



COVID-19 Secure advice and risk assessments for hospitality businesses

Version 1 - as at 25 June 2020

NOTE

Please note that this guidance applies to businesses in Wales. Similar guidance has been developed for other areas of the UK based on national frameworks.

This guidance document is not a legal document, it is intended to help hospitality businesses plan and prepare their own individual operational procedures. This will undergo further revision as further guidance and operational practices develop over coming weeks.

ACKNOWLEDGEMENTS

This guidance has been created through consultation with a wide range of stakeholders (indicated in the document). UKHospitality would like to express its gratitude to the contributors for providing their invaluable input, and for continuing to work together as guidance and procedures develop.

POSITIONING HOSPITALITY FOR AN OPTIMUM RECOVERY

COVID-19 Secure advice and risk assessment for hospitality businesses in Wales

What is this document?

UKHospitality, UKHospitality Cymru and our partners in the visitor economy sector have consolidated advice and good practice from many parts of the sector into one guidance document, to help businesses make their workplaces safe and secure, in line with Welsh Government guidance.

This document is not a comprehensive or prescriptive list, as each business is unique. It is intended to help businesses think about the specific measures that they themselves can reasonably take in their own workplace, to mitigate the risks and make their workplace safe. It will evolve as new guidance is published.

Once you have read and understood the Welsh Government's Visitor Economy Guidance (which can be found [here](#)) this UKHospitality document can be used in conjunction with other advice and, crucially, your own bespoke measures that fit your business. Links to relevant sources of further advice for businesses in Scotland are provided below.

What do I need to do?

The Welsh Government's [guidelines](#) are the standards against which to assess your premises and make your business COVID-19 safe. As an employer, you have a legal responsibility to protect workers and others from risk to their health and safety. This means you need to think about the risks they face and do everything reasonably practicable to minimise them, recognising you cannot completely eliminate the risk of COVID-19.

This means you need to undertake a **risk assessment** for your individual premises and work activities, assessed against the relevant guidelines referenced at the start of this document. The examples in this advice document are to help you to translate into areas that may be relevant to your business, and any measures that are taken should fit appropriately with the operational needs of your business as well as relevant legal requirements.

The Health and Safety Executive has more information on its approach to managing risks and risk assessment, including a template risk assessment and examples (see below).

You should consult on, and share, the results of your risk assessment with your staff and colleagues either directly or via employee or Union representatives. HSE has [guidance](#) on worker involvement which may be helpful.

Your respective Local Authority can provide advice to support risk

assessments. Public Protection Departments have the role of supporting business as well as enforcement action and advice for the public as consumers. Council officers can provide risk assessment templates, guidance notes and checklists.

This guidance does not supersede any legal obligations relating to health and safety, employment or equalities and it is important that as a business you continue to comply with your existing obligations, including those relating to individuals with protected characteristics. It contains non-statutory guidance to take into account when complying with these existing obligations. When considering how to apply this guidance, take into account agency workers, contractors and other people, as well as your employees.

We know many people are also keen to return to or contribute to volunteering. Organisations have a duty of care to volunteers to ensure as far as reasonably practicable they are not exposed to risks to their health and safety. This guidance around working safely during COVID-19 should ensure that volunteers are afforded the same level of protection to their health and safety as employees and the self-employed.

What are the key principles to work through when doing my risk assessment?

You should read the COVID-19 guidance at <https://gov.wales/coronavirus> in full and note more than one guideline may have to be taken into account for your business. Some key risk control measures identified by the guidance are summarised below and should be worked through as part of the assessment process:

- In every workplace, increasing the frequency of handwashing and surface cleaning.
- Businesses and workplaces should make every reasonable effort to enable working from home as a first option. Where working from home is not possible, workplaces should make every reasonable effort to comply with the social distancing guidelines set out by the Government
- Where the social distancing guidelines cannot be maintained, in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and if so, take all the mitigating actions possible to reduce the risk of transmission between their staff.

Further risk reduction measures include:

- Further increasing the frequency of hand washing and surface cleaning.
- Keeping the activity time involved as short as possible.

