



Risk Assessment – UJC022 *Version 8*

Activity/Process: Staff, Guest and Visitor Journeys – Covid 19

Documents used/consulted :

- PHE - COVID19 guidance for young people on shielding and protecting people most likely to become unwell if they catch coronavirus
- PHE - Guidance on shielding and protecting people who are clinically extremely vulnerable from COVID-19
- Royal College of Obstetricians & gynaecologists – Covid19 virus infection and pregnancy
- PHE - Staying alert and safe (Social distancing)
- PHE - Staying safe outside of your home
- TFL website - <https://tfl.gov.uk/campaign/coronavirus-covid->
- PHE - How to wear and make a cloth face covering
- NHS website - <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>
- PHE – Working safely during coronavirus (Covid-19) – Offices & contact centres
- PHE – Working safely during coronavirus (Covid-19) – Shops & Branches
- PHE – Working safely during coronavirus (Covid-19) – Restaurants offering takeaway or delivery
- HSE website – <https://www.hse.gov.uk/news/working-safely-during-coronavirus-outbreak.htm>
- HSE Document – Working Safely during the coronavirus outbreak – A short guide
- HSE Document – Talking with your workers about preventing coronavirus
- Resus Website - www.resus.org.uk/media/statements/resuscitation-council-uk-statements-on-covid-19-coronavirus-cpr-and-resuscitation/covid-community/
- UK Hospitality - COVID-19 Secure advice and risk assessments for hospitality businesses V1
- PHE - Test & Trace workplace guidance
- PHE – Working safely during coronavirus (Covid-19) – Hotels & other guest accommodation

Assessment Completed By: Paul Turpin

Date: 24/09/2020 – 0900hrs

Review date: 30/10/2020

Line Manager Acceptance:



Hazard (Anything with potential to cause harm)	Who Could Be Affected	Assessment			Control Measure	Revised assessment after control measures		
		L	C	RR		L	C	RR
Journey to & from the place of work	Staff, Expectant Mums, Young & inexperienced, Elderly workers	3	3	9	<ol style="list-style-type: none"> 1. Staff who are identified as extremely vulnerable or clinically vulnerable as per the government guidance document are no longer required to shield (unless directed to do so by their doctor) but must follow the social distancing guideline. 2. Where working from home is available as an alternative to travelling to and from work this option is made available to staff. 3. Staff are signposted to read, understand & stay safe by abiding by the Government/PHE guidance documents where possible. 4. Access to the premises is gained either by entering via the main entrance where they are signed in by security staff and allowed to enter or by using a key fob that allows access through the staff entrance gate. 5. On arrival at the work place all staff are advised to immediately sanitise or wash their hands following the current government guidance in the nearest available facility and continue to do so regularly throughout the day. 6. Hot/Cold showering facilities & shower gel is available for all staff whilst at work. 7. Bicycle parking facilities available to all staff who are on site at work. 8. To reduce travel on busy services, staff are encouraged to travel at quiet times where possible, whilst making themselves available at the Club to perform their duties. 	1	3	3
Staff interaction with any other persons throughout their working day.	Staff, Expectant Mums, Young & inexperienced, Elderly workers, Visitors	3	3	9	<u>Generics</u> <ol style="list-style-type: none"> 1. Staff are signposted to read, understand the relevant government/PHE guidance documents whilst at work 2. Staff are advised to frequently wash their hands throughout the day and certainly immediately after touching items or surfaces that have been touched by others, after coughing, sneezing or blowing your nose or when moving from different parts of the building at any of the numerous locations where they have access to soap & hot water or sanitiser. 	1	3	3



