 2 metres. for therapists from guests. Hand sanitiser to be provided at the entrance to the treatment area. Treatment areas should be disinfected twice daily. Disinfection should be undertaken for the minimum contact period with H&H105/H&H103c Quaternary ammonium disinfectant specifically to be used on door handles and other hand contact points. Following each treatment, the chair, including arms, equipment and surrounding must be disinfected. Disinfection should be undertaken for the minimum contact period with H&H105/H&H103c Quaternary ammonium disinfectant The guest is to complete a health questionnaire on arrival to confirm that they have not suffered from any of the associated symptoms of Covid-19 in the previous 14 days. The guest must be asked to sign a consent to treatment form. Towels provided throughout the operation are for single use only and must be laundered on a hot wash after each use. Shared food offerings such as fruit bowls should be removed, and items should be provided on request. Coffee/tea and other drinks should not be served at this time. Water should be provided in sealed sterile bottles only. 	Person Responsible	Date of Completion		
	Hair styling & studio	Groups 3, 4, 5 & 6	Spa - Covid-19 v1 - 11		

	<ul style="list-style-type: none">• Where practicable increased ventilation should be provided in treatment areas with air conditioning.• Shaking hands should be avoided and if a guest motions to do so, this should be politely declined by the staff member involved.• The employee carrying out the treatment must wear a micro-biology face covering. In addition, eye protection should be provided in the form of a visor and used where necessary.• Uniforms and protective clothing used in studio areas must be washed on a hot wash at or above 60°C.• Guests who are receiving treatments should be issued with a single use disposable surgical mask when required. The use of this mask is mandatory in certain treatments to help protect the employee carrying out the treatment. A gown should be worn by the guest.• Staff greeting or working with guests must immediately report any obvious sign of a guest being unwell with symptoms of Covid-19 (obvious fever or significant persistent cough) to their Manager. Until the Manager has investigated no treatment may be commenced or continued. The guest should be located to a separate area away from employees and other guests.• Work equipment must not be shared and if required should be disinfected with H&H105/H&H103c Quaternary ammonium disinfectant• Work equipment must be disinfected. Disinfection should be undertaken for the minimum contact period with H&H105/H&H103c Quaternary ammonium disinfectant before each use. The minimum contact time should be ensured (check product being used). A COSHH assessment must be in place.		
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APPROVED

HAZARD IDENTIFICATION Hazard - something with the potential to cause harm within the process, task etc. assessed.	Hazard/Activity	Persons Affected (group categories where hotel operation has duty of care and potential control of hazard)		Hazard Reference No.	
RISK RATING For further detail on calculation of risk rating please see table below. Rating calculation based on implementation of all listed controls.	Manicures & pedicures	Groups 3, 4, 5 & 6		Spa - Covid-19 v1 - 12	
	Consequence (1-5)	X	Likelihood (1 - 5)	=	Risk Rating (1-25)
	4		3		12
CONTROL MEASURES	Control Action Required	Person Responsible		Date of Completion	
	<ul style="list-style-type: none"> All employees must receive Covid-19 awareness training so that they are aware of the actions that they can personally take to reduce risk. Only planned appointments will be permitted. Suitable timed appointments must leave a minimum period between guests of 20 minutes to allow for deep cleaning of the work area and equipment between treatments. Receptionists must maintain 2-metre separation, at all times. This includes separation between themselves and other employees and between guests and non-resident visitors. Monitoring of staff behaviour must be undertaken continually by Department Heads, Supervisors and Security. Where social distancing rules are not followed then an education and disciplinary process must be in place. Signage is recommended at the entrance to the area to advise that 1-metre plus separation with mitigation including regular hand washing, avoiding talking and never being face to face unless at 2 metres. separation is required prior to treatments. Treatment chairs must be placed at 1-metre plus separation with mitigation including regular hand washing, avoiding talking and never being face to face unless at 2 metres separation Hand sanitiser to be provided at the entrance to the treatment area. Treatment areas should be disinfected twice daily, with H&H105/H&H103c Quaternary ammonium disinfectant available chlorine disinfectant, specifically to be used on door handles and other hand contact points. Following each treatment the chair, including arms, equipment and surrounding must be disinfected. Disinfection should be undertaken for the minimum contact period with H&H105/H&H103c Quaternary ammonium disinfectant The guest is to complete a health questionnaire on arrival to confirm that they have not suffered from any of the associated symptoms of Covid-19 in the previous 14 days. The guest must be asked to sign a consent to treatment form. Towels provided throughout the operation are for single use only and must be laundered on a hot wash after each use. Shared food offerings such as fruit bowls should be removed, and items should be provided on request. Coffee/tea and other drinks should not be served at this time. Water should be provided in sealed sterile bottles only. Where practicable increased ventilation should be provided in treatment areas. 				

	<ul style="list-style-type: none">• Shaking hands should be avoided and if a guest motions to do so, this should be politely declined by the staff member involved.• The employee carrying out the treatment must wear a microbiology face covering in addition eye protection should be provided in the form of a visor.• A Perspex (or similar hard plastic) screen will be provided to physically separate the guest from the employee carrying out the manicure or pedicure (only in the case of not using a visor) The screen will be designed to be moved so that it can be placed in the correct location to ensure complete separation. The screen must be disinfected. Disinfection should be undertaken for the minimum contact period with H&H105/H&H103c Quaternary ammonium disinfectant before and after each treatment.• Guests who are receiving treatments should be issued with a single use disposable surgical mask when required. The use of this mask is mandatory in certain treatments to help protect the employee carrying out the treatment. A gown should be worn by the guest.• Uniforms and protective clothing used in treatment areas must be washed on a hot wash at or above 60°C.• Staff greeting or working with guests must immediately report any obvious sign of a guest being unwell with symptoms of Covid-19 (obvious fever or significant persistent cough) to their Manager. Until the Manager has investigated no treatment may be commenced or continued. The guest should be located to a separate area away from employees and other guests.• Work equipment must not be shared, if required it should be disinfected with H&H105/H&H103c Quaternary ammonium disinfectant.• Work equipment must be disinfected. Disinfection should be undertaken for the minimum contact period with H&H105/H&H103c Quaternary ammonium disinfectant before each use. The minimum contact time should be ensured (check product being used). A COSHH assessment must be in place.		
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ASSESSMENT APPROVAL & REVIEW			
Assessment Reviewed By (Manager's Name)		Manager's Signature	
Date Assessment Approved		Next Date of Review	
Copies of Assessment to: (please identify)			

Risk Rating Table

LIKELIHOOD	CONSEQUENCE				
	1 Insignificant	2 Minor	3 Moderate	4 Major	5 Catastrophic
1 - Rare	1	2	3	4	5
2 - Unlikely	2	4	6	8	10
3 - Possible	3	6	9	12	15
4 - Likely	4	8	12	16	20
5 - Almost Certain	5	10	15	20	25