

**Townhead Hotel
Townhead Street
Lockerbie**

HOTEL AND DEPARTMENTAL RISK ASSESSMENTS

June 2020

Sept 2020

December 2020

April 2021

1. Reception Risk Assessment

TASK / ACTIVITY	Guest Arrival and Check In	
What are the hazards/dangers?	Risk	Groups at risk
COVID – 19 Virus transmission	Viral Infection Various health issues dependent on individual current health status Minor symptoms – Fatality	Guests, Customers, Reps and Team members

CONTROL MEASURES REQUIRED

- Arrival signage to be clearly displayed on external doors and in the foyer area to inform guests of COVID-19 restrictions
- Guests are to come in through main front door and exit through car park door.
- Guests must inform a staff member if they suspect that they are suffering symptoms of COVID-19 and must check out and return home for medical treatment
- Disabled guests may use the car park entrance but this must be clear access only.
- All rooms keys will be sterilised after use and guests will be issued with sterilised keys at check-in
- If payment is made by using buttons on the card payment machine, this is to be cleaned using disinfectant wipes after every use.
- 1 metre (unless advised otherwise by Government) social distancing where possible to be practised and suitable signage displayed in prominent areas to reinforce this.
- All overnight staying guests will be verbally told all the information that clearly identify processes and other relevant information for their stay.
- Hand sanitiser to be available throughout and stocks maintained.
- Appropriate directional signage and social distancing signage must be in place.
- PPE (face masks or visors, and gloves) to be available if team member wishes to wear it.
- Cleaning / disinfection of area to be carried out as per current procedures - touch areas every 1 hour and floor areas and bins every 2 hours.
- Team member Training – completion of online training and attendance at reorientation on return to work. Training records to be kept.

Assessor	Add Name Stephen Montgomery
Date	Add Date 27.06.2020, Sept 2020, Dec 2020, April 2021
Review Date	Change of crisis level or when government advice changes

Trivial injury = 1
Minor injury = 2
Moderate injury = 3
Major injury = 4
Dangerous Contamination = 5

x

Very unlikely = 1
Unlikely = 2
Possible = 3
Likely = 4
Very likely = 5

1 to 6 = LOW
7 to 14 = MEDIUM
15 to 36 = HIGH

Risk Rating	Medium
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2. Reception Risk Assessment Cont.

TASK / ACTIVITY	Guest Check Out	
What are the hazards/dangers?	Risk	Groups at risk
COVID – 19 Virus transmission	Viral Infection Various health issues dependent on individual current health status Minor symptoms – Fatality	Guests, Visitors and Team members

CONTROL MEASURES REQUIRED
<ul style="list-style-type: none"> Promote and enforce at check-in the Express check-out process, verifying guest email carefully to ensure that the invoice gets sent to correct email address at check-out. If another hotel service is offered and chargeable to the account, we strongly advise to process all charges at check-in and send invoice after departure, avoiding any contact with reception desk at check-out. Display a dedicated express check-out box in the reception area for guests to place key when departing. Disinfect all used room keys placed in the express check-out box, following guidelines 1 metre (unless advised otherwise by Government) social distancing where possible to be practised and suitable signage displayed in prominent areas to reinforce this. Hand sanitiser to be available throughout and stocks maintained. Appropriate directional signage and social distancing signage in place. PPE (face masks, or visors and gloves) to be available if team member wishes to wear it. Cleaning / disinfection of area to be carried out as per current procedures - touch areas every 1 hour and floor areas and bins every 2 hours. Team member Training – completion of online training and attendance at reorientation on return to work. Training records to be kept. All adults must trace & Protect

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Risk Rating	Medium
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3. Housekeeping / Maintenance Risk Assessment

TASK / ACTIVITY	Cleaning, Servicing and Maintenance of Guest Bedrooms	
What are the hazards/dangers?	Risk	Groups at risk
COVID – 19 Virus transmission	Viral Infection Various health issues dependent on individual current health status Minor symptoms – Fatality	Guests, Visitors and Team members

