

# COVID- 19 Infection Control Holiday Inn Corby

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## Risk Assessment

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## COVID -19 Infection Control Hotel Risk Assessment

Hazards	Who might be harmed	Controls	Additional controls	Likelihood (L) (1 -3)	Severity (S) (1-3)	Risk rating (LxS)
Transmission of COVID-19	Colleagues/ Visitors/ Contractors	<p><b>Hand washing/ hygiene</b></p> <ul style="list-style-type: none"> <li>• Hand washing facilities with soap and hot water in place.</li> <li>• Stringent hand washing taking place.</li> <li>• Paper towels/hand dyers for drying of hands. Paper towels available in all locations</li> <li>• Hand washing guidance signage in place</li> <li>• 20 second hand washing as per government advice.</li> <li>• Hand sanitisers in areas where washing facilities not readily available, the list below is not exhaustive and applicable if section open                             <ul style="list-style-type: none"> <li>- at the front desk</li> <li>- entrances and exits of building,</li> <li>- Guest restrooms,</li> <li>- entrance to the restaurant,</li> <li>- food service counters,</li> <li>- staff restrooms,</li> <li>- staff restaurants</li> <li>- lift lobbies,</li> <li>- entrance to stairwells</li> <li>- gym &amp; spa</li> <li>- Meetings and event rooms</li> <li>- Business lounges</li> <li>- Offices</li> <li>- Anti bac wipes also around on lobby tables</li> <li>- Also available in all public washrooms</li> </ul> </li> </ul>	<ol style="list-style-type: none"> <li>1. Employees should be reminded to regularly and frequently wash their hands for 20 seconds with warm water and soap and the importance of proper drying. Signage in place</li> <li>2. Remind colleagues/ visitors arriving at the hotel to wash their hands immediately upon arrival (posters/ security/ reception to brief on entering) and after:                             <ol style="list-style-type: none"> <li>a. Using phone/ computers/ coffee machines</li> <li>b. After touching hand contact surfaces such as handrails, door handles, lift buttons</li> <li>c. Always after using the toilet or going into the toilet areas</li> <li>d. After cleaning</li> <li>e. Before and after entering cafeteria</li> <li>f. After using any touchscreen device</li> <li>g. After using car charger</li> </ol> </li> <li>3. Remind colleagues to catch coughs and sneezes in tissues and elbows.</li> <li>4. Masks now legally mandatory for all guests and staff in all public areas.</li> <li>5. Masks widely available and all guests and group bookers made aware. Signage in all rooms</li> </ol>	<b>1</b>	<b>3</b>	<b>3</b>

