

RISK ASSESSMENT

DOCUMENT No. 2

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| Assessment completed by: Sunny Jahagirdar | Reference CV/RC |
| DEPARTMENT Reception/Lobby | |
| WORK TASK or ACTIVITY Serving Customers at the desk, Lobby and Admin behind the desk | |
| PEOPLE INVOLVED/EXPOSED Staff, Visitors, Contractors, Guests <u>Note VISITORS/CONTRACTORS COULD ALWAYS BE EXPOSED</u> | |
| DESCRIPTION OF OPERATION: <ul style="list-style-type: none"> • High traffic area due to thoroughfare to all departments, outlets, function rooms and guest bedrooms. • Arrival and departure for guests and visitors and enquiries at the desk • Stair and lift access for all • Doors being opened in transit to different areas • Registration of guests and visitors • Taking payment using PDQ machines • Physical keys provided to guests by team member • Car park ticket validation • Luggage assistance on arrival and luggage storage on departure • Use of stationaries, telephones and essential VDU and printing facilities • Handling files and folders with accessing furniture • Cash handling for both staff and guest • Mail and parcel delivery | |
| FREQUENCY OF OPERATION <ul style="list-style-type: none"> • 24 hrs with heavier traffic between hours of 6am – 9pm | |
| HAZARDS INVOLVED AND POSSIBLE SHORT OR LONG TERM INJURIES Exposure to Covid-19 Infection <ul style="list-style-type: none"> • High traffic area and limited space can increase proximity and risk of aerial transmission • Door handles prone to constant contact • Contamination to keys, PDQ, stationaries, PC, VDU, Printing facilities, and Car park tickets/machine could lead to contact transmission • Contact points to access lifts external and internal • Contact to bannisters whilst access stairs | LIKELIHOOD Possible |

| EXISTING CONTROLS | ADEQUACY |
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| <ul style="list-style-type: none"> • Signage outside main entrance for all visitors and staff to advise on guidance and regulations on respecting social distancing whilst in the property • Signage inside the property to advise all of hygiene and sanitation with respect to washing hands or using hand sanitizers • Hand Sanitizer one outside and one inside on Stand / Wall by the main entrance • Hand sanitizer at the main reception desk for the guest • Hand Sanitizer behind the main reception desk for Staff member • Perspex screen reducing direct contact between guests/visitors and staff • Surface disinfectant for staff to use to sanitize the several surfaces, equipment and stationaries they use before, after and during their shift • Antibacterial Cleansing wipes for ease and frequency of sanitizing. • Antibacterial wipes outside the lifts on the wall on each floor for people to use to clean before they touch • Staff training reiterating social distancing, hand hygiene, surface hygiene according to the Castle Covid-19 policy • Guest registration, information, and bill payment to be automated/digitized to reduce the need to access desk • Cashless/contactless car parking system to be implemented to reduce traffic and contact for car park users • Room keys disinfected and left in rooms for arrival guests and advise for guests to leave their keys in rooms upon departure for staff to collect and disinfect • Removal of lobby soft furnishings • Establish and implement SOP's for reception staff with C-19 infection transmission and sanitation in mind • Minimum overlap between shifts and digital handovers between staff • No access for non-reception staff behind the desk to avoid contamination • Compulsory practice of changing into workwear at work and avoid taking uniform home • Staff training on monitoring and reporting procedures in situations where symptoms are experienced • Self-isolation as per government guidelines to be adhered each time staff is suspected of symptoms • Staff asked to wash hands with soap regularly and thoroughly, for at least 20 seconds <p>Continually adopt and review new government / WHO guidance as and when it is available.</p> | <p>Good</p> |
| <p>SAFETY ACTION (S) REQUIRED TO REDUCE, REMOVE OR CONTROL RISK(S) e.g. system of work, check-lists, training, mechanical aids, maintenance etc.</p> | <p>BY - Date</p> |
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| RISK RATING | |
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| <u>Rating</u> (CIRCLE THE RATING) | <u>Risk category</u> |
| 1 - 2 - (3) | <ol style="list-style-type: none">1. High - More detailed controls/urgent safety action required.2. Medium - Risk controlled, safety actions required as detailed.3. Low - Minimal risk. |
| Date: | Next assessment date: |