

Working at Trefeddian Hotel - General (Updated 25/7/20)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Working at Trefeddian Hotel	Contracting Covid 19	Staff Guests	High	All employees instructed to follow government guidance and adhere to advice given.	High	<p>Consultation with staff to encouraging them to identify and report hazards in relation with Covid 19 so we can all contribute towards improving safety. Regular monitoring and revision of policies and procedures.</p> <p>All staff trained in new infection control and effective hygiene related procedures and their responsibility to guests and colleagues prior to their return to work to include;                      Hand and respiratory hygiene                      Physical distancing                      Cleaning/disinfection regimes                      Employee health                      Dealing with a suspected case (EAP)</p> <p>We will supply all necessary PPE including face coverings, gloves and disposable aprons for all staff which have face to face contact with guests as appropriate.</p> <p>Emergency Action Plan (EAP) put in place and communicated to all members of staff and visitors including; what symptoms to be aware of and what action to take. EAP to be displayed in visible areas around the hotel.</p> <p>Employees who fall in the vulnerable, clinically vulnerable and extremely vulnerable categories will be assessed and provisions made accordingly.</p>	Low	

Working at Trefeddian Hotel - General (Updated 25/7/20)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Working at Trefeddian Hotel	Showing Symptoms of Covid 19	Staff Guests	High	All employees instructed to follow government guidance on self- isolating and adhere to advice given.	Medium	<p>EAP to be put into place.</p> <p>All employees are to remain at home and notify the Duty Manager without delay if they or someone they live with are diagnosed or start to show symptoms of Covid 19. The Duty Manager is to inform the General Manager and Hotel Director.</p> <p>Once symptomatic all surfaces that the person has come into contact will be thoroughly cleaned. This will include the employees work area and any public areas in which they may have come into contact.</p> <p>All waste that has been in contact with the relevant person, including used tissues and masks (if used) should be put in a plastic bag and tied. This bag should then be placed in a second bag and disposed of accordingly.</p>	Medium	
Arriving at Work	Covid 19	Staff Guests	High	<p>All employees are instructed to sanitise their hands at the beginning of their shift and maintain good personal hygiene.</p> <p>A clean uniform is compulsory at the start of each shift.</p>	High	<p>All staff will have their temperature taken on arrival at Trefeddian Hotel. This will be carried out before entering the property and recorded at the start of every shift.</p> <p>Once they have had their temperature taken they are to wash and sanitise their hands before entering the hotel.</p> <p>Should a member of staff have a temperature of 38C or more they will be sent home with immediate effect. They must not enter the establishment. EAP will then be enforced.</p>		A Protocol for Temperature checks and Log Sheet has been implemented

## Working at Trefeddian Hotel - General (Updated 25/7/20)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Staff Meal/Rest Breaks	Covid 19	Staff Guests	High	Staff advised to sanitise hands before and after meals.  Staff advised to sanitise hands after a smoking break.	Medium	A frequent clean and disinfect regime of regularly touched surfaces in the staff room to be initiated. Microwave and Fridge to be cleaned twice daily.  Doors and windows to be opened frequently when possible to encourage ventilation.	Low	
Travelling to Work	Covid 19	Staff Guests	High	Staff are encouraged to walk or cycle to work.  Ideally staff should travel in their own vehicle, where practically possible and avoid lift sharing.	Medium	Employees should not car share unless absolutely necessary.  Should staff travel in the same vehicle; 1. Windows should be opened 2. Employees should sanitise their hands before and after getting in the vehicle 3. The number of passengers should be limited and spaced out as much as possible. 4. All occupants should wear a face mask.	Low	
Fire/Accident	Covid 19	Staff Guests	High	Disposable Gloves and CPR Masks are provided in the Hotel's main First Aid Box.  All staff are fully trained in the event of a fire. A designated First Aider will assist with accidents.	Medium	People do not have to stay two meters apart in the event of a fire or accident.  Employees involved in the provision of assistance to others will wear the relevant PPE required and pay particular attention to sanitisation measures immediately after the event, paying particular attention to sanitising their hands.	Medium	
Using Staff Changing Room and Toilets	Covid 19	Staff Guests	Medium	Each member of staff has a personal locker to store their belongings.  The staff changing rooms and toilets are cleaned twice daily.  Hand sanitiser is provided.	Medium	The changing room area must be kept clear of all personal items which must be put in employees lockers at all times.  Enhanced cleaning of all facilities regularly throughout the day and at the end of the working day.  Implementation of controls to prevent overcrowding and ensure two metres between staff.  Staff must not use guest toilets under any circumstance.	Low	A two hour cleaning and sanitisation schedule has been implemented.

