

The Lemon Tree (Wrexham) Trading Ltd

29 Rhosddu Road, Wrexham, LL11 2LP

Title : COVID 19 - The Lemon Tree Restaurant with Rooms	Date of Assessment : 15/07/2020	Risk Assessor : Sam Regan
Risk Assessment Reference : Covid 19 Risk Assessment		
Task/ Process : Site operations during Coronavirus pandemic	People at Risk : Employees, Customers, Contractors & Suppliers	

Hazard : Operating during Coronavirus Pandemic Employees exposure to Coronavirus.

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. All staff have been instructed to complete the CPL online Covid-19 training.
2. All employees to maintain social distancing from other people at all times.
3. Where teamwork is required, teams do not work in groups larger than 2 - whilst always maintaining social distancing at all times.
4. Works planned to ensure that social distancing can be maintained at all times.
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. All employees briefed to wash hands thoroughly when gloves are removed.
8. Compliance team monitor government directives & then review this assessment where required following introductions of other required control measures.

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 and colleagues, 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.

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](https://www.gov.uk/coronavirus).
3. We continue to operate because the service we provide falls into the Government's category of essential activities.
4. 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 working at home if that is possible, if it not they will be furloughed.
5. 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 home working or furlough in accordance with Government policy are taken on a case by case basis.

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. Arrangements have been published on our website.

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. parking facilities such as bike-racks are available to encourage staff to walk, run or cycle to work. Shower and changing facilities will be provided for staff wishing to run or cycle by prior arrangement
5. Markings on ground and doorways to guide staff coming into or leaving the building.
6. Additional sanitising facilities have been placed at entry/exit points.
7. Employees have been requested to change into work uniforms on site using the allocated changing facilities, whilst ensuring social distancing and hygiene guidelines can be met.

Hazard : Reception Areas Potential for cross-infection and reduction of social distancing – direct contact with guests.

Control Measures:

1. All guests are e-mailed or phoned prior to arrival to confirm specific arrival instructions and arrangements in place.
2. Staggered check-in/out times to minimise the number of guests in the reception at any one time.
3. Floor markings in place to highlight social distance requirements.
4. 'one way' traffic flows in place to minimise cross-contact, additional sanitisers installed at entry and exit points.
5. Shielding screen placed on reception desk.
6. Express check-in in place for all guests. Check-in paperwork, key, welcome letter and Covid 19 procedures in an envelope ready for each guest to collect from reception.
7. Guests are requested to pay using card payments where possible.
8. Express check-out processes in place, keys to be dropped in Key box and guests bill to be emailed and settled via card payment over the phone before departure.
9. Signage in place around reception area explaining social distancing and hygiene requirements on premises to guests.
10. Furniture removed or adjusted to ensure guests can socially distance.
11. One member of staff allowed behind the reception desk at one time.
12. Remove unnecessary items from reception desk, surfaces, door handles and touch points including credit card terminal to be sanitised regularly.
13. If guests require assistance with luggage, gloves and face masks must be worn and social distance must be maintained.

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

Control Measures:

1. Where on site washing facilities are not available, use hand sanitizer gels or anti-bac/anti-virus wipes.
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.

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.

Hazard : Bar and Restaurant 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. Additional sanitiser units on enter and exit points and throughout the premises.
3. Only table service provided, customers to be seated and instructed not to order or settle bills at the bar.
4. Barriers placed in front of the bar to create additional distance from the bar.
5. Food and drinks will be served by members of staff to the collection point, empty glasses and dishes are collected by staff once the customer has left them at the collection point. Staff are instructed not to lean over guests to place plates and drinks on the table.
6. All glasses are washed within dishwasher with water temp 60+ degrees.
7. Drinks mats are disposed of after a single use.
8. Bar and restaurant areas have reduced seating and maximum person limit in place, staff member to monitor the flow of guests in and out of the premises to ensure the capacity is not exceeded
9. Guests are requested to pay using card payments where possible or added to room bill – no signature required.
10. All contact points are regularly cleaned and disinfected – area is closed whilst cleaning takes place.
11. Shared bottles of condiments have been removed from the tables, these have been replaced with individually wrapped condiments that offered on request and not left on tables.
12. Cutlery is delivered with the meal and not left on the table.
13. All cutlery is wrapped to maintain hygiene.
14. Tables and seating adjusted to meet social distancing guidelines.
15. Tables and chairs are immediately cleaned and disinfected after use.
16. Menus are available on our website so guest can view them on their own devices or a sanitised hard copy of the menu will be available.
17. Guests are encouraged to pre-book tables to ensure social distancing can be maintained.
18. Increase signage informing customers of our rules and adjustments in order to avoid social distancing is adhered to.
19. All staff to wear face masks and gloves.