3. Signage placed around the premises reminding all about social distancing & frequent handwashing.
4. Staff advised to remind guests who are not socially distancing to socially distance when on the club premises
5. As of today it is an instruction of the club that all staff are to wear either a Face covering or Visor when at work in public areas at the club and when working in an environment where you cannot socially distance and these will be supplied by the club. All staff have been offered / issued with a reusable visor. At the start and end of each shift the visor is to be cleaned with sanitiser and the material strap and foam padding are to be sprayed with disinfectant. Visors are not to be shared and must be stored in individual lockers when not in use. Any visors showing any signs of wear and tear or damage can be replaced by DCE.
6. PPE – Gloves, aprons, visors and face masks are available to all staff to complete a task.
 - Although wearing gloves is not a substitute for good handwashing practices.
 - Disposable masks are for a single use by one person only
 - Disposable aprons are for a single use by one person only
 - Visors are for use by one person only, they can be sanitised and re-used by the same person if they remain fit for purpose.
7. Access to a Mental health first aider (When at work), access to mental health support lines through private medical cover or insurance scheme.
8. Where internal meetings are necessary, they are held over a web-based application. If two or more attendees are at the same location, they must abide by the social distancing guidelines. If this is not possible, attendees should return to their workstations and dial in.
9. Where a guest or visitor interacts with staff at a fixed workstation a protective screen is in place between the staff and person.
10. Staff induction training scheduled to take place to ensure that all staff on site are aware of this risk assessment.



11. Contactless payments encouraged over taking cash payments, when cash is handled staff are to clean their hands. Chip and pin machines are sanitised.
12. Signage displayed throughout the BOH areas reminding of the need to wash hands and socially distance.
13. Staff line managers have been instructed to challenge non-compliance of the government guidance and utilize HR processes to ensure strict compliance.
14. COVID-19 will be a daily topic at the morning management meeting, which information will be cascaded to all staff.
15. The COVID-19 SPOC will be Paul Turpin, who will be responsible for liaising with outside agencies for notification and guidance purposes.
16. When staff are taking a booking enquiry for the restaurant/bar they will remind the guest that they are not permitted to meet in a group that is larger than 6.
17. When guests fail to comply with the entry requirements of the club or refuse/fail to comply with Covid safe measures in place they will be either refused entry or removed from the club.

Specifics – Front Entrance Entry Pod & security

1. Rope and post set up to prevent persons standing too close to the desk & Perspex style screen on the desk between the staff member and the visitor.
2. Security staff are instructed to wear a facemask or visor and are encouraged to sit behind the screen to reduce the risk to themselves from interacting with all visitors.
3. Security staff trained in the use of disinfectant to regularly clean the desk and touch points within the pod.
4. Security is responsible for maintaining a Non-member guest entry list to enable UK Government track and trace to be conducted should there be a suspected case. This list will be retained for at least 21 days, and run in addition to the NHS track and trace QR code.
5. All members who enter the club must use their membership card to enter so that an electronic record in Millenia is maintained of



all who have been on site. If their card does not work, they must be treated as a non-member.

6. All persons will be welcomed to the club and asked if they have been advised to self-isolate by track and trace or if they have been in contact with someone who has COVID-19 in the last 14 days. In addition, they will be asked if they are suffering from any of the 3 recognised symptoms, Fever, Loss of smell or taste and a new or continuous cough. If they answer to the affirmative to any of these, they will be refused entry.
7. Guests who are able to enter must wear a face mask in public areas except the bar or restaurant except if they are sat at a table eating or drinking, and to sanitise on entry, or wash their hands in the nearest facility and to socially distance in accordance with current government guidance, and continue to do so throughout their visit or stay.
8. Any member who is bringing in guests must be asked what the total size of their group will be when using the club. If their group is more than the current government guidance, they must be advised that it is not currently possible to meet at the club in this way and summon the duty manager to speak to the guests.
9. The secured baggage room will be available for guest use on demand, although guests will be encouraged to enter and place and remove their own bags onto the racks. If staff handle bags they must wash or sanitise their hands afterwards.

Specifics – Reception desk

1. Queuing system to control access to the desk and socially distancing measures within the queue.
2. Staff advise guest to stand back from the desk and in front of the Perspex style screen. Two screens will be placed next to each other to increase the level of protection
3. Reception trained in the use of disinfectant to regularly clean the desk and touch points on the desk.
4. Reception staff wash their hands and wear gloves prior to disinfecting returned room key cards, and the cardboard sleeves are disposed.



