

Linnet Onboard Catering Limited

Cairnbaan, Lochgilphead,, PA31 8SQ

Location: Cairnbaan Hotel

Title : Covid-19 risk assessment	Date of Assessment : 17/01/2021	Risk Assessor : Christine Stevenson
Risk Assessment Reference : Cairnbaan Hotel	People involved in making this assessment : Christine Stevenson	
Task/ Process : assessing risk of coronavirus infection	People at Risk : Employees, Members of the Public, New and Expectant Mothers, BAME	

Hazard : Operating during Coronavirus Pandemic Potential risk or transfer of virus through cross-contamination.

Control Measures:

1. Every member of staff has been fully briefed to ensure that that they are aware of the hazards and risks and understand the rules and procedures we have put in place.
2. All employees to maintain social distancing from other people where possible.
3. Where teamwork is required, teams do not work in groups larger than 2 - whilst always maintaining social distancing where possible.
4. Work planned to ensure that social distancing can be maintained as much as possible.
5. Basic hygiene followed (thoroughly wash hands before eating, drinking, smoking with soap and water).
6. Alcohol Hand wipes & / or Gels provided for teams as additional protection.
7. Gloves to be worn when appropriate to reduce cross contamination of equipment.
8. All employees briefed to wash hands thoroughly when gloves are removed.
9. Compliance team monitor government directives & then review this assessment where required following introductions of other required control measures.
10. Guest rooms will be fogged on changeover or weekly if no occupancy.
11. Public rooms fogged daily and/or before and after events.
12. Handwash station installed at kitchen exit as well as by main entrance. Sanitiser stations at regular points throughout building.

Hazard : Contact with customers or clients Risk of infection being passed from contacts or with contaminated premises and equipment.

Control Measures:

1. Workforce instructed to maintain social distancing from other people at all times, wherever possible. If entry to premises is required they are instructed to ask whether anyone has been diagnosed with COVID-19 or has been required to self-isolate, and act accordingly.
2. Workforce instructed to avoid contacts who are coughing, show signs of difficulty in breathing or sweating/fever. If this occurs they are empowered to leave the premises.
3. Workforce instructed to clean their hands frequently, using an alcohol-based hand sanitiser that contains at least 60-95% alcohol, or to wash their hands with soap and water for at least 20 seconds.
4. Workforce instructed not to touch their eyes, nose or mouth, if their hands are not clean.

5. Workforce instructed that physical contact with clients, such as handshakes, hugs, etc are not to be undertaken.
6. Workforce instructed that where any client contact may have been made or surfaces touched or handled they must sanitise their hands.
7. Where the premises visited is a food or drink business workforce instructed that they must observe the strict on-site hygiene controls.
8. Temporary record of customers and visitors is kept for 21 days for contact tracing purposes in addition to staff attendance records.
9. One way system in place for customers and staff. Pinch points identified and monitored.
10. Maximum of 2 customers in either of public toilets. Toilets monitored and cleaned regularly. Residents advised to use en suite facilities.
11. Touch points throughout the premises are regularly sanitised.

Hazard : Uninformed workforce Uninformed staff who are not fully aware and understanding of the procedures and arrangements we have put in place to work within Government Policy on essential working could compromise our arrangements and jeopardise the health of others.

Control Measures:

1. Specific procedures and measures to reduce the risk of spreading Coronavirus have been prepared. These are based on NHS, Public Health and Government guidance and instruction. They are updated daily to reflect any changes in the official advice and guidance.
2. Every member of staff has been fully briefed to ensure that that they are aware of the hazards and risks and understand the rules and procedures we have put in place.
3. NHS and Public Health warning posters displayed at all our fixed workplaces and printed copies given to mobile workers.
4. We have shared with our customers, by email and or phone, the arrangements we have in place and how we would expect them to cooperate with our staff at their premises.
5. Our risk assessment is available to view on our website, www.cairnbaan.com with a QR code displayed in guest rooms and public areas.

Hazard : Failure to follow Government policies Will lead to the spread of coronavirus infection among our workforce and anyone they come into contact with.

Control Measures:

1. The Government's COVID Act and associated Regulations and Orders have set a framework to prevent the spread of the virus. We have developed procedures and arrangements to work within those rules and guidance.
2. Our arrangements and procedures are reviewed daily in the light of additional government guidance as published at gov.uk/coronavirus.
3. None of our workforce are in the vulnerable or at-risk categories. Where we are aware of this to any of our employees they will be furloughed.
4. Staff with family members in at risk categories or believe their circumstances to have changed have been instructed to inform their management team without delay. Decisions on furlough in accordance with Government policy are taken on a case by case basis.
5. We are currently closed but will resume trade when Government regulations permit.

Hazard : Travel to and from work Risk of the spread of infection from vehicles and during travel.

