

Supported by:

**COVID R.E.A.D.Y Risk Assessment
Developed in association with Primary Authority**

 .
\*\* Subject to Guidance Update & Change. [Click here for updates.](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19)

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| **Hospitality Sector:** | Self-Catering |

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| **Assessment Details** |
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| **EHA Membership No:** | Click here to enter text. | **Date:** | Click here to enter text. |
| **Business Name:** | Click here to enter text. | **Address:** | Click here to enter text. |
| Click here to enter text. |  |  |
|  | **Post Code:** | Click here to enter text. |
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| **Insurance Certificate:** |[ ]  **Gas Safety Certificate:** |[ ]  **Fire Risk Assessment:** |[ ]  **CO Detectors:** |[ ]
|  |
| **Completion Guide:** |
| The example below demonstrates how this Risk Assessment works. Give the **Severity (S)** and **Likelihood (L)** a score based on the table below. **Multiply (S) by (L) to create a risk score (R)**. Score each job hazard rather than each control measure. |
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| Severity **(S)**: | **6** Multiple Deaths | **5** Single Death | **4** Major  | **3** Lost Time Injury | **2** Minor | **1** Delay |
| Likelihood **(L)**: | **6** Certain | **5** Very Likely | **4** Likely to Happen | **3** May Happen | **2** Unlikely to Happen | **1** Very Unlikely to Happen |

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| The figures will give a risk score between **0** and **36**:**0-10** low risk (Green)**11-20** medium risk (Amber)**21-36** high risk (Red) | **0-10** | **Green****Low Risk** | **11-20** | **Amber****Medium Risk** | **21-36** | **Red****High Risk** |
| Focus should be placed on any high-risk areas and where risk can be mitigated. |
| **Job Hazard Exposure / Detailed Hazard** | **Possible Harm and Effects** | **Existing Control Measures** | **Recommended Controls / Information (In Priority Order)** | **S** | **L** | **R** |
| **EXAMPLE****Person to person check in / out contact during COVID 19 pandemic** | Becoming infected with COVID-19 and further spread the infection |  | Key drop so no contact required | **2** | **2** | **4** |

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| **Job Hazard Exposure / Detailed Hazard** | **Possible Harm and Effects** | **Existing Control Measures/Action /By whom** | **Recommended Controls / Information (In Priority Order)** | **S** | **L** | **R** |
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| **Person to person check in / out contact during COVID-19 pandemic affecting Host/Staff and Guest.** | Becoming infected with COVID-19 and further spread the infection. |  Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Ensure all staff, have signed a fit for work document.Send out a clear and concise email stating arrival instructions and why these are in operation also stating what facilities are open (helps to manage guest’s expectations and minimise complaints).Encourage self-check in where possible using a key safe box.Host can video-call or phone the guests after their arrival to ensure customer satisfaction and to answer all queries.To minimise visiting the property, provide a FAQ document on all aspects of the property, for example:When the bin day isHow the boiler worksHow to switch the heating onHow the cooker works, etc etc. Ensure the health & safety of hosts/staff and guests by:* Social distancing measures are in place for both staff members and guests.
* Email invoices.
* Guest details to be obtained and held for minimum 21 days.
 | Click here to enter no. | Click here to enter no. | Click here to enter no. |
| **Job Hazard Exposure / Detailed Hazard** | **Possible Harm and Effects** | **Existing Control Measures/Action /By whom** | **Recommended Controls / Information (In Priority Order)** | **S** | **L** | **R** |
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| **Guest usage and cleaning within the property (Arrival or Occupied)** | Becoming infected with COVID-19 and further spread the infection | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | * Ensure cleaners have signed fit for work documents.
* Ensure clear signage explaining social distancing requirements to guests.
* Ensure staff are briefed and trained on the importance of social distancing.
* Remove some furniture and soft furnishings to ensure guests can social distance.
* Ensure a robust cleaning/visible schedule is in place.
* Ensure all staff are trained in the use of and provided with the correct PPE to carry out their cleaning duties.
* Introduce a training programme with all the cleaning teams to ensure knowledge and skills of cleaning requirements.
* Monitor the cleaning standards and document.
* Suspend stop over servicing
 | Click here to enter no. | Click here to enter no. | Click here to enter no. |