5. Any item needed to be given to a guest is placed on the counter, the staff member moves away from it and the guest is invited to take the item.
6. Onity key system is moved and located so the guest can remove their own key from it over being handed the key by a member of staff.
7. Use of Members cards as Room keys is encouraged.
8. At check in the reception staff must highlight the section of the welcome letter to each guest about calling reception if they become unwell during their stay.
9. The response to self-isolation process must then be followed.

Specifics – Coffee shop, restaurant & Bar

1. Entrance to breakfast restaurant controlled to ensure social distancing
2. Salt & pepper pots removed and replaced by sachets of salt & pepper on the tables.
3. Tables and chairs placed more than 2 meters apart.
4. Menus for meals are printed on paper and are destroyed & replaced if handled
5. Orders can only be placed at the table.
6. Signage placed along the bar indicating that you will not be served if you stand here.
7. A cleanable stand and number card are placed on the table when they place the order for their meal or drinks to be delivered to them to be delivered to them.
8. When the guests leave the table, it is cleared and disinfected for the next guest, and a “this table is sanitised & ready for use sign” is placed on the table.
9. The bar top is regularly sanitised.
10. The coffee shop will only display pre-packaged foods to reduce the opportunity for accidental cross contamination to occur.
11. At present the capacity of areas in use for dining are listed below. There is an ability to flex in either direction to increase capacity if required to do so. If numbers get close to capacity the F&B supervisor can request security assistance to redirect or deflect



people away to other areas. All tables will be spaced and occupied following the current social distancing guidelines.

Bar – 21 Tables

Library – 7 Tables

MacIntosh Room – 11 Tables

Dining Room – 18 Tables

Gascoigne Room – 20 Tables

Patio – 7 Tables (Outside)

12. The staff are instructed to challenge any group that appears to be operating more than the current government guidance. If they are still unsure or disbelieve the guests answer this must be escalated to the duty manager immediately.

13. The bar and restaurant will close at 2200hrs with last orders at 2130hours. The Patio, Library, Writing Room and Games room will also be checked, and alcohol consumption will cease in these areas as well.

Specifics – servicing a room & public areas cleaning

1. Rooms will only be serviced when the guest is not present
2. PPE – Gloves & apron will be available and worn for the task of room cleaning
3. If an item is not essential it will not be placed into the room, but will be available on demand from reception (Leaflets, Pads, Pencils, Bible)
4. Towels and face cloths will be supplied based on one of each per guest per room. When the room is vacated all towels/face cloths will be removed/changed even if they appear to be unused.
5. On departure of a guest linen should be fully changed, bagged, and put through the laundry process.
6. The mattress cover, duvet & pillow should either be sprayed with disinfectant or removed and left bagged for 72 hours between usage
7. Sachets of tea, coffee, Milk, and sugar will be provided in the room stored in a serving tray.
8. On check out the unused sachets will be removed; the serving tray will be sanitised, and a full replacement of sachets will take



place. All unused sachets will be quarantined for 72hours by the housekeeping manager and then returned to use.

9. A Public areas cleaning schedule is in place and in operation up to 2200 hours.

10. A touchpoint guidance checklist is in place to be used for each room.

Specifics – Engineering works in a guest room

1. Preferably the room will be maintained when the guest is not present.
2. If an emergency the guest will be advised to remain 2 meters away from the member of staff who will wear a face covering to complete the emergency works, and once complete will leave and return to complete the nonemergency works when the room is vacated.

Specifics – Kitchen food preparation

1. Allocated workspaces so the staff can work more than 2 meters apart in the Kitchen, although all staff will wear a face covering.
2. Only 1 person allowed in a walk-in fridge or freezer at any time

Specifics – First Aid

1. Staff are not compelled to give first aid, if they feel it is unsafe or dangerous to do so
2. Staff advised where possible to ensure they and injured party are wearing PPE before administering first aid.
3. PPE – Gloves, visors, mask & apron are available from Security and a mask and visor must be worn if providing first aid where you will be in close contact with a person for any length of time.
4. CPR - If there is a perceived risk of infection, rescuers should place a cloth/towel over the victims' mouth and nose and attempt compression only CPR and early defibrillation until the ambulance (or advanced care team) arrives. Put hands together in the middle of the chest and push hard and fast.
5. If First aid is attempted all staff involved must wash their hands immediately afterwards thoroughly with soap and water for minimum of 20 seconds. They should also seek advice from the NHS 111 coronavirus advice service or medical adviser, and they