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		<p>Housekeeping to ensure cleaning supplies, soaps and anti bac items meet the correct guidance with COSHH date to back up. Chemicals adhere to BS EN 14476:2013 + A2:2019</p> <p>Major change effective 1<sup>st</sup> October. Room cleaning services change from only on request to provide unless requested. Increase presence in guest rooms so revisions of safe standards and PP&amp;E training carried out 23/9/20.</p> <p>Our interpretation from 14<sup>th</sup> September is that Conferences specifically are classed as work/ training and provided we can deliver them in a socially distanced, risk assessed way then we can do so to the revised room capacities. This is for conferences only.</p>	<ol style="list-style-type: none"> <li>6. IHG 'COVID-19 Hotel and Corporate Office Response Toolkit' and 'COVID- 19 hotels guidelines for cleaning and disinfection of hotels' has been made available to all sites. Master file at hotel.</li> <li>7. All hotels attended webinar on key documentation for managing covid-19 with operational risk team.</li> <li>8. Daily, Weekly &amp; Monthly audit of all practices. All measures checked by IHG externally monthly.</li> <li>9. HK Operation returning in house Oct 2020.</li> <li>10. We enter Tier 2 on 2<sup>nd</sup> December. Internal signage update to ensure no more mixing on max tables of 6 inline with the national rules. All other Covid measures remain in place.</li> <li>11. Following further tier changes then entered national lockdown 31<sup>st</sup> Dec. Revert to inhouse processed from summer 2020.</li> <li>12. Feb 21. LCR test centre open in Corby. All staff working at the hotel issued with Key worker letter and asked to arrange weekly tests.</li> <li>13. Revised updated guest letter (V5) issued and displayed at reception.</li> </ol>			
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		<p><b>Cleaning</b></p> <ul style="list-style-type: none"> <li>• Frequent cleaning and disinfection of objects and surfaces that are touched regularly, particularly in areas of high use such as door handles, lightswitches, reception area using appropriate cleaning and disinfection products and methods.</li> <li>• Cleaning schedules increased including more manning. All staff responsible for all areas.</li> <li>• Dedicated new infection control cleaning process (IHG way of clean) has been developed and implemented</li> <li>• All staff trained in the new cleaning and PPM practices</li> <li>• All HOD IHG Way of Clean &amp; Culture of clean trained</li> </ul>	<ol style="list-style-type: none"> <li>1. Checks should be carried out by ALL and where applicable Ops / GM to ensure that the necessary procedures are being followed and standards and processes are adequate, and cleaning completed correctly.</li> <li>2. Environmental hygiene and decontamination guidance in the IHG guidance note 'Prevention and Control of Communicable Diseases'</li> <li>3. External cleaning providers should follow the IHG guidance of cleaning and disinfection</li> <li>4. Advice and guidance from local public health/government officials on additional measures will be implemented.</li> <li>5. Dedicated cleaners recruited in all public areas 7 days per week.</li> <li>6. Continued cleaning across all In use areas include additional deep clean of areas closed during 2<sup>nd</sup> lockdown ready for us to exit this on December 2<sup>nd</sup></li> <li>7. Group arrivals split to different rooms and routes through the building minimising contact put in place. Each entrance, base and route cleaned regularly.</li> <li>8. Senior group team also undertake continuous cleaning and advise if any further PPE / sanitising is required.</li> </ol>			
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		<ul style="list-style-type: none"> <li>Fogging conducted in all back of house and public areas on a weekly basis, food safe and adhering to BS EN 14476:2013 + A2:2019</li> </ul>	<p>9. Disposable wipes are be provided at desks for cleaning of It keyboards and mouse and wipe down desks and chairs after use</p>			
		<p><b>Social distancing</b></p> <ul style="list-style-type: none"> <li>Social distancing - reducing the number of persons in any work area to comply with guidance recommended by public health authorities. (where this is not possible then additional risk-based assessment should be undertaken. 2 metres distance preferable, 1 metre where not possible.</li> <li>Review work schedules including start and finish times/shift patterns, reduce the number of employees and visitors allowed into the office</li> <li>Social distancing to be followed in public areas and where applicable manged by markings on floors, additional barriers, one-way systems for stairwells and lobbies, Reduction of lift capacity to 1 per journey or 1 family per journey only</li> <li>Furniture in F&amp;B outlets have been moved to acceptable distances to comply with local guidance</li> <li>Removal of excessive furniture and soft coverings</li> <li>Contactless payment and ordering options developed to limit close contact. Focus on contactless payment but cash still accepted.</li> </ul>	<ol style="list-style-type: none"> <li>Conference calls used instead of face to face meetings actively encouraged</li> <li>Working from home where possible</li> <li>Screens installed in offices and reception desk</li> <li>Guest will be reminded of social distance measures as they enter the hotel and when checking in.</li> <li>Room service delivery adjusted to ensure social distancing.</li> <li>No staff to enter guest room whilst guest present unless exceptional and in that case wearing full PPE.</li> <li>Table service only, no bar service permitted.</li> <li>All conference and function rooms have had capacities adjusted for social distancing. Revised an on website</li> <li>RA checked by 3<sup>rd</sup> party H&amp;S company, emailed to EHO, and displayed on hotel website.</li> <li>Update includes mandatory wearing of face coverings in all hotel public areas unless eating, drinking, or working out in the gym.</li> <li>Most recent update now makes enforced by law the rule of 6 from Monday 14<sup>th</sup> September. No more than 6 people sat together in any one place unless part of secure risk assessed wedding (15), conference (30), or funeral (30) – but not wake (15).</li> </ol>			