Working at Trefeddian Hotel - General (Updated 25/7/20)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Using the Hotel Lift	Covid 19	Staff Guests	High	The Hotel lift is thoroughly cleaned daily and controls sanitised throughout the day.	Medium	Lift usage to be limited to one member of staff at any one time.  Staff should avoid using the lift and encouraged to use the stairs when possible.  Hand sanitiser to be provided at primary entrances.  Enhanced cleaning practices to be implemented.	Low	
Contact between staff in different departments	Covid 19	Staff Guests	High	Inter departmental telephones are provided.	Medium	A reduction of movement by discouraging non essential trips between departments.  Restricting access to some departmental areas of the hotel. All staff are required to use the outside path at the back of the hotel.  Introducing a one way flow through the hotel and different departments. Encourage staff to use the inter departmental telephones more frequently to avoid unnecessary trips to another department.  Staff must not be behind the tea/coffee/toast area between 7.45-9.45am.	Low	
Staff Meetings	Covid 19	Staff Guests	High	Meetings take place in an office with no social distancing and can be on an ad hoc basis.	High	Allow only necessary participants to attend meetings.  Maintain two metre separation throughout.  Avoid transmission during meetings for example by avoiding sharing pens and other items.  Hold meetings in a well ventilated room if possible. All meetings to be pre-arranged. Virtual meetings would be preferred but if face to face meetings must take place then face masks are mandatory.	Low	

Working at Trefedddian Hotel - General (Updated 25/7/20)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Staff Uniforms	Covid 19	Staff Guests	High	Staff are required to wear a clean uniform at the start of every shift.	High	Where uniforms are washed on site they will be washed at 60C with detergent that contains sanitiser.  When washing uniform at home staff will be asked to wash at 60C with detergent that contains sanitiser if possible. Where this is not possible please spray uniform with sanitiser.  All staff must wear a clean uniform every day.	Low	
Mobile Phones	Covid 19	Staff Guests	High	There are currently no measures in place to prevent staff using mobile phones during work time.  Germs on mobile phones pose a serious health concern. The risk of spreading germs from a mobile phone through the work place is colossal.	High	Staff will be asked not to use their mobile phones during work time.  No mobile phones must be seen in any area of any department at any time.	Low	Heads of Department must monitor staff.
Smoking	Covid 19	Staff Guests	High	The Trefedddian operates a strict no smoking policy.  There is a designated external area where staff are permitted to smoke.  Smoking is not permitted by any member of staff during any meal times i.e.. Breakfast, Lunch, Afternoon Tea, Dinner.  Staff have relapsed on this Code of Conduct and some abuse the guidelines as per rule 13.1 in the Staff Handbook.	High	Staff will be reminded of rule 13.1 and will be advised to limit smoking breaks to one every 4 hours out of break time.	Medium	Heads of Department must monitor staff.

## Working at Trefeddiian Hotel - Office/Bar Department (Updated 25/7/20)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Cash Handling	Covid 19	Staff	High	Staff are encouraged to wash their hands after handing cash.	Medium	<p>Guests are encouraged not to pay by cash.</p> <p>Guests to put any extras onto their hotel room accounts or pay by card.</p> <p>PDQ machines to be sanitised after each guest use.</p> <p>Customers encouraged to pay by contactless payment when possible.</p> <p>Staff advised not to handle customers payment cards.</p>	Low	A mobile PDQ machine will be installed for use in Bar.
Handling Room Keys	Covid 19	Staff Guests	High	Keys are sanitised each time they are handed in by a customer.	Medium	<p>Sanitised Keys to be presented to Guests on arrival in a sealed envelope.</p> <p>Guests encouraged not to leave keys at Reception until departure.</p> <p>Box provided for key drop off point and sanitising.</p>	Low	A box for keys or a hole in Reception desk made for them to drop keys into.
Face to face contact with Customers at Reception desk and Bar	Covid 19	Staff Guests	High	<p>Staff are encouraged to sanitise their hands regularly and maintain good personal hygiene.</p> <p>Hand sanitiser is provided at the Reception desk for Guests.</p>	High	Provision of Perspex cough/sneeze screens in both Reception and Bar to increase separation.	Low	Staff to be provided with Face Shields to wear in public areas and while sitting on the Front Desk.
Use of shared equipment	Covid 19	Staff Guests	High	Staff are encouraged to sanitise their work stations at the end of their shift.	Medium	<p>Staff to ensure that they do not hot desk and share any office stationary/equipment such as staplers, pens, phones etc. during their shift.</p> <p>Work stations must be sanitised at the start and end of each shift, to include all stationary, keyboards, mouse and telephones used.</p>	Low	A workstation sanitation checklist has been implemented.