Control Measures Required

- Guests will be asked on check in if they would like rooms serviced during longer than one-night stay.
- 1 metre (unless advised otherwise by Government) social distancing to be practised and signage displayed on bedroom door prohibiting access when room is being serviced/maintained.
- PPE (face masks. Or visors and gloves) are available to be worn by team members whilst in bedroom.
- Cleaning/disinfection of area to be carried out as per guidance standards.
- Sanitising stations in each room MUST be topped up daily or on guest departure.
- Team member Training – completion of online training and attendance at reorientation on return to work. Training records to be kept.
- External or temp HK team members are to be trained by their management and training records supplied. All training is to be compatible with guidance standards.
- Steam cleaner to be used on fabric chairs and curtains after notification of guest with COVID-19 symptoms.
- Hand sanitiser to be sited on HK trollies.
- Team member to sanitise hands on entering and leaving the bedroom.
- Linen removal procedures as per current linen removal document to be followed.
- Guest toiletries are not to be touched moved during room servicing.
- Stay over rooms are not to be serviced by Housekeeping team members unless asked by guest on check-in
- Rooms MUST be cleaned to COVID guidelines on departure and cleaning schedule signed and stored.

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4. Staff Arrival/Departure

TASK / ACTIVITY	Arrival and Signing In	
What are the hazards/dangers?	Risk	Groups at risk
COVID – 19 Virus transmission	Viral Infection Various health issues dependent on individual current health status Minor symptoms – Fatality	Team members

Control Measures Required

- ALL staff must enter and leave via the kitchen entrance
- Arrival signage to be clearly displayed on external doors.
- NO delivery drivers to enter the kitchen area, as per sign on wall outside the kitchen door.
- 1 metre (unless advised otherwise by Government) social distancing to be practised and suitable signage displayed in prominent areas to reinforce this.
- Hand sanitiser available in entrance for staff
- Staff MUST sanitise hands every time they enter or leave the building
- PPE (face masks, or visors and gloves) to be available if team member wishes to wear it.
- Team member Training – completion of online training and attendance at reorientation on return to work. Training records to be kept.
- Staff will be required to take a covid test every week until further notice

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5. Hotel/Office Risk Assessment

TASK / ACTIVITY	Public Areas, Lifts and Bedroom Corridors, Staircases (Cleaning, Maintenance and Use)	
What are the hazards/dangers?	Risk	Groups at risk
COVID – 19 Virus transmission	Viral Infection Various health issues dependent on individual current health status Minor symptoms – Fatality	Guests, Visitors and Team members

Control Measures Required

- Cleaning / disinfection of area to be carried out as per current procedures – As per Guidelines.
- Team member Training – completion of online training and attendance at reorientation on return to work. Training records to be kept.
- 1 metre (unless advised otherwise by Government) social distancing to be practised and suitable signage displayed in prominent areas to reinforce this.
- PPE (face masks, gloves) to be available if team member wishes to wear it
- Public area cleaner to have access to hand sanitiser at all areas.
- Steam cleaner to be used on fabric chairs and curtains after notification of guest with COVID-19 symptoms.
- Tables, chairs and sofas to be sited to ensure 1 meter distancing (unless advised otherwise by Government).
- Hand sanitiser to be sited throughout
- Signage to be displayed on the staircase stating – “PLEASE GIVE WAY TO THOSE ON THE STAIRS” for operational staircases.

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5 Hotel Flow

TASK / ACTIVITY	Back of House Areas (Cleaning and Maintenance)	
What are the hazards/dangers?	Risk	Groups at risk
COVID – 19 Virus transmission	Viral Infection Various health issues dependent on individual current health status Minor symptoms – Fatality	Guests, Visitors, Reps and Team members

Control Measures Required

- Entry to the Hotel will be via main front door only, for staying guests and dining guests. Exit will be via carpark door
- Entry for customers to the bar will be via public bar door only
- Stairs to bedrooms will have signage to say "PLEASE GIVE WAY TO THOSE ON THE STAIRS"
- Cleaning / disinfection of area to be carried out as per current procedures – as per Guidelines.
- Beer garden will have sanitising station on entry/exit
- All adults must trace & Protect

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6. Kitchen Risk Assessment

TASK / ACTIVITY	Kitchen Areas (preparation and cleaning)	
What are the hazards/dangers?	Risk	Groups at risk
COVID – 19 Virus transmission	Viral Infection Various health issues dependent on individual current health status Minor symptoms – Fatality	Visitors (only if permitted) and Team members

