Annex 1 – template COVID-19 Secure risk assessment

Currently this example is for a food-led business, you will need to complete one for your own individual business. Please note that the final Risk Assessment can only be developed by YOU because it is about YOUR business. Any steps or controls in this document are only examples, not prescriptive stages – only you will know how your business works.

Risk assessment template and further guidance on risk assessments can also be found on the HSE website[5]

There is also a hospitality risk assessment tool developed by HOTREC and EFFAT here.

Risk Assessment Approach

Whilst every business is different, there are two things in common – the staff and the customer. Both will have 'journeys" through the premises. Some worked examples can be found on the HSE website here https://www.hse.gov.uk/simple-health-safety/risk/risk-assessment-template-and-examples.htm

The main aim is to demonstrate that the business has considered the routes people take through the business and the hazard and risks encountered by both customers and the staff; confidence in management can be achieved by demonstrating the implementation of necessary controls. This is a hybrid of HACCP and a risk assessment.

Tracing the routes that people will typically take, either to carry out their jobs or as customers, will help inform what risks from COVID-19 are involved, and subsequently how to take action to reduce these risks. This first flow diagram may then need to be adjusted if it is found that the route or journey needs to be changed to ensure a safer environment.

The purpose of this COVID-19 risk assessment document

By setting concerns and control measures out in a logical way this will give confidence to enforcement officers and customers to show that that due consideration has been undertaken.

Customers can be advised in advance of their visit of actions taken to give confidence that the business has considered everyone's safety. This will also be useful to ensure that customers know what the new "rules" are so that everyone's expectations are managed in advance and that there is a reduced risk of any aggressive behaviour during their visit.

Similarly, staff can be reassured that every aspect of their work has been considered in relation to COVID-19, and they will have an understanding of the measures you will take together to ensure safety of them and the customers.

Primary Authorities could also be involved where businesses have one, although many do not currently provide Assured Advice on this aspect.

Flow Diagrams

By plotting out the routes taken by staff and customers in your business, you will have a clear idea of where the potential issues may arise, particularly in relation to social distancing.

After doing this you may find that your business needs to be adapted because you can't manage social distancing rules effectively, and you may to reconsider your whole business, or part of it to make it work. It is likely that you may then have to re-draw the "new normal" customer or staff journey.

Things you may need to consider include:

- New routes, for example a separate exit and entrance

- Reduced number of staff

How to use this document

This document should form part of your Health & Safety management system and be referenced within your business/organisation's Health and Safety policy.

- You should complete a Risk Assessment document for COVID-19 prior to re-opening after the lock down period. See the introduction to the main document for more information on what you should consider.

- After drawing the flow diagrams and thinking about all the steps staff and customers do and could take in your business, check the steps on the first column and add or delete as appropriate to your business.

- Examples for different sectors are included in the sectoral guidance

- You can support this document with photographs of your control measures where appropriate and this would be useful for any discussions with the EHO which would have to take place virtually.

- Staff briefing on your controls is an essential part of this process and should be documented. HSE has guidance on talking to you employees https://www.hse.gov.uk/news/assets/docs/talking-with-your-workers.pdf]

- Once this is done, you can communicate the message to customers to ensure that they understand that you are behaving responsibly with everyone's safety in mind, and everyone knows what to expect and how to behave.

- Review the document frequently – possibly weekly during the initial stages of re-opening to ensure that you are taking into account any changes in national guidance.

Living Document

This is a living document that will be continuously edited and updated as understanding of the virus improves, government guidance changes and UKH members develop improved solutions.

RISK ASSESSMENT

Business Name and Address:

Type of Operation (pub, restaurant, hotel, food service etc)

Services Provided:

Head Office Details (if relevant):

Name of Person who has developed this document:

The hazard

SARS-CoV-2 is a respiratory virus that can invade a host via the respiratory route or via hand to eye / mouth / nose contact, causing the disease COVID-19.

People who appear healthy may be carrying and shedding the virus, which can be passed on either directly or indirectly to others. This means we need to assume that anyone could be carrying the virus.

The routes of transmission (how the hazard can cause harm - the risks)

- Direct contact to face - eyes, nose from droplets or aerosols spraying from an infected person onto another person who is in close contact.

- Contamination via droplets from sneezing and coughing landing on surfaces and then transferring via hands on to eyes and nose and mouth. Other means of secretions getting on to surfaces could be from infected people touching their eyes, nose and mouth and then touching surfaces with contaminated hands.

- Contaminated hands of infected people can transfer the virus directly to others (e.g. handshakes) or on to hand contact surfaces which can be picked up by other people's hands and transferred to their eyes, nose or mouth

- Possible transmission from faeces to hands and then directly or indirectly to the body via hands and hand contact surface transfer.

The main controls are:

- Social distancing in accordance with government guidelines

- Disinfecting hand contact surfaces

- Hand washing and hand sanitiser use at key moments

- Not touching eyes, mouth or nose with contaminated fingers (if used)

The controls set out in this document will be specific for this operation, taking into account how the business operates, and how customers and staff use the premises and interact.

Flow Diagrams

Routes taken by staff and customers in the business, are considered to show the steps in the journeys where controls are needed. Sketch out your own flow diagrams (you may have several for a large business). You could number each step.