## Working at Trefeddian Hotel - Office/Bar Department (Updated 25/7/20)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Departures and Arrivals	Covid 19	Staff Guests	High	<p>Staff are encouraged to sanitise their hands regularly and maintain good personal hygiene.</p> <p>Hand sanitiser is provided at the Reception desk for Guests.</p>	Medium	<p>Floor tape will be put in place to ensure guests are able to social distance at the Reception desk.</p> <p>Office staff must encourage only one person from a party to approach Reception.</p> <p>In the event of a busy arrival period guests will be encouraged to sit and wait in the foyer until it is possible for a member of the office team to check them in. Additional seating will be provided.</p> <p>Each member of the party will then be required to have their temperature taken, they will be asked to come forward one at a time.</p> <p>To avoid queues on busy departure mornings, final guest bills will be delivered to guest bedrooms the night before departure to allow for any queries to be addressed on the telephone with a staff member. Guests may also be permitted to pay over the telephone if required.</p>	Low	
Working with team members	Covid 19	Staff	High	Staff are advised to sanitise their hands at the beginning of their shift, maintain good personal hygiene and adhere to social distancing guidelines.	Medium	Staff to work side by side or facing away from each other. Where this is not possible the use of Perspex screens are to be implemented and the use of visors advised.	Low	Perspex Screen
Hotel Bar Service	Covid 19	Staff Guests	High	<p>Staff are advised to sanitise their hands at the beginning of their shift, maintain good personal hygiene and adhere to social distancing guidelines.</p> <p>The hotel bar is cleaned daily and regularly throughout the day, with additional cleaning measures taking place on a weekly/monthly basis.</p> <p>A quash is used to remove any debris on a glass rim before washing. Glasses are cleaned in a sterilised glass washer at a temperature of 80C and polished to dry.</p> <p>Nibbles are served in the evening.</p> <p>Fruit is served from a sealed container using tongs. Fruit such as lemons is prepared following HACCP guidelines.</p> <p>More than one member of staff will serve in the bar during busy times.</p> <p>A water dispenser is provided for self service.</p>	Medium	<p>Staff must maintain the recommended physical distance from each other behind the bar and only one designated person will serve in the bar on each shift.</p> <p>2 x Perspex screens will be installed in the hotel bar to increase separation.</p> <p>Glasses should no longer be polished with a drying cloth to prevent possible transmission but be left to steam dry in the glass washer.</p> <p>Nibbles no longer to be served.</p> <p>Dirty glasses must be held at the stem and base only. Hands must be sanitised after contact with dirty glasses. A designated area on the bar will be initiated for dirty glasses.</p> <p>Straws and stirrers should be individually wrapped.</p> <p>The water dispenser at the end of the hotel bar must be removed.</p> <p>The following must be disinfected regularly throughout the day : Beer taps, handles and optics, Drip trays and mats, handheld measures, Ice buckets, scoops and glasswasher controls.</p>	Low	<p>Straws and stirrers will no longer be provided,</p> <p>A designated area on the bar for dirty glasses requires a sign to be made.</p>

## Working at Trefeddian Hotel - Dining Room Department (Updated 25/7/20)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Dining	Covid 19	Staff Guests	High	<p>Staff are encouraged to sanitise their hands at the beginning of their shift and maintain good personal hygiene.</p> <p>A clean uniform is compulsory at the start of each shift.</p>	High	<p>A one way flow to and from the hotel Dining Room will be created to ensure social distancing.</p> <p>Hand sanitisers will be provided at the entrance of the hotel Dining Room and guests encouraged to use it on entrance and exit.</p> <p>Staff will Meet, Greet and Seat each guest to ensure social distancing is adhered to during busy times..</p> <p>PPE will be mandatory for all staff and include face shields and gloves. Gloves must be sanitised after serving/clearing each table.</p> <p>Orders will be taken in a time efficient manner and suitable distance to minimise time spent in close contact with guests.</p> <p>Tables will be positioned at the required distance apart in line with Government guidelines. Perspex screens will be implemented between tables where necessary.</p> <p>For large multi-generational family groups or parties that do not live together we will only be able to seat 6 people together. We will endeavour to place tables for parties of more than 6 near each other when possible subject to guidelines.</p> <p>Guests will no longer be guaranteed specific tables that they may have requested due to the change of layout in the Dining Room.</p> <p>Napkin rings, cruets and flowers will be removed from tables.</p> <p>Hand sanitiser will be placed on each table for guests use.</p> <p>Staff must sanitise tables and chairs (in particularly arms) after each guest has departed their table. Using sanitiser and blue roll.</p>	Low	<p>Condiments, salt and pepper will be provided in sachets and put on each table.</p> <p>Staff to use blue roll and Nilco to sanitise tables/chairs and dispose of after each one. Pedal bins will be provided for each Waiter/ess near their dumb waiter.</p> <p>A new sanitisation check list has been implemented.</p>



## Working at Trefeddian Hotel - Dining Room Department (Updated 25/7/20)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Dinner Service	Covid 19	Staff Guests	High	<p>Staff are encouraged to sanitise their hands at the beginning of their shift and maintain good personal hygiene.</p> <p>A clean uniform is compulsory at the start of each shift.</p>	High	<p>Hotel wine lists to be quarantined after each use and rotated every 36 hours.</p> <p>Dirty glasses must be carried at the stem or base only. Extra practices in place to ensure the proper cleaning of all glass wear.</p> <p>Linen napkins will be provided. These will be bagged at the end of each dinner service and stored outside the Laundry Room ready for collection.</p> <p>Bread and sauces to be served by the staff.</p>	Low	Three boxes will be provided to ensure wine lists are rotated accordingly.
Breakfast Service	Covid 19	Staff Guests	High	<p>Staff are encouraged to sanitise their hands at the beginning of their shift and maintain good personal hygiene.</p> <p>A clean uniform is compulsory at the start of each shift.</p>	High	<p>Buffet breakfast items will be reduced and now be served by staff.</p> <p>Breakfast menus to be quarantined after each use and rotated every 36 hours.</p> <p>Paper napkins will replace linen napkins.</p>	Low	Three boxes will be provided to ensure wine lists are rotated accordingly.