					<p>must complete a UJC injury report form for themselves and others involved.</p> <p><u>Staff Canteen.</u></p> <ol style="list-style-type: none"> 1. Staff canteen has been redesigned with 1 person sat at a table, and departments staggering the scheduled breaks to reduce the volume of staff in the canteen at any time. Hand washing facilities available before entering staff canteen. 2. It is the member of staffs' responsibility to clean the table place they will eat at before and after using it using the materials provided. 3. At the start of service, the Kitchen Porter will open the windows to increase ventilation during service, and then close them again at the end of service. 			
Guest & Visitor interactions with any other persons	Staff, Expectant Mums, Young & inexperienced, Elderly workers, Visitors	3	3	9	<ol style="list-style-type: none"> 1. Signage placed around the premises reminding all about social distancing including within public area rest rooms. 2. Welcome letter provided to inhouse guests reminds them about social distancing, what to do in the event they become unwell and or suspect they may be suffering with coronavirus or been in contact with someone who is self-isolating. 3. Information sheet displayed in each lift that includes what cleaning precautions are being taken for guests 4. Staff advised to remind guests who are not socially distancing to socially distance when on the club premises 5. Signage placed outside and inside of lifts stating max occupancy of 2 persons reminding them to socially distance, where not possible to face the sides of the lifts. 6. Contractor visits to the site are coordinated and managed by the facilities manager or his representative. 7. Contractors upon arrival at the site are reminded about the need to wash their hands upon arrival and regularly alongside social distancing whilst on site and to respect other persons space. 8. It is law for all persons to wear a Face covering when in public areas at the club in line with government guidance. 9. Individual face masks are available at reception on request for guests, and visors can be purchased should they wish to have one. 	1	3	3



					10. Indoor gatherings in the bar & restaurant should only be occurring in group of no more than 6 persons unless they are visiting as a household or support bubble which is larger than 6, although any group should still try to remain socially distanced, and will be sat on two separate tables.			
Office & workspace design	Staff, Expectant Mums, Young & inexperienced, Elderly workers, Visitors	3	3	9	<ol style="list-style-type: none"> 1. Offices and workspaces have been reviewed and redesigned to ensure that there is a 2m distance between people sat at all workstations. 2. Staff advised to abide by the government social distancing guidelines when at work and approaching staff members who are sat at a fixed workstation. 3. Where a guest or visitor interacts with staff at a fixed workstation a protective screen is in place between the staff and person. 4. Signage on every Workstation reminding of Social Distancing, Hand washing & "Say if it is not ok" Message. 	1	3	3
Hygiene & Cleaning regimes	Staff, Expectant Mums, Young & inexperienced, Elderly workers, Visitors	3	3	9	<ol style="list-style-type: none"> 1. A frequent touchpoint cleaning & servicing regime is in place to reduce the risk of cross contamination from those surfaces in public areas 2. Staff are advised to clean their workspaces at the start and during their working days. 3. Handwashing basins with soap and hot water readily available throughout the building. 4. Showers available at the building with soap & Hot/cold running water. 5. Bespoke risk assessment in place to manage cleaning an area where a suspected case of Covid19 is staying. 6. Hand sanitiser stations are sign posted and located in communal areas for all persons. 7. Signage on entering the premises reminding all persons to wash their hands, on entry and throughout their stay. 8. Non-touch electric hand dryers in place in rest rooms. 	1	3	3
Staff member or visitor becomes unwell with	Staff, Expectant Mums, Young & inexperienced,	3	3	9	<ol style="list-style-type: none"> 1. Staff members will be supplied a visor and face mask; instructed to wear it; sent home and advised to follow the current stay at home guidance issued by Government and contact 111. 	1	3	3