You may see an immediate issue, and have to rethink the way you run the business at this stage.

This is an example of a sketch of a flow diagram to show a customer coming to a small pub

Example of a customer journey flow diagram

Put your final flow diagrams in here:

Prerequisites

These are controls which will work throughout the system and are not part of the flow diagram. You may have more to add to the list.

This is a list of possible examples of controls that you might pick.

Write in your Prerequisites for your business here:

ITEM	OUR CONTROLS
Back to work (fitness to work) policy	
Disinfection	
Ventilation	
Hand hygiene	

Social distancing goal	
Menu operation and adaptation	
First Aid	
When staff feel unwell	
Smoking or vaping	
Number of staff at work	
Customer capacity	

Customer Journey Risk Assessment

The next part is to write in all the steps that you have identified in column 1 and **delete any that don't apply to you**. You may have additional ones – put them all in.

The put in the controls that you intend to operate in your business. This depends on the type of business you have, and only you will know what works. Opposite is an example of what sort of controls you could put in – but this is only an example!

Example of Risk Assessment

Customer Journey Risk Assessment (please delete steps that are not needed, add any others)

Customer Journey *(add or delete according to the steps identified in your flow diagram)*	Controls in my business *(Pick controls that suit your business from the UKH Sector specific advice or other guidance, or your own bespoke controls)*
Pre-booking (if feasible)	
Arrival outside venue	

Customer Journey (add or delete according to the steps identified in your flow diagram)	Controls in my business (Pick controls that suit your business from the UKH Sector specific advice or other guidance, or your own bespoke controls)
Queuing outside venue	
Entering the business	
Walking to table either inside or outside	
Ordering food and drinks	

WALES VERSION 1.0

Customer Journey (add or delete according to the steps identified in your flow diagram)	Controls in my business (Pick controls that suit your business from the UKH Sector specific advice or other guidance, or your own bespoke controls)
Bar Service	
Food and Drinks Service	
Clearing the customer table	
Going to the toilet	

Customer Journey	Controls in my business
(add or delete according to the steps identified in your flow diagram)	(Pick controls that suit your business from the UKH Sector specific advice or other guidance, or your own bespoke controls)
Paying	
Leaving the business	

You may have other steps that may be found in your business and its sector, for example:

- Entry to changing rooms

- Accepting room service

- Checking in at the hotel

- Canteen service in the work-place

You may have a number of separate customer journeys to note, if you have a number of different operations under one roof. Treat each one separately.

To get help on the type of controls that may be suitable, refer to the UKH sector specific guidance document.

WALES VERSION 1.0

Staff Journey Risk Assessment (delete if not appropriate, add other controls as necessary for YOUR business)

Follow the same process for staff journeys as for customer journeys – tailor the list in column 1 to your operation and pick the steps from the list below, delete those that are not relevant add more as necessary.

STAFF JOURNEY (add or delete according to the steps identified in your flow diagram)	CONTROLS IN MY BUSINESS (Pick controls that suit your business from the UKH Sector specific advice or other guidance, or your own bespoke controls)
Before returning to work	
Pre-arrival	
Arrival	
Uniform change (if applicable)	
Changing / locker rooms (if applicable)	

STAFF JOURNEY *(add or delete according to the steps identified in your flow diagram)*	CONTROLS IN MY BUSINESS *(Pick controls that suit your business from the UKH Sector specific advice or other guidance, or your own bespoke controls)*
Kitchen steps Food Storage (chillers, freezer, dry stores) Work benches and tables Equipment Dishwashing Pot washing Grill Fryers Pass	
Service	
Outdoor areas (guest areas, bins and storage)	

UKH
UKHOSPITALITY

STAFF JOURNEY (add or delete according to the steps identified in your flow diagram)	CONTROLS IN MY BUSINESS (Pick controls that suit your business from the UKH Sector specific advice or other guidance, or your own bespoke controls)
Cellars	
Deliveries	
Front of house	
Table clearing	
Dish / glass washing	
Payment	

UKH
UKHOSPITALITY

STAFF JOURNEY (add or delete according to the steps identified in your flow diagram)	CONTROLS IN MY BUSINESS (Pick controls that suit your business from the UKH Sector specific advice or other guidance, or your own bespoke controls)
Interaction with work colleague	
Using the Staff office	
Leave work	
Using the Staff rest rooms	
Using the staff kitchen	
Using the toilets	

UKH
UKHOSPITALITY

Other steps, for example could be:

- Taking room service

- Reception desk

- Canteen / counter service

- Bar service

Select possible controls to insert in column 2 for this section from the UKH sector guidance.

Final Stages

Once you have completed your risk assessment, share it with team through briefing sessions and create the necessary signs and communications to customers to make sure everyone plays their role.

This document should be kept ready to discuss with an enforcement officer who may wish to discuss how you are controlling the hazard of SARS-CoV-2 in your business.

System and Document Review

Make sure you review this document frequently (probably weekly) during the crisis because guidance may change, and also you may find that working adjustments need to be made. Keep a note of this here.

REVIEW DATE	ISSUE NUMBER (IF APPLICABLE)	SIGNED