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		<p>PPE provided to all staff – central collection point by service lift in kitchen for masks, gloves and plastic aprons.</p>	<p>12. Update 5/11. New lockdown means all public areas, leisure club are closed. Reduced food offering served in room only. Hotel only accepting travellers staying for work</p> <p>13. Update 30/11. Exit lockdown into Tier 2. Events can resume at 50% of Covid safe capacities. No mixing outside family or support bubble – our rule of 6 for bar and diner seating includes us asking any party that they adhere to this national rule.</p> <p>14. Further on from tier changes, national lockdown from NYE, emphasis on more social distancing and continued focus on mask wearing.</p> <p>15. Large groups arriving have private area and have been issued with letter confirming they need to adhere to social distancing inside and in outside areas of the hotel following some instances of non-compliance 4/3/21</p>			
		<p><b>Wearing of gloves</b></p> <ul style="list-style-type: none"> <li>• Where Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these should be provided.</li> <li>• Staff should be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely.</li> </ul>	<p>1. Colleagues are reminded that wearing of gloves is not a substitute for good hand washing.</p> <p>2. Staff will be trained in use of gloves where applicable – Putting on, removal and safe disposal</p> <p>3. Considerations for allergens will be considered in glove choice</p> <p>4. Gloves are optional unless delivering food or cleaning room then mandatory</p>			