- Where appropriate and achievable, using screens or barriers to separate people from each other.
- Using back-to-back or side-to-side working (rather than face-to-face) whenever possible
- Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).

The sectoral advice in this document is a collation of good practice from across the wide variety of business in the hospitality sector, to help inform **your** robust risk assessment and changes to **your** premises and operating plans, supported by individual risk assessments for each specific site - as each hospitality business is different.

You can use a risk assessment template available on the [HSE website](#) to help you keep a simple record of:

- who might be harmed and how
- what you're already doing to control the risks
- what further action you need to take to control the risks
- who needs to carry out the action
- when the action is needed by

The HSE guidance includes worked risk assessment examples, including one for food preparation, cooking and service (<https://www.hse.gov.uk/risk/casestudies/pdf/foodprep.pdf>) which may be helpful as a guide to think about some of the hazards in your business and the steps you need to take to manage the risks. It is important not to simply copy an example and put your company name to it as that would not satisfy the law and would not protect your employees. You must think about the specific hazards and controls your business needs. There is also a template risk assessment at annex 1 of this document.

This guidance document has been subdivided into different industry sectors to assist businesses in developing their own risk assessments, to ensure they can open and operate safely for their staff and customers in line with Government COVID-19 guidelines. Some businesses will operate across sectors and therefore may need to consider which elements work best for their premises.

We envisage compliance checks will be carried out by enforcement bodies (HSE or Local Authority), and these will be responsible for checking your risk assessment and the steps you have taken to manage the risks in your establishment. You should:

Read and understand the Welsh Government advice <https://gov.wales/coronavirus>

- Read and understand the relevant advice sections below and how these could apply to your own business
- Make any adjustments to your operating procedures and premises based on your own risk assessment
- Talk to your staff to gauge their concerns and whether you plan to address them, and if not how these can be addressed
- Complete your risk assessment reflecting the above (template examples at Annex 1, HSE template linked above)
- Communicate the results of your risk assessment (Government [poster](#))

OTHER RELEVANT SECTOR GUIDANCE PUBLISHED BY THE GOVERNMENT

Reopening natural and cultural sites for recreation guidance published by Natural Resources Wales [Reopening natural and cultural sites for recreation](#)

Other considerations

Legionella

Due to premises being closed or having reduced occupancy during the COVID-19 outbreak, water system stagnation can occur due to lack of use, increasing the risks of Legionnaires' disease. Please find HSE advice here regarding reinstating water systems, air conditioning units and related systems.

<https://www.hse.gov.uk/news/legionella-risks-during-coronavirus-outbreak.htm>

Terrorism

Whilst the risk to health from COVID-19 is at the forefront of everyone's minds, the threat of terrorism nonetheless remains substantial. It is essential that businesses and other organisations remain cognisant of these threats as they look to adjust their operations, ensuring that security measures are proactively adapted to support and complement other changes.

You should consider the security implications of any changes you intend to make to your operations and practices in response to COVID-19, as any revisions may present new or altered security risks which may need mitigations. If you have a security department or manager, they should be consulted and involved throughout to help ensure good security is maintained as far as possible and that there are not any unintended security consequences of these changes. This should be achieved by conducting a security risk assessment of any new measures or changes. For further information consult the National Counter Terrorism Security Office (NaCTSO) and Centre for Protection National Infrastructure (CPNI) for specific security advice related to COVID-19

<https://www.cpni.gov.uk/staying-secure-during-covid-19-0>,
<https://www.gov.uk/government/organisations/national-counter-terrorism-security-office>

Hotel and accommodation provider operational risk assessment considerations

The Welsh Government's guidelines set out the standards to make your business COVID-19 safe. These can be found here <https://gov.wales/coronavirus>

To do this, you need to complete an individual risk assessment for your premises and work activities outlining how you are meeting these guidelines and implementing them in your business to keep your staff and customers safe. An example risk assessment can be found at annex 1.

The sectoral advice in this section is a collation of good practice to inform **your** robust risk assessment and changes to **your** premises and operating plans, supported by individual risk assessments for each specific site as each hospitality business is different.