Control Measures:

1. Public transport will only be used where absolutely essential. Workers instructed on avoiding contact with surfaces, distancing and hand washing as per Government policies.
2. Workers who use their own vehicles have been advised to ensure that surfaces and controls are routinely sanitised.
3. Staggering work patterns to prevent crowding amongst workforce.
4. Additional parking and facilities such as bike-racks has been arranged to encourage staff to walk, run or cycle to work.
5. Markings on ground and doorways to guide staff coming into or leaving the building.
6. Additional handwashing facilities have been placed at entry/exit points.
7. Employees have been requested to change into work uniforms on site using appropriate facilities/changing areas, whilst ensuring social distancing and hygiene guidelines can be met.
8. Staff uniforms are laundered in commercial loads rather than by individual staff members at home.

Hazard : Managing Social Distancing Potential risk or transfer of virus through cross-contamination.

Control Measures:

1. Staff monitor customers to ensure they are adhering to permitted group sizes and support bubbles.
2. Groups are permitted when pre-booked with contact details and size of party confirmed.
3. Groups are allocated to seating area suitable for group size.
4. Maximum occupancy in place for the premises to ensure social distancing is maintained.
5. Whilst booking customers are advised of specific arrival instructions and the arrangements in place.
6. Customers who are accompanied by children are reminded that they are responsible for supervising them at all times and should follow social distancing guidelines.
7. Customer and visitor contact details are taken and held for a minimum of 21 days.
8. Customers are advised that face coverings must be worn unless they are seated at their table.
9. Customers are not permitted to stand at the bar as it is table service only.
10. Screens in place between tables and at bar/reception desk.

Hazard : Personal hygiene Inadequate personal hygiene standards pose a risk of contracting the infection and cross contaminating and surfaces.

Control Measures:

1. Hand sanitiser or handwashing facilities provided for all customers as they enter the venue.
2. Workforce instructed to clean their hands frequently, using a hand sanitiser containing at least 60% alcohol, or to wash their hands with soap and water for at least 20 seconds. Sanitiser has been provided.
3. Workforce instructed not to touch their eyes, nose or mouth, if their hands are not clean.

4. Workforce instructed that a disposable tissue, should be used when coughing and or sneezing then put into bag and binned or pocketed until that procedure can be followed.
5. Workforce instructed that any potentially contaminated clothing and or personal protective equipment should be taken off and placed in a suitable plastic bag or container for appropriate action.
6. Disinfectant sprays and wipes have been positioned in prominent areas throughout the business, such as entrances & exits, kitchen areas, offices.
7. Paper towels have been provided as an alternative to hand dryers.
8. 8. Workforce instructed to wear mask or face shield when interacting with customers.

Hazard : Food Preparation Areas Potential risk or transfer of virus through cross-contamination.

Control Measures:

1. Only authorised employees are allowed within food preparation areas.
2. Kitchen staff minimising interaction with other workers, including when on breaks.
3. Kitchen staff are allocated into teams to restrict the number of workers interacting with each other.
4. Spacing workstations apart as much as possible, recognising the difficulty of moving equipment such as sinks, hobs and ovens.
5. Floor markings in place to highlight suitable social distance.
6. 'One way' traffic flows are in place to minimise contact.
7. Access to walk-in pantries, fridges and freezers, minimised to only one person being able to access these areas at one point in time.
8. Contact minimised at 'handover' points with other staff, such as when presenting food to serving staff. No direct contact between employees.
9. Screens in place to protect kitchen staff.

Hazard : Bar Areas Potential risk or transfer of virus through cross-contamination.

Control Measures:

1. 'One way' traffic flows are in place to minimise contact.
2. Floor markings, signs and tapes positioned to direct guests and maintain social distancing.
3. Shielding screens placed in front of till / serving area.
4. Empty glasses are collected by staff members – or left at a collection point.
5. All glasses are washed within dishwasher with water temp 60+ degrees.
6. Drinks mats are disposed of after a single use.
7. Bar area has reduced seating and maximum person limit in place, signage in place to inform guests.
8. Guests are requested to pay using contactless card payments where possible.
9. All contact points are regularly cleaned and disinfected – area is closed whilst cleaning takes place.

10. Indoor and outdoor seating and tables are positioned maintain current social distancing guidelines.

11. Table service only both inside and in patio/garden areas.

12. Pumps and drinks dispensers are cleaned and sanitised at frequent intervals.

Hazard : Gardens and other external areas Potential risk or transfer of virus through cross-contamination.

Control Measures:

1. Employees regularly monitor the outdoor areas to ensure social distancing is being followed.

2. Outdoor furniture has been repositioned to allow for social distancing.

3. One-way traffic system in place for access/egress from the building, with signage and floor markings in place.

4. Tables and seats are cleaned on a regular basis throughout the day.

5. Tables and seating are allocated so that groups comprise only persons permitted to gather.

6. Face coverings must be worn when not seated.

7. Table service only.

8. When entering/leaving the building (eg to access toilets) guests must adhere to one way system and restrictions on numbers.

Hazard : Restaurant Areas Potential risk or transfer of virus through cross-contamination.

Control Measures:

1. Shared bottles of condiments (e.g. salt, pepper, sauces etc.) have been removed from all tables. These have been replaced individually wrapped items that are offered on request and not left on tables.