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		<p><b>Face coverings</b></p> <ul style="list-style-type: none"> <li>• Hotels should follow local public health/government official’s advice and guidance on use of PPE (personal protective equipment).</li> <li>• Where face covering is a requirement for risks associated with the work undertaken the measures based on COSHH assessments and retrospective job safety assessments will dictate when and where to wear</li> <li>• Where coverings are required training will be provided to staff on putting on and taking off and disposal</li> </ul>	<ol style="list-style-type: none"> <li>1. Internal communication channels and cascading of messages through line managers should be carried out regularly to reassure and support employees.</li> <li>2. If required face coverings may be sourced through procurement channel for region.</li> <li>3. Use of face coverings should be based on guidance from local public health/government officials, unless dictated by high risk work practices that already require. Masks are optional unless delivering food or cleaning room.</li> <li>4. Ensure posters and messaging around usage and hygiene associated with face coverings in displayed</li> <li>5. Face covering to be worn by all staff in all public areas always and recommended to be worn when back of house also.</li> <li>6. All guests advise wearing of face coverings is a legal requirement and challenged when not done. Daily.</li> <li>7. From June 21 Masks will be optional for both guests and staff. We will not mandate staff to wear or not wear, this will be their choice.</li> </ol>			
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		<p><b>Mental health</b></p> <ul style="list-style-type: none"> <li>• Management should promote mental health and wellbeing awareness to colleagues.</li> <li>• Head of departments will have regular check-ins with their staff members to offer guidance and support</li> </ul>	<ol style="list-style-type: none"> <li>1. Where applicable IHG Care Line is available for guidance and support for colleagues</li> <li>2. Samaritans number issued</li> <li>3. Line managers should check in regularly with staff and teams (inc home workers)</li> <li>4. Posters with local organisation’s details that can help with personal and mental health to be displayed</li> <li>5. From home fitness classes available for all team working at home at any time (either live or recorded)</li> <li>6. With the onset of winter 2020 and into 2021, a revised push out to all team members with numbers to call and reissue of online fitness and mental health classes. Constant focus on closed user group updates.</li> <li>7. Feb 21 – further reach out to all team members, calling, emailing all staff for catch up and check in.</li> </ol>			
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		<p><b>3D Health &amp; Fitness</b></p> <ul style="list-style-type: none"> <li>• Club reopening on date as confirmed by UK governments</li> <li>• 3D responsible for putting own control measures in whilst adhering to IHG guidance</li> <li>• Additional function room capacity used to aid social distancing of all equipment.</li> <li>• Club to retain own track and trace date and provide to Hotel if required or called upon</li> <li>• Open procedure approved July 2020</li> <li>• Enhanced cleaning regime in place club capacity revised down and access will be managed by club team. 60 pax is total capacity.</li> </ul>	<ol style="list-style-type: none"> <li>1. Same control measures in place as in wider hotel (masks to be worn always)</li> <li>2. Not all facilities reopened initially – Sauna and steam room open-up delayed as per government guidance. 3D to advise and lead out reopening in line with government advice</li> <li>3. Pampered and Polished Salon offering reduced services and will follow government guidelines again with all necessary procedures being followed as per main hotel guidelines. Visors for beauty staff only key difference.</li> <li>4. Update from 14/09/20. All fitness classes taking place are risk assessed and meet government guidelines.</li> <li>5. Update from 2/10. Steam and Sauna facilities now able to re-open from mid-October on a slot booking basis.</li> <li>6. Update 5/11 – Club &amp; Salon closed</li> <li>7. Update 30/11 – Club &amp; Salon reopen 2<sup>nd</sup> December.</li> <li>8. Closed during lockdown.</li> <li>9. Reopens 12<sup>th</sup> April</li> </ol>			
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		<p><b>Temp Screening - Where this is applicable in your region</b></p> <ul style="list-style-type: none"> <li>• Ensure that all staff using the digital thermometer are trained in use and trained in local Data protection of health information</li> <li>• Thermometers will be calibrated weekly and records kept</li> <li>• Social distancing will be controlled to ensure safe usage of thermometer</li> <li>• Any data gathered will be kept in a private locked location</li> <li>• Where applicable local guidance on who can be checked and when will be followed.</li> <li>• Temp screening should be completed wherever possible as privately as possible</li> <li>• If additional guidance requires Protective equipment maybe worn</li> </ul>	<ul style="list-style-type: none"> <li>• Local legislation/ guidance will detail temp screening as and when required</li> <li>• Data protection officers will be notified</li> <li>• Social distancing will be considered when setting up Temp screening stations</li> <li>• Data will not be shared unless previously explained to guest.</li> <li>• Hotel will have a crisis plan in place for if a raise temp is raised – what triggers to consider.</li> <li>• This is general guidance, at present no temp checking in place.</li> <li>• Update – as part of return to work following annual leave temp checking taking place.</li> <li>• Group temp check prior to departing to head to the hotel.</li> </ul>			
		<p><b>Symptoms of Covid-19</b></p> <ul style="list-style-type: none"> <li>• If anyone becomes unwell with a new continuous cough or a high temperature, loss of taste / smell</li> </ul>	<p>1. Where guest is in self-isolation in a hotel, or the hotel is being used as quarantine then the management</p>			

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		<p>in the workplace or in the hotel, they should be sent home or isolated in the hotel and advised to follow the quarantine guidance.</p> <ul style="list-style-type: none"> <li>Line managers/ hotel management should maintain regular contact with colleagues/ guests during the time they may be isolated.</li> <li>If advised that a member of staff or guest has developed Covid-19 and was recently on IHG premises (including where a member of staff has visited other work place premises such as domestic premises), the management team should contact where appropriate the local public health/government official to discuss the case, identify who has been in contact with the patient and take advice on any actions or precautions that may be required..</li> <li>We have a room that is dedicated for isolation of guest/ staff with potential Covid 19 symptoms (ground floor)</li> <li>Hotel follows track &amp; trace storing all records for 21 days</li> <li>Hotel follows local guidance on reporting to local health authority suspected/ positive cases</li> </ul>	<p>team should follow the SOP and complete the necessary training with impacted team members.</p> <ol style="list-style-type: none"> <li>All incidents should be reported on Riskconnect additional advice can be sought from regional risk management team.</li> <li>Guests isolation should be reminded to report any signs or symptoms of COVID-19 via telephone to hotel where they will be asked to stay isolated in their rooms and guidance and support will be given to them from hotel management as detailed in Quarantine/Isolation SOP</li> <li>Where detailed by the local public health/government official additional control measures may be required.</li> <li>All staff throughout hotel will be trained on the Covid 19 hotel tool kit and their roles and how to serve and managed, suspected cases and positive cases.</li> <li>Track and Trace in place at hotel reception as per government guidelines</li> <li>Advice given to all staff to where possible avoid travelling to work on public transport, and where this is not possible ensure social distancing is maintained.</li> <li>Process for isolation of any guest revised with guest letter issued, 72 hours vacant till clean, no room access and phone support only unless emergency.</li> <li>Full inhouse list of any isolation or confirmed covid by guest or staff maintained by GM</li> </ol>			
<ul style="list-style-type: none"> <li>Remember to stay informed on the latest developments about COVID-19. Follow advice given by IHG, your healthcare provider, your national and local public health authority on how to protect yourself and others from COVID-19. Check gov.uk for all latest national and regional updates</li> <li>Additional guidance and resources for COVID-19 are available in the IHG COVID-19 digital hub in Merlin.</li> <li>Remember to follow the Hierarchy of controls to mitigate risks</li> <li><b>Review this risk assessment as the risk changes or new measures are implemented</b> across your site.</li> </ul>						