Staff return and fitness to work

It is recommended that businesses should carry out a return to work conversation, with staff. HSE has [guidance](#) on talking to employees about Covid-19. This should be carried out for all staff returning to work in the work environment, to ensure staff safety. Clinically extremely vulnerable individuals have been strongly advised not to work outside the home. Clinically vulnerable individuals, who are at higher risk of severe illness, have been asked to take extra care in observing social distancing and should be helped to work from home, either in their current role or in an alternative role. If clinically vulnerable (but not extremely clinically vulnerable) individuals cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to socially distance from others. If they have to spend time closer than the social distance to others, you should carefully assess whether this involves an acceptable level of risk. As for any workplace risk you must take into account specific duties to those with protected characteristics, including, for example, expectant mothers who are, as always, entitled to suspension on full pay if suitable roles cannot be found. Particular attention should also be paid to people who live with clinically extremely vulnerable individuals.

You should also provide support for workers around mental health and wellbeing. See <https://gov.wales/coronavirus> for people who have symptoms and those who live with others who have symptoms.

People who need to self-isolate

The current advice is that individuals who are advised to stay at home under existing government guidance do not physically come to work. This includes individuals who have symptoms of COVID-19 as well as those who live in a household with someone who has symptoms and those who are advised to self-isolate as part of the government's test and trace program. Enable workers to work from home while self-isolating if appropriate. See current guidance for employers and employees relating to statutory sick pay due to

coronavirus. See current guidance for people who have symptoms and those who live with others who have symptoms.

Hygiene

Good hygiene is vital to the reduction of transmission. All handwashing to always be in line with Government guidelines regarding method and length of washing. All staff should wash their hands when arriving at work, as well as before handling or eating food, or after blowing noses, coughing or sneezing, or going to the toilet.

Communications to staff should remind everyone to wash their hands or use a suitable hand gel at the start of every shift. Hand sanitiser could also be placed in multiple locations in addition to washrooms.

Advice for staff to take home

A general commitment to hygiene should be regularly communicated to staff, including transmission threats outside of the workplace, infection and quarantine guidelines, and actions to reduce risk of infection in the home.

Staff protection

All Government advice should be adhered to with regard to protection of staff from COVID-19 and actions to limit risk of transmission. This will include developing cleaning, handwashing and hygiene procedures and maintaining social distancing, where possible. Below are some suggested control measures to consider as part of your risk assessment and development of risk management procedures. Please note this list is not exhaustive.

The most important thing is to remember the routes of transmission, and to work out what actions are most effective in **your** business.

- Heightened cleaning and disinfection to disinfect all frequently touched areas in staff areas such as tables, chairs, counters tills, card machines, etc.
- For staff break areas/canteens, stagger timings so that groups of staff have slots to come for their meals to reduce gathering.
- Encourage staff to take 'grab and go' lunches, buying food to be consumed away from crowded spaces.
- In office/admin areas, many people could be sharing the phone, keyboard, mouse, and the desk. If these items are shared, they should be cleaned using your usual

cleaning products before being used, and cleaning products should be made available for this purpose.

- Make sure that the social distancing rule applies at lunch or smoking / vaping breaks
- Wash items in accordance with the manufacturer's instructions. Use the warmest water setting and dry items completely. There is more control if laundry is carried out in-house or professionally, rather than staff taking it home.

Protective equipment

The Government advises that when managing the risk of COVID-19, additional PPE (beyond what you usually wear) is not beneficial. This is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE. Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.

The Government advises that unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited. Government guidance can be found here - <https://gov.wales/coronavirus>

Waste disposal

Contact your waste contractor to advise them of any changes in your procedures, such as increased frequency of collections. Consider additional litter bins on your premises to encourage customers to dispose of their own waste, such as takeaway containers or wrappers. This will reduce the need for staff to touch items that have been left or touched by customers, as well as reducing littering on and around your premises.