20. Furniture must not be moved by customers.

21. Contact details of all guests to be taken and kept safely for 21 days.

22. Children must be supervised by parents/guardians at all times.

Hazard : Providing room service Potential risk or transfer of virus through cross-contamination.

Control Measures:

1. Employees are instructed not to enter bedrooms whilst guest is present.

2. Room service trays are delivered to the doorway and employee to step back during delivery – no direct contact is to take place.

3. Guests are advised of the timings and procedures of arrival of their food to ensure compliance.

4. Once the guest has finished they are asked to call reception and place the used tray in the corridor ready for staff to collect.

5. No payments are to take place face to face, orders are paid via room bill or over the phone.

Hazard : Guest Rooms Potential risk or transfer of virus through cross-contamination.

Control Measures:

1. Any maintenance issues must be undertaken by the maintenance team while wearing the appropriate PPE and the room must be vacant.

2. Employees are not to enter bedrooms whilst guest is present.

3. Turn down services are not in place at this time.

4. All housekeeping staff are trained in the use of and provided with the correct PPE to carry out their room cleaning duties.

5. Housekeeping teams are trained to the new standards of room cleaning requirements and to monitor the cleaning standards.

6. Dirty linen to be placed into linen bags immediately NOT placed on the floor in the bedroom or corridor.

7. Alternative arrangements will be in place for infected linen.

8. All dirty and clean linen is kept separate.

9. Housekeeping staff to wear gloves whilst handling and dispose of before proceeding to next room.

10. After check-out leave the bedroom empty for as long as possible 72 hours ideally.

11. In the event of a COVID+ guest, we will arrange for a specialist cleaning company to professionally fog the bedroom after the guest has left.

12. Staggered check in/out times, to minimise guest numbers in the reception at any one time.

13. All guests are checked-in using express check-in. Guests check-in paperwork and key in an envelope ready for the guest to collect.

14. Individually wrapped coffee, sachets, tea bags sugar sachets and milk jiggers available in the room. Any unused will be disposed of when the guest vacate the room.

15. Kettles handles will be washed and sanitised.

16. All mugs and glasses are replaced with disposable cups and glasses.

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 whilst visiting clients sites.
2. Workers are reminded to comply with no smoking regulations at all times.

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

Control Measures:

1. Washing shared machinery after use with anti-virus wipes or soap and water after use.
2. Gloves to be worn during use.

Hazard : Contact with Vulnerable People Potential for cross-infection.

Control Measures:

1. 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.
2. All employees are briefed and aware of potential consequences with exposure.
3. Any employee's with signs of symptoms of coronavirus must not attend work and self-isolate and follow advice given by health care professionals.
4. All works planned to ensure works are not completed near vulnerable groups.

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 : Public Areas Risk of cross contamination from equipment, surfaces etc that may have been touched or otherwise contaminated by corona virus and create a risk to health
Control Measures:
1. Toilets and communal areas along with work spaces to be cleaned regularly throughout the day and the cleaning routine is to a high specification.
2. Supplies of soap and sanitising agents provided and regularly filled at all hand washing stations.
3. NHS and PHW hand washing advice posters displayed in these areas.
4. Hygiene stations at all entrance points.
5. Contact free hand dryers or disposable hand towels by all hand washing basins.
6. Floor markings and signage throughout the hotel to assist customers and staff in keeping a social distance of 2 metres from others.
7. Overnight guests asked to use bathrooms in their rooms instead of communal toilets.

Documents Associated with this Risk Assessment:	
Review Date : 15/10/2021	Reviewer : Sam Regan