Control Measures Required

- Clean uniforms **MUST** be worn at all times, and must be pressed and clean.
- Cleaning / disinfection of area to be carried out as per current procedures - touch areas every 1 hour and floor areas and bins every 2 hours.
- Clean as you go **MUST** be practised.
- Team member Training – completion of online training and attendance at reorientation on return to work. Training records to be kept.
- 1 metre (unless advised otherwise by Government) social distancing to be practised and suitable signage displayed in prominent areas to reinforce this.
- Normal personal hygiene as detailed in the food safety policy to be practised. Skull Caps **MUST** be worn
- A one person maximum in storage areas at any time
- Suitable anti-bacterial surface cleaners to be used for all workbenches, equipment, wall and floor coverings.
- Delivery drivers and other visitors are not to enter kitchen areas.
- All bought in products to be decanted and stored as per food safety policy. Tins and other packaging to be wiped with anti-bacterial before storage.
- PPE (face masks or visors and gloves) are available to be worn if staff request.
- Kitchen **MUST** be cleaned down using the 2 stage clean down practice, and sanitised, and signed off after EVERY service period, and end of day. Records must be kept

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7. Restaurant

TASK / ACTIVITY	Restaurant and Bar Areas (greeting, serving & cleaning)	
What are the hazards/dangers?	Risk	Groups at risk
COVID – 19 Virus transmission	Viral Infection Various health issues dependent on individual current health status Minor symptoms – Fatality Business Shut Down	Guests, Visitors and Team members

Control Measures Required

- Suitable hand sanitiser available throughout Restaurant/Bar entrance/host podium.
- Cleaning/disinfection of area to be carried out as per current procedures – as per guidelines.
- Clean as you go to be practised.
- Team member Training – completion of online training and attendance at reorientation on return to work. Training records to be kept.
- 1 metre (unless advised otherwise by Government) social distancing to be practised and suitable signage displayed in prominent areas to reinforce this.
- Restaurant reception area to be manned at all times. Guests are to be welcomed and seated by team member one table at a time
- Tables and chairs to be laid out to ensure 1 metre (unless advised otherwise by Government) distancing.
- General manager to identify maximum occupancy in regard to floor space and ensure compliance with distancing adhered to at all times.
- Customers will be asked if they wish to be served at the table, or collect drink/food at a station.
- Team member to wash hands for 20 seconds after every service whether it's food or beverage.
- PPE (face masks, or visors, and gloves) to be available if team member wishes to wear it.
- Wrapped cutlery will be used and no tables pre-set. Salt / pepper / and other condiments to be available in sachets only.
- No self-service buffets permitted.
- Guest table to be cleaned and sanitised immediately after use and cutlery etc. disposed on in suitable container.
- When permitted to reopen restaurants, a meal booking system to be in place to control numbers and timings. **ALL CUSTOMERS MUST GIVE NAME AND NUMBER**
- When taking a booking, you **MUST** ask and confirm that it is no more than 2 households, and that Police have the powers to spot check at any time.
- When customer arrives, check again and record the number of households on the booking sheet
- All adults must trace & Protect

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8. Office Risk Assessment

TASK / ACTIVITY	Use of Toilets (Guest and Staff)	
What are the hazards/dangers?	Risk	Groups at risk
COVID – 19 Virus transmission	Viral Infection Various health issues dependent on individual current health status Minor symptoms – Fatality	Team members only

Control Measures Required
<ul style="list-style-type: none"> • Cleaning/disinfection of area to be carried out as per current procedures – As per guidelines • Only one person in the office at a time • Photocopier must be cleaned after use with sanitiser • Staff must wipe down computer keyboard etc after use • Table etc must be wiped after staff meal times as per guidelines

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9. Bar Area

TASK / ACTIVITY	Team Member Access to Hotel/Office	
What are the hazards/dangers?	Risk	Groups at risk
COVID – 19 Virus transmission	Viral Infection Various health issues dependent on individual current health status Minor symptoms – Fatality	Guests, Visitors and Team members

Control Measures Required

- Encourage customers to take a seat. There is no standing at the bar
- If customers wish to collect drinks from the bar, this area is clearly marked out.
- Regular management supervision of this area to ensure procedures are being followed.
- Wall mounted sanitiser to be available at the entry and exit door to toilets.
- Cleaning of bandit must be done after use by a customer
- 1 metre (unless advised otherwise by Government) social distancing to be practised and suitable signage displayed in prominent areas to reinforce this.
- Tables are to be cleared and kept clean at ALL times.
- Bar staff must wash hands after serving or collecting glasses
- Glasswasher MUST be cleaned out every night, and **NOT** just drained. This is mandatory policy
- Coffee machine MUST be cleaned every night.
- There will be a plastic screen protection in front of the Epos system
- Low level background music is permitted as per staff training and Government guidance.
- Customer behaviour must be observed and any raising of voices must be actioned in the appropriate way as per guidance
- All adults must trace & Protect