Training

Training should be given to ensure that all staff understand the new risks, and should include details on social distancing requirements, routes of transmission and the importance of hand washing and surface disinfection at key times. All staff should be instructed about not coming to work if they have a high temperature, new continuous cough or the loss of taste or smell. They should stay at home for seven days (or for as long as prevailing guidance dictates).

Advice to staff working in hotel kitchens

- Kitchen management is challenging, and will require planning and rearranging. See current Government guidelines regarding distancing in kitchens <https://gov.wales/coronavirus>
- As every accommodation business is different, a detailed plan for the individual site and kitchen should be developed as part of your overall risk assessment, reviewed and communicated to all staff.
- In kitchens, continue to use your regular cleaning regime as usual, and at the end of the shift you may want to go over all hand touch surfaces one more time before closing.
- You could include guidance regarding the number of people allowed in the chilled stores or dry stores at one time, keeping to social distance requirements, or the changing rooms / staff toilet areas.
- Use a dishwasher (if available) to clean and dry used **crockery** and **cutlery**. If this is not possible, **wash** them by hand using detergent and warm water and dry them thoroughly, using a separate tea towel.

Customer safety

Information should be made available to guests via pre-stay communications, as to the additional measures in place regarding COVID-19.

- Staff communication is key here - regularly communicate your plan regarding customer safety to staff.

Reception areas

If social distancing can't be maintained, staff should further increase the frequency of hand washing and surface cleaning, keep the activity time involved as short as possible. **Where appropriate and achievable, consider screens between staff and guests/visitors in communal areas.** Consider reducing collateral and complementary items to a minimum, in reception areas. Below are further points to consider:

- Communicating, though signage and/or other means, explanations of social distancing rules and additional hygiene measures in place to protect guests and staff.

- Make clear in pre-stay communications the extra measures that are being taken, to offer reassurance.
- If you have a doorperson present, use them to ensure that guests observe social distancing, for example, if there is a queue for the reception desk.
- Make sure all reception staff, guests and visitors have access to sanitiser at the desk and that staff use this between serving guests.
- Reception desks should be organised so that staff can be the at the Government recommended distance away from guests as much as possible.
- Floor markings or other physical indicators, where implementation is appropriate and achievable, will be used to act as visible reminders of social distancing requirements.
- When guests sign documents and use the chip and pin machine, reception staff should step back to keep their distance. Any pens or machines that are used should be disinfected before the next guests, and staff should sanitise their hands. Consider the use of adopting non-contact payment methods/electronic signing of documents, etc. where reasonably practicable.
- Consider minimising the offer of staff to help guests with luggage, and if staff do help guests with luggage, they should keep the required distance apart from guests whilst collecting luggage and either take it to the room before the guest arrives there or knock on the door, step back and leave the luggage at the door. After handling luggage, staff should wash their hands or use a hand sanitiser.
- Consider a central key card deposit box placed in the lobby for disinfection of room keys.
- You could consider a welcome note/material including requesting guests recognise the importance of the local community, and respect social distance and good hygiene practice in all contacts and activities both inside and outside of the hotel.

Lifts

Consider minimising lift usage from reception, and advice for safer use of lifts throughout the hotel can be advised in pre-stay communications and in-building signage and staff communications. Current Government advice states reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.

Room Service

Hotels are advised to develop a plan to minimise cross-contamination as part of the site risk assessment. In-room dining has obvious advantages in terms of managing social distancing and is an important element of hotels' ability to reduce risks of transmission/infection. This guidance is offered for those hotels choosing to offer room service and is not a minimum expectation. You should also refer to Government guidance on food preparation and service.