## Working at Trefeddian Hotel - Dining Room Department (Updated 25/7/20)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Lounge Service	Covid 19	Staff Guests		<p>Staff are encouraged to sanitise their hands at the beginning of their shift and maintain good personal hygiene.</p> <p>A clean uniform is compulsory at the start of each shift.</p>		<p>Dining Room staff to take orders in lounges when possible to discourage guests from ordering at the Bar or Reception.</p> <p>Trays are to be carried through the hotel Dining Room to the lounges to adhere to the one way flow system. If a tray is to be taken outside the Dining Room fire exit door is to be used.</p> <p>Once a customer has left a table (either in Lounges or outside) it will be the responsibility of the Dining Room staff to clear all glasses, collateral and trays from the table and sanitise table (and chair if possible [not fabric wooden only]) immediately.</p> <p>Extra measures put in place to ensure trays are cleaned/disinfected after each use.</p>		
Daily Cleaning Protocol	Covid 19	Staff Guests	High	The hotel Dining Room is cleaned daily after breakfast service.	High	<p>In addition to the daily cleaning schedule, the hotel Dining Room must be cleaned/sanitised twice daily after breakfast and dinner service as follows;</p> <p>Light switches, dumb waiters, window sills, window handles, doors, chairs, dado rails, back shelf, bins</p>		A new sanitisation check list has been implemented.
Non-resident Diners	Covid 19	Staff Guests	High	<p>The hotel has a steady flow of non-residents throughout the day for Morning Coffee, Bar Snacks, Dining Room Lunch and Afternoon Tea.</p> <p>Sunday lunch could have up to 100 non-residents dine.</p> <p>Non-residents may use all hotel lounges and public toilets.</p>	High	Non-residents will unable to visit the Trefeddian Hotel in the immediate future to safe guard our staff and hotel residents and ensure social distancing measures can be adhered to.	Low	<p>Signage on hotel drive and entrances to the hotel.</p> <p>Information on website and social media.</p>

## Working at Trefeddian Hotel - Dining Room Department (Updated 25/7/20)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Linen, napkins, table cloths etc	Covid 19	Staff Guests		<p>Linen is washed by Afonwen Laundry (add protocols).</p> <p>Clean linen is collected from the linen room, taken in the hotel lift through the hotel corridor to the Dining Room before it is stored.</p> <p>Dirty linen is put in a trolley over night for collection by laundry staff in the morning.</p>		<p>Linen must be brought down to the ground floor in the linen lift or via the back stairs through the kitchen to the Dining Room. Trolleys will no longer be permitted in the hotel corridor.</p> <p>Dirty linen must not be shaken when removed from a table it must be placed in a laundry bag in the trolley and tied once full.</p>		

Working at Trefeddian Hotel - Kitchen Department (Updated 25/7/20)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Food Service	Covid 19	Staff Guests		<p>Applying food safety management systems based on the principles of HACCP.</p> <p>Staff are encouraged to wash their hands regularly and maintain good personal hygiene.</p> <p>A clean uniform is compulsory at the start of every shift.</p>		<p>Extra checks and practices in place to ensure proper cleaning of crockery/cutlery.</p> <p>Restricted access to the kitchen, limited to essential staff only</p> <p>Dining Room staff may only collect food from the pass, starter and coffee/toast areas of the kitchen. They must not enter the kitchen with the exception of Dining Room Staff collecting milk and fruit for Breakfast.</p> <p>A distance of two meters must be maintained between staff where possible.</p> <p>A one way flow to be created.</p> <p>Hair nets or hats and beard guards must be made compulsory.</p>		
Staff Meals	Covid 19	Staff		<p>Applying food safety management systems based on the principles of HACCP.</p> <p>Staff are encouraged to wash their hands regularly and maintain good personal hygiene.</p> <p>A clean uniform is compulsory at the start of every shift.</p>		<p>The only measures to be changed are for staff lunch; sandwiches that are provided at are to be individually wrapped to prevent any transmission and soup will be put on the hot plate.</p>		
Cold Rooms/Store Room	Covid 19	Staff Guests				<p>Hand sanitisers should be placed at the entrance to cold rooms and store room and used on entering. Only 1 person in cold rooms/store room at anytime.</p> <p>No meetings to take place in kitchen stores due to lack of ventilation (see general section).</p>		
Toast racks and Tea/Coffee Pots	Covid 19	Staff Guests	Medium	<p>Toast racks and tea/coffee pots are cleaned on a daily basis.</p>	Medium	<p>Toast racks and tea/coffee pots must be sanitised after every use.</p>	Low	

## Working at Trefeddian Hotel - Housekeeping Department (Updated 25/7/20)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Guest Considerations	Covid 19	Staff Guests	High	All guest collateral sanitised between stays.	Medium	<p>Removal of guest directories, hotel information, hotel stationary and pens.</p> <p>Spare toilet rolls to be kept to a minimum and unused tissues/toilet rolls to be quarantined for 24 hours on guest departure.</p> <p>Extra blankets and pillows to be removed from wardrobes and only provided if requested by guests.</p>	Low	<p>Guest directories and hotel information will be made available digitally or paper copies available from Reception.</p> <p>Hotel stationary and pens can be obtained from Reception.</p> <p>Guests can phone Reception to acquire extra blankets/pillows</p>
Staff entering guest bedrooms	Covid 19	Staff Guests	High	Hotel bedrooms are serviced daily by Housekeeping staff.	Medium	<p>Bedrooms will only be serviced every three days unless additional service is required.</p> <p>Housekeeping or Maintenance staff team members will only enter a bedroom on a guests request to service the room or fix a reported maintenance issue.</p> <p>Should a member of staff enter a bedroom whilst it is occupied the team member will be wearing PPE. Guests must vacate the room unless unable to do so.</p>	Low	<p>Request forms will be provided in each bedroom for guests to request extra tea/coffee, clean towels or a room service.</p> <p>A box for request forms will be left on each landing for housekeeping to attend to.</p> <p>Request forms need to be left by guests by 10.30am.</p>
Cleaning Guest bedrooms on departure	Covid 19	Staff Guests	High	The Trefeddian has a strict cleaning regime.	Medium	<p>Housekeeping staff must wear appropriate PPE including gloves, apron and mask where appropriate.</p> <p>A new risk based cleaning approach will be implemented and all team members trained accordingly.</p> <p>Before a room is cleaned windows must be opened to allow ventilation, all waste, dirty linen and towels must be removed.</p> <p>Particular emphasis must be placed on key touch points: bedside tables, dressing tables, chairs, phones, kettles (handle and lid), door handles (inside and out), window handles, light switches, wardrobe door handles and hangers, door hangers, remote controls, hair dryer handles and radiators.</p> <p>Hostess trays, cups, glasses etc. must be removed and washed accordingly.</p> <p>Gloves must be used to remove dirty linen and placed directly into laundry bags immediately. Do not shake linen in case virus is dispersed though the air.</p> <p>All bedding, mattresses and pillows must be sprayed with Anti Bacterial and Sanitiser spray and left to dry.</p>	Low	Staff Training