suspected Covid-19 Illness	Elderly workers, Visitors				<ol style="list-style-type: none"> 2. Regular contact will be kept with the staff member in line with policy whilst they are absent from work. 3. The light contamination for public areas cleaning process will be followed (Separate Risk Assessment) to clean areas where the staff member indicates that they have been. 4. If the visitor is here on a short temporary stay, they will be advised of government guidance to return home. 5. If the visitor is a temporary permanent resident from the military due to being mobilized to fight the Covid19 virus, and it is not possible to return home, they will be advised to remain in their room, contact the military coordinator and follow the UJC suspected Covid19 case protocols. 6. Upon notifying of a departure there will be pre-departure process conducted with the guest, and a 96-hour standoff period will commence once they have left. (As all rooms are different and a bespoke risk assessment will be completed by a senior manager prior to cleaning a room in these circumstances) 			
Conference Rooms	Staff, Expectant Mums, Young & inexperienced, Elderly workers, Visitors	3	3	9	<ol style="list-style-type: none"> 1. Meeting rooms will be available to hire in line with current UK Government guidance. 2. With 2m distancing, our rooms have the following capacities. <ul style="list-style-type: none"> • Gascoigne Suite – 24 People • Reserved Bar Lounge – 8 People • Burns Room – 6 People • Cowap Room – 4 People • Langley Room – 4 People • Disney Room – 10 People • Robarts Room – 8 People • Ghika Room – 8 People • Writing Room – 4 People 3. Meeting start times should be staggered to avoid congestion in Reception and lifts. 4. Event organiser to provide a list of attendees and their phone numbers in advance of the event. 5. The event organiser is to be advised that they must communicate with the attendees prior to the event and inform them of the entry requirements and measures in place. 	1	3	3



					<ol style="list-style-type: none"> 6. Clients are instructed to respect the 2M Distancing whilst using the room and whilst moving around the club 7. Hand Sanitiser is available in the rooms 8. Hand washing facilities are available throughout the day with ample supply of hot water and soap 9. Consumables such as pencil and paper will be supplied on request, and items left at the end of the day will be disposed of. 10. Personal face coverings and visors are available to purchase from the reception desk should the participants wish to use them. 11. The room is hoovered and sanitised before and after use with attention paid to all touchpoints in the room. 12. The room is only set up with sufficient chairs that are socially distanced by 2M. 13. The room is subject to touchpoint cleaning during their breaks and when refreshing the coffee station. 14. At the conclusion of the event all cups and glasses are removed and washed. 15. All meeting room windows will be opened prior to use except for the Gascoigne suite, and will be opened again if found closed during breaks in the day. 16. The Gascoigne Suite has an air control system managed by BMS and has 12 air changes per hour. 			
Rooms with separate shared facilities	Staff, Expectant Mums, Young & inexperienced, Elderly workers, Visitors	3	3	9	<ol style="list-style-type: none"> 1. At present Government guidance prohibits the use of rooms with shared facilities and are not currently in use. 	1	1	1
Changing rooms within the Games Room	Staff, Expectant Mums, Young & inexperienced, Elderly workers, Visitors	3	3	9	<ol style="list-style-type: none"> 1. At present Government guidance prohibits the use of shared facilities and the showers are therefore not currently in use. 2. The day use lockers can still be used and are subject to the touchpoint cleaning regime. 3. Due to the current footfall of members at the club the locker facility is not being utilised 	1	1	1



Likelihood and Consequence

↑ Likelihood	High	Common, regular or frequent occurrence	3	3 Med	6 High	9 High	6-9: Unacceptable take immediate action	
	Medium	Occasional occurrence	2	2 Low	4 Med	6 High		3-4: Tolerate, look to improve
	Low	Rare or improbable occurrence	1	1 Low	2 Low	3 Med		
	Risk Matrix Likelihood X Severity			1	2	3		1-2: Acceptable
			Minor injury or illness	Serious injury or illness	Fatalities, major injury or illness			
			Low	Medium	High			
→ Consequence								

Risk Assessment to be reviewed:

- At frequency proportional to risk
- High risk bi-annually, med and low annually
- Change in procedures or process
- Doubt on effectiveness of assessment
- Following accident or near miss