- Manage expectations - ensure guests know that staff will have to operate social distancing and that room service trays will not be brought into the room. Explain what your process will be.
- Staff should wash their hands before picking up the room service tray to take to the guests.
- If you can, use butlers' trays which can be left on the floor next to the door, or think of other ways to protect the order, for example a small light table, or a folding luggage rack both of which have been disinfected first.
- Staff should knock on the door and leave the tray outside the door and step away. The guest can then pick the tray up, and the staff can remove the tray stand or table etc.
- The member of staff should wash their hands afterwards.
- Avoid any paperwork.
- If the guest wants to tip, then this should be done on the bill. Discourage the use of cash.
- Make clear whether guests are expected to retain their tray in the room, for later collection, or to leave the tray outside their door, for collection.
- Where guests are advised to leave trays outside their doors for collection, a system will be in place to ensure regular, timely collection, to reduce clutter of corridors and reduce cross-contamination risks.
- When trays are picked up, they need to be taken to the relevant area and disinfected - crockery and cutlery to go in the dishwasher, and the tray to be disinfected. Any linen used should be used in line with new housekeeping standards. Staff should wash their hands immediately after handling the trays.
- Single use items should be used where possible and disposed of in accordance with relevant guidelines.

Housekeeping

There is a risk of contamination/transmission subsequent to hand contact surfaces in bedrooms, on linen and towels. Staff should follow handwashing guidelines as per Government guidelines.

- Hotels will review the frequency of the cycle of cleaning and in-room services to take into account different lengths of stay.
- Room cleaning will be undertaken in the absence of the guest, unless it is difficult for the guest to leave the room (e.g. due to mobility constraints) whereupon social distancing shall be observed in the presence of the guest.
- The frequency of cleaning, requirement for the guest to vacate the room and any other relevant criteria shall be communicated appropriately, including in pre-arrival communications.
- Hand contact surfaces should be disinfected. Make a check list of all the touch points which could include, but is not limited to, the following, all of which would - as a minimum - be disinfected when a guest checks out:
 - Light switches
 - Bedside tables
 - Remote control
 - Taps
 - Flush handles and toilet seats
 - Door handles - inside and out
 - Hair dryer handles
 - Iron and ironing board, trouser press
 - Safe buttons
 - Wardrobe doors
 - Mini bar handle
 - Kettle handle and lid
 - Heater and/or air conditioner controls.

- Room collateral should be kept to a minimum.
- Glasses and crockery should be removed and washed in a dishwasher not the room sink.
- Towels and linens should be washed in accordance with washing instructions.

Health clubs/fitness/pools

Section to be expanded once Government guidance published.

Other considerations

Air-conditioning:

- Consider air filtration - review latest guidance, keep spaces and rooms well-ventilated.
- Where possible and appropriate, natural ventilation solutions to be applied.

Transportation of guests - i.e. airport pick up

- Provide sanitiser dispensers with signage in shuttle bus service
- Vehicle to be disinfected subsequent to each journey
- Remove collateral
- Amend vehicle capacities to ensure social distancing
- Contactless payment where possible
- Drivers should minimise assisting with luggage, if this is necessary they should maintain the required distance where possible whilst handling luggage
- After handling luggage, staff should wash their hands or use a hand sanitiser afterwards.

SUSPECTED COVID-19 CASES IN YOUR BUSINESS

Suspected COVID cases and guest self-isolation

If a guest presents themselves with symptoms of COVID-19 or is asymptomatic but declares the need to self-isolate, they should be advised to self-isolate according to current government guidance. This will apply to all guests that were present in the room. If the guest shows acute symptoms has breathing difficulties or their life is at potential risk, seek medical help immediately.

Hotel cleaning after a suspected contamination

Whether an infection is confirmed or suspected relating to your premises, there is specific guidance that should be followed which includes how to deal with bedrooms safely. A link to this government guidance is found here <https://gov.wales/coronavirus>

Be aware that guidance can change, so always check the government sites if a case arises in your business.

It pays to make a plan for this eventuality before it happens and to make sure that you have the cleaning products you need. You also need to make sure that your staff are trained on new procedures.

Bedrooms where there has been a suspected infection

Where there has been a confirmed or suspected infection, follow the latest Government advice which can be found at <https://gov.wales/coronavirus>

This will reduce the risk to your housekeeping staff and guests and means that soft furnishings which can't be disinfected easily will be safe. If you do this, current UK Government guidance is that you can follow normal room cleaning regimes, as detailed above.