## Working at Trefeddian Hotel - Housekeeping Department (Updated 25/7/20)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Cleaning Guest bedrooms cont.						Clean pillow and mattress protectors must be used.  Before clean linen is used, remove gloves, sanitise hands and put on clean gloves.		
Cleaning Guest Bathrooms on Departure	Covid 19	Staff Guests	Medium	The Trefeddian has a strict cleaning regime.	Medium	Particular emphasis must be placed on frequently contacted surfaces; Doors, door handles, taps, plug, sink, toilet and toilet handle, grab rails, tiles and flooring, shower cubicles and bath.	Low	Staff Training
Cleaning Hotel Corridors and Stairs	Covid 19	Staff Guests	Medium	These areas are cleaned daily.	Medium	Extra emphasis must be placed on sanitisation of hand rails.	Low	
Serving Children's Supper	Covid 19	Staff Guests	High	Children's supper is served in the hotel Dining Room or Guest bedrooms by Housekeeping staff.	High	See Dining Room protocols. Only one household per table. An adult must be present at all times.	Low	
Hotel Laundry Room	Covid 19	Staff Guests	Medium	The Trefeddian has a strict cleaning regime.	Medium	Cleaning and disinfection must be done twice a day with particular emphasis on frequently touched surfaces.	Low	
Cleaning equipment and service trolleys	Covid 19	Staff Guests	Medium	There are no measures in place for sanitising cleaning equipment or service trolleys.	Medium	Cleaning equipment and service trolleys must be disinfected at the end of every shift.	Low	
Cleaning a bedroom after a suspected case of Covid 19	Covid 19	Staff	High	None	High	See Separate protocol and follow EAP.	Low	
Guest Laundry	Covid 19	Staff Guests	High	Guest are offered a laundry service which is done in house.	High	We will not offer a guest laundry service until it is safe to do so.	Low	
Housemoves	Covid 19	Staff Guests	High	When it is not possible for a guest to have a room for the whole of their stay a Housemove will be initiated on booking.	Medium	The Office staff will avoid bookings with housemoves as much as possible. In the event that this is not possible the guest will have to move their belongings to the new bedroom.	Low	
Towels	Covid 19	Staff Guests	Medium	Towels are washed in the hotel laundry at a temperature of 60C.  Clean towels are taken through the hotel corridor in the main lift to each floor by the person working in the laundry room.  Dirty towels are....	Medium	Towels must be washed in a detergent with sanitiser present at a temperature of 60C.  Clean towels must now be taken in the linen lift to the first floor and taken to each floor in the main lift. Trolleys will no longer be permitted in the hotel corridor. Trolley to be kept in linen room.  Dirty towels must be placed in a laundry bag immediately and PPE worn at all times.	Low	

## Working at Trefeddian Hotel - Hotel Porters (Updated 25/7/20)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Carrying Guests Luggage	Covid 19	Staff Guests	High	Staff are encouraged to sanitise their hands regularly and maintain good personal hygiene.  A clean uniform is compulsory at the start of each shift.	Medium	Porters to wear face visor and sanitise hands before and after carrying guests luggage.  Luggage will no longer be put in the guest bedroom but will be left outside the bedroom door. On departure guests will be offered portorage, however bags will be left outside guests vehicles.  The luggage trolley must be disinfected after each use.	Low	Provision of sanitising wipes on luggage trollies.
Serving Morning and Evening Coffee	Covid 19	Staff Guests	High	Staff are encouraged to sanitise their hands regularly and maintain good personal hygiene.  A clean uniform is compulsory at the start of each shift.	High	Porters to wear face visor and sanitise hands before and after taking a tray out to a customer.  Once a customer has left a table it will be the responsibility of the Porter to clear all glasses, collateral and trays from the table and sanitise immediately.  Extra measures put in place to ensure trays are cleaned/disinfected after each use.	Low	
Moving Laundry	Covid 19	Staff Guests	High	Dirty laundry is bagged by housekeeping staff for porters to take to laundry room. Porters use a trolley to take laundry in the hotel lift, through the corridor to the laundry room.	High	Linen must be brought down to the ground floor via the north stairs. Trolleys will no longer be permitted in the hotel corridor.  Porters must sanitise hands once they have finished this task.	Low	
Cleaning Hotel Lounges and Public Areas (Night Porters)	Covid 19	Staff Guests	High	A cleaning schedule implemented with key touch points to be sanitised every two hours. These include Door handles, push plates, toilet flush handles, table tops, lift buttons, stair rails, grab rails in disabled toilet.	Low	A schedule to sanitise public areas with a fogging machine on a weekly basis will be implemented in addition to regular cleaning.	Low	
Cleaning Hotel Lounges and Public Areas (Day Porters)	Covid 19	Staff Guests	High	In addition to cleaning and tidying public areas throughout the day a cleaning schedule implemented with key touch points to be sanitised every two hours. These include Door handles, push plates, toilet flush handles, table tops, lift buttons, stair rails, grab rails in disabled toilet.	Low	Porters must clear glasses from tables on a more frequent basis in particularly during the evenings during busy bar service. Dirty glasses must be carried at the stem or base only.	Low	
Room Service	Covid 19	Staff Guests	High	Staff are encouraged to sanitise their hands regularly and maintain good personal hygiene.	Medium	We will not offer room service until it is safe to do so unless there are extenuating circumstances. In which case trolleys will be left outside guests bedroom. Guests to phone Reception once finished for collection.	Low	

