

Activity

Covid 19 Reception

Date of Assessment

03/07/20

Location:

Job Title:

Senior Manager

Risk Assessment Carried out by:

Signature

SJPacker

Risk Table

Severity

Date of Review

Likelihood

Insignificant 1 Minor 2 Moderate 3 Major 4 Fatality 5

17/08/20

Very Unlikely

1 1 2 3 4 5

Unlikely

2 2 4 6 8 10

Fairly Likely

3 3 6 9 12 15

Likely

4 4 8 12 16 20

Very High

5 5 10 15 20 25

Reviewed By:

	Low risk areas
	Medium risk areas
	High risk areas

Can be considered as a trivial risk area with no action required

Efforts should be made to reduce the risk, assessing the cost of prevention against the likelihood of the event

You must consider suspending the operation until adequate controls are introduced and the risk is re-evaluated

ACTIVITY	PERSONS AT RISK	SIGNIFICANT HAZARDS	RISK			RISK CONTROL MEASURES	RESIDUAL RISK		
			L	S	R/L		L	S	R/R
<ul style="list-style-type: none"> Meeting & greeting Visitors to The Resort Processing accommodation bookings In-putting & up-dating 	<ul style="list-style-type: none"> Members of Staff employed in the Resorts Reception Other members of staff 	<ul style="list-style-type: none"> Exposure to Covid 19 Virus Coming into close contact with a person who may have the 	5	5	25	<ul style="list-style-type: none"> Maximum of 4 people to be in reception at any one time, one customer at each counter and one waiting on a waiting circle. Provision of suitable & sufficient signage and visual aids explaining clear guidance on social distancing and hygiene to all personnel (both staff, customers & visitors) Screens to be placed as a safety barrier between staff and customers. PDQ machine to be wiped between uses 	2.5	5	12

- information on the computer system
- Receiving & making phone calls
 - Processing Payment (PDQ) machine & Cash Handling
 - Issuing Bar-cards & keys for (hotel rooms Lodges) Accommodation.

- Golf Club Members
- Visitors
- Delivery drivers
- Cleaners
- Contractors
- Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions
- Anyone else who physically comes in contact
- with the virus.

Covid 19 symptoms?

- Contact with contaminated Surface
- (Symptoms can be mild, moderate, severe or fatal.)

- Keys & Bar-cards to be disinfected on checkout.
- Viricidal fog treatment before opening each morning at 7am.
- Staff to work back to back and/or side by side when in the same workspace or a minimum of 2 meters apart
- Re-assess ventilation/extraction systems employed in all office area.
- Staff encouraged the use of electronic mail & telephones instead of “paper chase” and “face to face” interaction.
- Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, using appropriate cleaning products and methods
- Provision of Gel sanitisers where washing facilities are not readily available
- If anyone becomes unwell with a new continuous cough or a high temperature, they will be sent home and advised to follow the stay at home guidance.
- Line managers will maintain regular contact with staff members during this time.
- Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it.
- Provision and correct use of disposable gloves, and face masks, where an adequate supply of these will be provided. Staff will be instructed on how to remove gloves/masks carefully to reduce contamination and how to dispose of them safely.
- Staff to be reminded that wearing of gloves is not a substitute for good hand washing.

- Management checks to ensure these control measures are adhered to, and that, this assessment is reviewed on a regular basis in accordance with Government guidelines