2. Cutlery is delivered with the meal and not left on the tables.

3. All cutlery is wrapped to maintain hygiene.

4. Tables and seating adjusted to meet social distancing guidelines.

5. Tables are immediately cleaned and disinfected after use.

6. Plates are placed on edge of the table for guest to collect, waiting staff are instructed not to lean over guests to place plates on table.

7. Tablecloths are replaced after each guest and placed directly into laundry bag.

8. Menus are single use and/or displayed on large notice boards that can easily be seen.

9. All guests must pre-book tables to ensure social distancing can be maintained.

10. Increased signage informing customers of our rules and adjustments in order to ensure social distancing is adhered to.

11. Indoor table service is used where possible.

Hazard : Queueing Areas Customers queueing in suitable areas e.g. high street / car parks.

Control Measures:

1. Areas allocated for queues away from hazards.
2. Queues are marked with barriers and taped social distancing markers on the ground.
3. Customers are requested to pre-book and are allocated an arrival time.
4. Employees manage queues to ensure queues do not pose hazards to others.
5. Signage in place to advise customers of personal hygiene requirements whilst queueing.
6. No smoking or vaping allowed whilst in queue, signage in place to advise all clients.
7. One-way entrance and exit points have been setup to reduce congestion.

Hazard : Personal Protective Equipment Contact with potentially cross contaminated PPE may transmit infection.

Control Measures:

1. Personal protective equipment is required to remain PERSONAL to person to whom it was issued. Workers instructed not to borrow from colleagues.
2. Where personal protective equipment is required in the course of work it has been provided. Workers instructed that it must be used when required. If it may have become contaminated it must be bagged and the contamination notified to management.

Hazard : Telephone and IT equipment Contact with potentially cross contaminated equipment may transmit infection.

Control Measures:

1. Workers instructed not to use customer or client computers, accessories and telephones during any site visit.
2. Workers instructed to ensure that all IT equipment, mobile phones, that may be used on client or customer premises are cleaned/disinfected on a regular basis using the cleaning wipes and sanitisers that have been provided.
3. Workers instructed to refrain from sharing their work mobile phone with other people. If they use personal phones they are advised to follow this rule.

Hazard : Smoking Inhalation of tobacco smoke and or vapours from e-cigarettes may make smokers vulnerable to coronavirus infection.

Control Measures:

1. As a precautionary measure workers advised not to smoke and to avoid inhaling tobacco smoke and e-cigarette vapour emitted from other persons.
2. Workers are reminded to comply with no smoking regulations at all times.

Hazard : Shared use of equipment Contact with potentially cross contaminated equipment may transmit infection.

Control Measures:

1. Washing shared equipment after use with anti-virus wipes or soap and water after use.

2. Gloves to be worn during use.

Hazard : Events & Music Potential for cross-infection and reduction of social distancing.

Control Measures:

1. Indoor performances, including drama, comedy and music, are not to take place in front of a live audience.
2. Music is not played at a loud volume to reduce the need to customers to shout.
3. Events will not be held that encourage singing, chanting, shouting or conversing loudly.

Hazard : Function Rooms Potential for cross-infection and reduction of social distancing.

Control Measures:

1. There will not be no meetings in large groups.
2. All non-essential meetings either postponed or completed via other means.

Hazard : Toilet and Baby changing facilities Contact with potentially cross contaminated equipment may transmit infection.

Control Measures:

1. Signage placed on the door to advise of maximum number of people who may use facilities.
2. Signs and posters are displayed to build awareness of good handwashing techniques.
3. Staff monitor queuing levels to ensure social distancing is maintained.
4. Increased frequency of cleaning and disinfection in place.
5. Hand sanitiser stations on entry to toilets.
6. Ventilation increased in toilets, windows are left open.
7. Paper towels have been provided as an alternative to hand dryers.

Hazard : Contact with Vulnerable People Potential risk or transfer of virus through cross-contamination.

Control Measures:

1. Any employees within vulnerable groups are assessed for suitability to return to work, if able they are furloughed.
2. Avoid contact with any vulnerable people i.e. people over 70 & people with other ailments e.g. Heart issues, chronic lung disease, diabetics, BAME etc. are most at risk from serious consequences of exposure.
3. All employees are briefed and aware of potential consequences with exposure.
4. Any employee's with signs of symptoms of coronavirus must not attend work and self-isolate and follow advice given by health care professionals.

Hazard : Deliveries – Goods Inbound Contact with potentially cross contaminated goods/equipment may transmit infection.

Control Measures:

1. Frequency of deliveries reduced by ordering larger quantities less often where possible.

2. Food deliveries to maintain HACCP procedures and temperature checks as normal.

3. Non-contact delivery process in place – no signatures to take place.

4. If required, drivers to access welfare facilities – directed by employees.

5. Drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-aways.

6. Employees instructed to maintain social distancing whilst moving and storing goods.

7. All shared equipment, pallet trucks / trolleys to disinfected before and after use.

Hazard : Infection/transmission of coronavirus

Control Measures:

Documents Associated with this Risk Assessment:

Review Date : 17/02/2021 **Reviewer :** Christine Stevenson