## Working at Trefeddian Hotel - Hotel Porters (Updated 25/7/20)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Cleaning Hotel Swimming Pool	Covid 19	Staff Guests				The hotel swimming pool will not be open until permitted.		
Putting away bar stock in cellar/bringing bar stock up to bar	Covid 19	Staff Guests				Porters must wear gloves when handling deliveries.  All deliveries must be disinfected on entering the building.		
Delivering items to guest bedrooms	Covid 19	Staff Guests		Staff are encouraged to sanitise their hands regularly and maintain good personal hygiene.	Medium	Iron/Ironing Boards must be sanitised after each use		
Cleaning windows in guest Bedrooms	Covid 19	Staff Guests	High	Porters clean guest bedroom windows on a rotational system daily.	High	Porters will clean bedroom windows on departure of guests only	Low	
Emptying cigarette bins	Covid 19	Staff	Medium	Porters empty cigarette bins on an ad hoc basis.	Medium	Porters must wear gloves when emptying cigarette bins and ensure they are checked daily both public and staff bins.	Low	
Cold Suppers	Covid 19	Staff Guests	Medium	Should a cold supper be required they would be served in either the Guests room or a public area.	Medium	Cold Suppers will now only be served in a public area.  All food must be covered with a cloche or Clingfilm.	Low	



## Staying at Trefeddian Hotel (Updated 25/7/20)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Staying at Trefeddian hotel	Contracting Covid 19	Staff Guests	High	Hand sanitisers are located at various points throughout the hotel.  Regular sanitising of communal areas.	Medium	An additional 20 Hand Sanitising Stations will be located throughout the hotel.  The hotel will be implementing a regular deep sanitisation with a fogging machine which will dispense disinfectant and biocides into the air.  An enhanced cleaning/sanitising regime will be implemented.  Social distancing guidelines will be adhered to by form of one way flows, barriers, screens and floor markings.	Low	
Staying at Trefeddian hotel	Showing symptoms of Covid 19 before or during a stay	Staff Guests	High	Any guests who have displayed symptoms of Covid 19 within 14 days of arrival should reschedule their visit until they and their household members have been clear of symptoms for 14 days.	Medium	Emergency Action Plan (EAP) to be put in place and communicated to all members of staff and visitors including; what symptoms to be aware of and what action to take. EAP to be displayed in visible areas around the hotel.  Once symptomatic all surfaces that the person has come into contact will be thoroughly cleaned. This will include the employees work area and any public areas in which they may have come into contact.  All waste that has been in contact with the relevant person, including used tissues and masks (if used) should be put in a plastic bag and tied. This bag should then be placed in a second bag and disposed of accordingly.	Low	

## Staying at Trefeddian Hotel (Updated 25/7/20)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Arriving at Trefeddian Hotel	Covid 19	Staff Guests	High	Hand sanitiser is provided at the Reception desk for Guests.	Medium	<p>Before arriving at Trefeddian Hotel all guests will be informed of the hotels Covid 19 protocol via email. In the week prior to guests arrival the Trefeddian Hotel will phone guests to address any questions they may have and a brief health check.</p> <p>Hand sanitiser will be placed by the front door for guests use on arrival. A one way flow to Reception will be created. Floor tape will be put in place to ensure guests are able to social distance at the Reception desk.</p> <p>Office staff will encourage only one person from a party to approach Reception. In the event of a busy arrival period guests will be encouraged to sit and wait in the foyer until it is possible for a member of the office team to check them in. Additional chairs will be provided.</p> <p>Each member of the party will then be required to have their temperature taken. If a guest has a temperature of higher than 38C they will be asked to leave immediately.</p> <p>Each guest will receive a 'Welcome and Safety Information' sheet explaining the COVID-19 protocols in place. This outlines what is expected of them when interacting with employees and other guests. Guests will find it reassuring to read about our rigorous cleaning procedures which we have applied to their room and be told where hand sanitiser is located.</p> <p>Reception staff will complete guest registration forms and sign on their behalf.</p> <p>Guests will be offered portorage, however bags will be left outside bedrooms.</p> <p>The hotel may feel cooler due to extra ventilation that is required.</p> <p>Sanitised keys to be presented to guests on arrival in a sealed envelope. Guests encouraged not to leaves keys at Reception until departure. A box will be provided to keys to be dropped off and sanitised.</p>	Low	Customer Care Plan given to all guests prior to arrival.

