| **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 | EmployeesCustomersGuests ResidentsContractorsVisitors | 5 | 5 | 25 | Employees are instructed to work from home if their work allows them. If an employee or known visitor tests positive for coronavirus, all staff who have been in contact with that person or who work in the relevant areas will be instructed to quarantine 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 shared 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 maintaining physical distancing leading to spread of coronavirus | EmployeesCustomersGuests ResidentsContractorsVisitors | 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.ukhospitality.org.uk/page/ScotlandGuidance) 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.ukhospitality.org.uk/page/ScotlandGuidance) will be reviewed and further actions implemented where necessary. |
| Arranging customer queueing system | Not maintaining physical distancing leading to spread of coronavirus | EmployeesCustomersGuests ResidentsContractorsVisitors | 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.ukhospitality.org.uk/page/ScotlandGuidance) will be reviewed and further actions implemented where necessary. |
| Adapting services | Not maintaining physical distancing leading to spread of coronavirus | EmployeesCustomersGuests ResidentsContractorsVisitors | 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.ukhospitality.org.uk/page/ScotlandGuidance) 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 | EmployeesCustomersGuests ResidentsContractorsVisitors | 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 possibleCleaning regimes for toilet facilities will be more frequent than under normal circumstances and using regular cleaning products. |  | 5 |  | Alternatives to contact pads for tills to be considered.Relevant [industry guidance](https://www.ukhospitality.org.uk/page/ScotlandGuidance) 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 coronavirusCleaning process leading to cross-contamination | EmployeesCustomersGuests ResidentsContractorsVisitors | 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.ukhospitality.org.uk/page/ScotlandGuidance) will be reviewed and further actions implemented where necessary. |
| Maintaining employee health and wellbeing | Poor health leading to illnessExposure 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/).Clinically vulnerable are helped to work from home, either in their current role or in an alternative role. Clinically vulnerable (but not extremely clinically vulnerable) individuals who cannot work from home are offered the option of the safest available on-site roles, enabling them to stay two metres away from others. Employees encouraged to access mental health and wellbeing support through employer and/or from [NHS Inform](http://www.nhsinform.scot/%20coronavirus-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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