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Risk Rating	Medium
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10 Beer Garden

TASK / ACTIVITY	All Office based activity	
What are the hazards/dangers?	Risk	Groups at risk
COVID – 19 Virus transmission	Viral Infection Various health issues dependent on individual current health status Minor symptoms – Fatality	Guests, Visitors and Team members

Control Measures Required

- Tables will all be numbered 20 – 29
- Development of an App is underway, and will allow for ordering and payment for customers
- Sanitising units will be on entry/exit
- Table MUST be cleared and wiped at every occasion.
- Beer Garden area MUST be cleared of rubbish etc at the end of every evening.
- A trolley will be available for staff to bring meals out to beer garden and also to clear tables. This must be wiped after use
- 22.00hrs (10pm) is closing time for outdoors in line with hotel operating plan and license. This is a non-negotiable licensing law
- Beer garden MUST be kept clean at all times
- Housekeeping will be responsible for the cleanliness of the beer garden and outside areas of the hotel.
- Free Wi-fi is now available in the beer garden, with a password of **Townhead2020**
- All adults must trace & Protect

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11. Statement of general policy

Proprietor:	Stephen Montgomery	
Manageress: Housekeeping: Restaurant: Head Chef:	Leigh Rogerson Lisa Handley Leigh Rogerson Laura McEwan	All report to Stephen Montgomery
Aims:	To promote a safe working environment for our staff, and a safe and friendly hotel for our guests	

Control Measures Required
<ul style="list-style-type: none"> • First Aid Boxes Located: There are 3 First Aid Boxes. Locations are Kitchen, Office and Bar • Accident Book: There is an accident book behind the bar • Health & Safety Poster: This is on the wall outside the kitchen • Fire Risk Assessment: Kept in the office

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Risk Assessment Hierarchy of Controls

(ERIC – PB)

Risk Reduction	Control Measures
Eliminate	<ul style="list-style-type: none">• Team members showing symptoms of COVID-19 are not to travel or attend work• Management to rearrange tasks to enable them to be done by one person or by maintaining social distancing• Avoid skin to skin and face to face contact• Stairs to be used in preference to lifts• Team meetings to be held in the open or event rooms where possible
Reduce – (Where social distancing cannot be met)	<ul style="list-style-type: none">• Minimise the time and frequency people are within 1 metres of each other (Example Kitchen)• Minimise the number of team members involved in tasks• Team members to work side by side or facing away from each other rather than face to face
Isolate - Keep groups of team members who must work within 2 metres	<ul style="list-style-type: none">• Keep them together in teams. Do not swap team members within teams where possible.
Control – Where face to face working is essential to carry out tasks within 2 metres	<ul style="list-style-type: none">• Keep this task to a maximum of 15 minutes or less where possible• Introduce a sign off process where the duty manager has to approve the task and the specific risk assessment
PPE	<ul style="list-style-type: none">• Where it is not possible to maintain social distance each activity to be specifically risk assessment using this hierarchy of controls• PPE should be single use and disposed of after use
Behaviours	<ul style="list-style-type: none">• The measures needed to minimise the risk of infection spread rely on all team members and guests taking responsibility for their own actions

UPDATE: 03/09/2020

All cash must be kept in the safe for a minimum of 3 days in its sealed pouch before being banked

Staff must wash hands as per guidelines after handling cash of any kind.

UPDATE: 10/12/2020

Low-level background music permitted as per ScotGov guidance detailed in staff Facebook page

UPDATE: 26/04/2021

Reopening in level 3. Outdoors alcohol allowed with/without meals. Max 6 x 6 households, 10pm close

Indoors no alcohol, and 8pm close, apart from residents who are permitted to dine without alcohol until 10pm

Staff will be required to take a covid test once weekly and report to management. If positive, self-isolation is mandatory for the required time

1m physical distancing is required at all times between members of different household

Trace & Protect required for all adults