## Staying at Trefeddian Hotel (Updated 25/7/20)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Departing Trefeddian Hotel	Covid 19	Staff Guests	High	Hand sanitiser is provided at Reception for guests use.	Medium	<p>To avoid queues on busy departure mornings, final guest bills will be delivered to guest bedrooms the night before departure to allow for any queries to be addressed on the telephone with a staff member. Guests may be permitted to pay over the phone if required.</p> <p>Guests are encouraged to pay by card and put items on their room accounts.</p> <p>PDQ machines to be sanitised after each guest use. Customers encouraged to pay by contactless payment when possible.</p> <p>Guests will be offered porterage, however bags will be left outside guests vehicles.</p> <p>Guests will be requested to open windows in their bedroom on departure in order to ventilate the room weather permitting.</p>	Low	Customer Care Plan given to all guests prior to arrival.
Using the Hotel Lift	Covid 19	Staff Guests	High	The Hotel lift is thoroughly cleaned daily and controls sanitised throughout the day.	Medium	<p>Lift usage to be limited to one person or one household to promote social distancing.</p> <p>Hand sanitiser stations will be provided at primary entrances.</p> <p>Enhanced cleaning practices to be implemented.</p> <p>People with disabilities should have priority access to the lift.</p>	Low	Customer Care Plan given to all guests prior to arrival.
Using the Hotel Swimming Pool	Covid 19	Guests				The hotel swimming pool will not be open until permitted.		
Using Guest Toilets	Covid 19	Guests	Medium	<p>Guest toilets are cleaned twice daily.</p> <p>Hand sanitiser and paper towels are available for guests use alongside hand dryers.</p>	Medium	<p>Guests will be encouraged to use their bedroom toilets.</p> <p>Enhanced cleaning/sanitising of facilities regularly throughout the day to be implemented.</p> <p>Hand sanitiser will be provided.</p> <p>Hand dryers to be switched off. Paper towels will be available from a dispenser.</p>	Low	<p>A bin with a lid has been put in the mens toilets.</p> <p>A paper towel dispenser has been installed in each toilet.</p>

## Staying at Trefeddian Hotel (Updated 25/7/20)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Hotel Lounges	Covid 19	Guests	Medium	The Hotel lounges are cleaned/sanitised throughout the day.	Medium	<p>Seating will be removed and chairs/tables rearranged to provide adequate social distancing to adhere to Government guidelines.</p> <p>Enhanced cleaning/sanitising of facilities regularly throughout the day to be implemented.</p> <p>Doors and windows will be opened when possible to allow good ventilation. Guests to be made aware that the hotel may feel cooler.</p> <p>All magazines, hotel guide books, jigsaws and board games have been removed. Guests to be advised to bring their own.</p> <p>Books in the Study and Adult Lounge will be kept for display purposes only and a sign displayed to request that guests don't borrow them.</p> <p>The door from the Adult Lounge to the Terrace is to be used by guests only.</p>	Low	Screens have been installed where we are unable distance by 2 metres.
Hotel Bar	Covid 19	Guests	Medium	The hotel bar is cleaned/sanitised regularly throughout the day.	Medium	<p>Seating will be removed and chairs/tables rearranged to provide adequate social distancing to adhere to Government guidelines.</p> <p>Enhanced cleaning/sanitising of facilities regularly throughout the day to be implemented.</p> <p>Doors and windows will be opened when possible to allow good ventilation.</p> <p>The water dispenser has been removed.</p> <p>A designated area will be provided for dirty glasses.</p> <p>Perspex screens will be installed to increase separation.</p> <p>Nibbles will no longer be served pre-dinner.</p>	Low	Screens have been installed where we are unable distance by 2 metres.
Outside Areas	Covid 19	Guests	Low	Tables are cleaned/sanitised after each use.	Low	Seating will be removed and chairs/tables rearranged to provide adequate social distancing to adhere to Government guidelines.	Low	Regular sanitation of tables/chairs to be implemented.

## Staying at Trefeddian Hotel (Updated 25/7/20)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Hotel Games Room and Snooker	Covid 19	Guests	Medium	The hotel Games Room and Snooker room are cleaned daily.	Medium	<p>A hand sanitiser station has been located on entrance to the Snooker Room and Games room.</p> <p>We request that guests wipe down any equipment they have used i.e.. Cues, balls, rests, air hockey pucks, table tennis bats etc after each use, with sanitising wipes provided.</p> <p>We request that social distancing guidelines are adhered to.</p> <p>All leaflets have been removed from the hotel display stands.</p>	Low	
Hotel Play Room	Covid 19	Guests	High	The hotel Play Room is cleaned daily.	High	The Play Room will remain open however all soft toys and books have been removed.	Low	
Hotel stairs and landings	Covid 19	Staff Guests	High	<p>The hotel stairs and landings are cleaned daily. Handrails are sanitised frequently during the day.</p> <p>Social distancing cannot be achieved on the stairs.</p>	Medium	Hand sanitisers will be located on entrance to each landing for guests use. Guests to adhere to social distancing guidelines.	Low	
Putting	Covid 19	Guests	High	None	High	We will request that guests sanitise putters and balls after use with sanitising wipes provided. Please adhere to social distancing guidelines.	Low	
Tennis	Covid 19	Staff Guests	High	None	High	<p>We will no longer be providing tennis equipment for guests use.</p> <p>Tennis rackets and balls will now be kept by the back door.</p> <p>Guests will be requested to pre-book at time to play to prevent over crowding.</p>	Low	
Newspapers	Covid 19	Staff Guests	Medium	Guest newspapers are placed on the Reception Desk for guests to collect.	Medium	Newspapers will now be kept behind Reception and given to guests when required.		