Public Areas

You will need to clean and disinfect all high frequency touch points in the public areas in the hotel as per your risk assessment and new operating procedures: disinfect surfaces such as grab-rails in corridors and stairwells, door handles and lift buttons. Don't just clean the touch points on the floor level where the infected guest was staying, others may have

picked up the virus and transferred it to other floors and areas. Dispose of any cloths, mop heads etc. by double bagging and keeping secure for 72 hours before disposing in the general rubbish.

If you can't isolate the room

If you can't keep the room unoccupied after an infected guest has left, Government guidance includes some of the following information and we have added more suggestions to consider:

- Don't shake laundry and bag up in double bags and leave securely before washing. Wash hands and disinfect any surfaces that may have been contaminated by the bags after taking to the secure place.
- Steam clean soft furnishings and mattresses only if you can guarantee that the steam cleaner actually emits steam when it leaves the machine.
- Using a disposable cloth, first clean hard surfaces with warm soapy water. Then disinfect these surfaces with the disinfecting / sanitising products you normally use.
- Pay particular attention to frequently touched areas and surfaces, in the room as listed above.
- After cleaning dispose of single-use protective clothing, cloths and mop heads and any other waste in the room by double-bagging, and then store securely for 72 hours then throw away in the regular rubbish after cleaning is finished.
- After cleaning and bagging up waste, wash hands with soap and water for 20 seconds, and dry them with a paper towel. Dispose of paper towel appropriately.

Note

- Although not mandated, hotels may wish to use professional third party cleaning services but check provider's credentials and that they have performed their own risk assessment for COVID-19.

Food & Beverage

For premises that offer a Food and Beverage service, an Operational Plan needs to be developed to ensure employee and customer safety. This should include social distancing controls and how payments and any cash transactions should be made. The plan should be trained out to all staff and refreshed regularly. Guidance on takeaways can be found here www.food.gov.uk/business-guidance

- Consider access restrictions at the entrances to manage numbers. Where queues may form or within waiting areas, measures should be taken to maintain social distancing.
- Reservations preferred to limit the queues with guests arriving at acceptable intervals
- Signage on the entrance to the premises could include:
 - Details of any access or movement restrictions (e.g. one-way systems).
 - Customers to wash their hands before entering or use hand sanitiser station provided.
 - Requirement to adhere current social distancing requirements.
 - Customers not to enter if they have COVID-19 symptoms
- ‘Goods in’, if using the same entrances as guests, to be received before or after guests, preferably a back of house delivery and similar care taken to cross contamination and social distancing. Marked social distance for deliveries. Frequent cleaning and disinfecting, extra attention to touch points, door handles and services.
- Potential pinch points should be identified and monitored as part of the overall risk assessment in your operational plan.
- Social distancing should be maintained between customers at tables
- Your risk assessment should include reference to customer toilets, and monitoring of their use to ensure compliance with social distancing requirements.
- Toilet areas should be regularly monitored and disinfected including frequent disinfection of high-frequency touch points in bathrooms and toilet areas.
- Signage and guest communications should be used to encourage the use of their hotel room bathrooms and toilets wherever possible.
- Contactless or room account payments should be used whenever possible.

- Customer contact with collateral such as menus, trays, napkins etc. should be limited to what is necessary or designed in such a way that cleaning / replacement is carried out after each use.
- There should be hand sanitiser at the entrance to the premises.
- Methods to define social distancing should be considered and applied. For example, use of floor distance markers, barrier systems etc.
- Where a counter service system is operated e.g. Canteen:
 - Customers asked to step back from counters so that staff can serve them to ensure social distancing.
 - Plates should be picked up only by hospitality staff, rather than customers handing the plates to the staff to fill.
 - When the food is plated, the plate can be placed on the customer's tray and, then the member of staff moves back, and the customer picks it up.
 - Where staff come into contact with items used by customers, they need to ensure that they wash their hands before moving on to another task.
 - Individually wrapped condiments and sauces could be offered on request and put with the plated food on the customer's tray.
 - Cutlery to be brought to the customer rather than customers helping themselves.
 - Space out tables in the canteen and allow only one person per table, or if very large tables, operate the social distancing rule.
 - Promote contactless payments wherever possible.