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| **Job Hazard Exposure / Detailed Hazard** | **Possible Harm and Effects** | **Existing Control Measures/Action /By whom** | **Recommended Controls / Information (In Priority Order)** | **S** | **L** | **R** |
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| **Cleaning Guest Accommodation (departure)** | Becoming infected with COVID-19 and further spread the infection Contaminated accommodation / spread of COVID-19 | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | * Ensure cleaners have signed fit for work documents.
* Do not enter the property when guest is present.
* Provide a training programme with all the cleaning teams to ensure knowledge and standards of property cleaning requirements
* Monitor the cleaning standards.
* Have cleaning in progress signage.
* All cleaning / maintenance schedules are adhered to and documented accordingly, stating what should be sanitised, E.g. touch points, door handles, banisters, surfaces, keys, etc. and what should be disinfected, E.g. floors and walls etc.
* Dirty linen to be placed into linen bags immediately NOT placed on the floor, speak with the laundry company to increase linen bag numbers and have some red bags for infected linen.
* If laundered on site must use cycle over 60 degrees, if contracted out ensure contractor complies with over 60-degree washes
* All kitchen items need to be run through a dishwasher at over 60 degrees
* Lone working for the cleaning staff to adhere to social distancing.
* Any maintenance issues to be resolved after the cleaner has left the property.
* If applicable, have controls put in place for shared bathrooms ie: booking/reservation system and enhanced/visible cleaning after each use.
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| **Job Hazard Exposure / Detailed Hazard** | **Possible Harm and Effects** | **Existing Control Measures/Action /By whom** | **Recommended Controls / Information (In Priority Order)** | **S** | **L** | **R** |
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| **Infectious outbreak on the property** | Becoming infected with COVID-19 and further spread the infection Contaminated accommodation / spread of COVID-19 | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | * Video call/ call the guests to clearly understand the situation and if the guests need to extend their stay and for how long.
* Offer assistance with calling local doctors, 111 or the ambulance.
* Inform all staff that the property is in quarantine and do not enter.
* Account for, if the situation becomes worse (reporting purposes for the EHO).
* Build into terms and conditions the cost and requirements if a guest has to extend their stay through illness.
* Try to move the following booking from the property. If full speak with other self-catering accommodation providers, or hotels, to see if they can take the booking on your behalf.
* Minimise contact with the guests on departure.
* Leave the property empty for 72 hours, minimum – no entry to anyone.
 | Click here to enter no. | Click here to enter no. | Click here to enter no. |

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| **Job Hazard Exposure / Detailed Hazard** | **Possible Harm and Effects** | **Existing Control Measures/Action /By whom** | **Recommended Controls / Information (In Priority Order)** | **S** | **L** | **R** |
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| **Laundry procedures** | Becoming infected with COVID-19 and further spread the infection  | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | * Minimise the contact with used bed linen and towels.
* Use correct PPE when stripping beds.
* Have the linen bag ready for the linen from that room, secure tightly.
* Remove to the allocated cage immediately to minimise cross contamination (if applicable).
* Do not place used linen on the floor.
* Keep dirty and clean linen separate.
* Speak with your laundry company to supply more linen bags and to request more frequent collections to minimise the amount of used linen in the apartment and confirm their procedures comply with over 60 degree rule.
* If responsible for your own laundry, then ensure everything is washed on a full 60-degree cycle (not a quick wash).
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| **Deliveries In/Out** | Becoming infected with COVID-19 and further spread the infection  | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | * Check with all your external delivery companies what their updated social distancing procedures are and how does that affect your business.
* Trained staff only to receive goods in, in appropriate PPE
* Less deliveries/ different time of deliveries.
 | Click here to enter no. | Click here to enter no. | Click here to enter no. |