## Staying at Trefeddian Hotel (Updated 25/7/20)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Maintenance issues	Covid 19	Staff Guests Subcontractors	Medium	<p>Guests are given a maintenance form to fill in and give to Reception should a problem occur.</p> <p>Subcontractors are used to deal with maintenance or electrical problems.</p>	Medium	<p>Guests will be asked to telephone Reception should a problem occur.</p> <p>If this is a minor issue we may ask guests agreement to leave the problem until guests departure.</p> <p>In the event that a problem cannot wait then we will agree a time for our maintenance person to go to guests room to carry out an inspection and make a repair.</p> <p>Wherever possible we will arrange a time when guests are not in their rooms.</p> <p>Should a member of staff enter a bedroom whilst it is occupied the team member will be wearing PPE.</p>	Low	
TV Room	Covid 19	Staff Guests	High	The TV Room is cleaned daily.	Medium	The TV Room will be closed.	Low	
Outdoor Play Area	Covid 19	Staff Guests	High	None	Medium	We will request that only members of two households use the Play Area and adhere to social distancing guidelines.	Low	

## Deliveries at Trefeddian Hotel (Update 15/7/20)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Taking Deliveries	Covid 19	Staff Guests Suppliers	High	<p>Staff are encouraged to sanitise their hands thoroughly throughout the day and maintain good personal hygiene.</p> <p>Food deliveries apply to HACCP procedures.</p>	Medium	<p>All delivery personnel must follow Government advice of physical distancing when delivering to the Trefeddian hotel. All companies that deliver to Trefeddian hotel to be made aware of our Covid 19 arrangements.</p> <p>Signage must be put in place to ensure delivery drivers, maintain physical distancing, maintain a high degree of personal hygiene and wear clean protective clothing.</p> <p>An employee must meet each supplier who is delivering to the property.</p> <p>If possible delivery drivers should not be allowed to enter the hotel.</p> <p>Employees should not come in close contact with drivers physical distancing must be maintained at all times.</p>		

### Subcontractors at Trefeddian Hotel (Updated 25/7/20)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Subcontractor working at Trefeddian Hotel	Covid 19	Staff Guests Subcontractors	High	<p>Subcontractors are used for various maintenance work throughout the hotel. This may include hotel maintenance, electrical work or repairs to machinery.</p> <p>There are currently no control measures in place.</p>	Medium	<p>All subcontractors must follow Government advice of physical distancing when working at the Trefeddian hotel. All subcontractors that undertake work at Trefeddian Hotel to be made aware of our Covid 19 arrangements.</p> <p>Subcontractors must adhere to the following protocol;</p> <ol style="list-style-type: none"> <li>1. They must adhere to the "Working at the Trefeddian Hotel" guidelines as stated in this document.</li> <li>2. They must ensure that they are wearing a clean uniform which will allow guests and staff to identify their position. Good personal hygiene must be maintained.</li> <li>3. No subcontractors to commence work before 9.30am (unless called out in an emergency situation by Trefeddian Hotel).</li> <li>4. Subcontractors must report to hotel Reception after they have had the required temperature check and sanitised their hands on arrival.</li> <li>5. Subcontractors must liaise with hotel office whilst working on the premises via their mobile phones to avoid unnecessary contact with Trefeddian hotel employees.</li> <li>6. Where possible subcontractors will only enter a guest bedroom if it is unoccupied.</li> <li>7. Should a subcontractor enter a guest bedroom while it is occupied they must wear relevant PPE.</li> <li>8. Subcontractors must wear a face covering at all times</li> <li>9. Subcontractors are not permitted to enter the staff room</li> <li>10. Subcontractors must not return to hotel Reception until they have finished the work carried out.</li> </ol>		



## Staff Accommodation at Trefeddian Hotel (Updated 25/7/20)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Living in shared accommodation	Covid 19	Staff Guests	High	<p>The Trefeddian hotel provides accommodation for staff.</p> <p>Staff have a responsibility to ensure the accommodation is kept clean and tidy at all times.</p>	High	<p>Hand sanitisers will be provided on entrance to the staff accommodation.</p> <p>Staff will be advised that they must not enter another member of staffs living quarters.</p> <p>Staff will be advised that shared spaces such as bathrooms and corridors must be kept well ventilated.</p> <p>No visitors will be permitted to the staff accommodation.</p> <p>Staff must maintain high cleanliness standard in shared bathrooms and corridors. Bathrooms must sanitised after each use.</p> <p>Staff will be advised that a daily cleaning rota will be implemented up to ensure the accommodation is kept clean and sanitised.</p>		<p>Hand sanitiser to be located to entrance of staff block.</p> <p>A cleaning rota has been implemented and will be checked by a manager every week.</p> <p>New protocols have been implemented.</p>