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**Date Completed: V13 05/03/21**

**Date to be reviewed: Weekly initially, then as required but always annually**

**Completed by: Martyn Hewitt & Anne Grant**

**Reviewed by: GM, OPS & Key Management Team**

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The "Potential Severity of a Risk" is an assessed value between 1 and 3 depending on how serious the potential impact might be from a particular hazard:

Potential Severity of a Risk		
Major	Death; Permanent or major injury; National adverse publicity; Prosecution by Regulatory Authority; Inpatient care; Loss of contract or business; Extended service closure	3
Serious	Semi-permanent injury; Outpatient care; Absence from work for more than 3 days; Formal action (letter or notice) by Regulatory Authority; Local adverse publicity; High risk of complaint; Loss of goodwill; Short service closure	2
Slight	Absence from work for less than 3 days; Unable to carry out normal tasks; Low risk of adverse publicity; No injury; No adverse outcome; Accident log entry	1

The "Likelihood of Occurrence" rating is also a value between 1 and 3 depending on how often an impact might occur:

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Likelihood of Occurrence		
High	Where it is certain that harm will occur	3
Medium	Where harm will occur frequently (likely – weekly)	2
Low	Where harm will seldom occur (unlikely)	1

By multiplying these two figures together a "Risk Rating" of between 1 and 9 is calculated.

It is important to rate the risk since there are benefits to be gained by estimating the level of risk associated with hazards and the benefits of any control measures can be evaluated:

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		Potential Severity of a risk		
		Major - 3	Serious - 2	Slight - 1
Likelihood of occurrence	High - 3	9 Intolerable Risk	6 Substantial Risk	3 Moderate Risk
	Medium - 2	6 Substantial Risk	4 Moderate Risk	2 Tolerable Risk
	Low - 1	3 Moderate Risk	2 Tolerable Risk	1 Trivial Risk

Degree of risk	Risk category	Evaluation of tolerability	When to act	Guidance on necessary action
9	Intolerable Risk	Unacceptable	Immediately, risk is too high to continue, work must stop	<ul style="list-style-type: none"> <li>Substantial improvements in risk controls are necessary, so that the risk is reduced to a tolerable or acceptable level</li> <li>The work activity should be halted until risk controls are implemented</li> <li>If not possible to reduce risk the work should remain prohibited.</li> </ul>
6	Substantial Risk	Risks that should be reduced so that they are "Tolerable" or "Trivial" and "Acceptable"	Today	<ul style="list-style-type: none"> <li>Substantial efforts should be made to reduce risks</li> <li>Risk reduction measures should be implemented urgently within a defined time period</li> <li>Consider suspending or restricting the activity, or apply interim risk control measures, until this completed</li> <li>Considerable resources might have to be allocated to additionally control measures</li> <li>Arrangements should be made to ensure that the controls are maintained, particularly if the risk levels are associated with extremely harmful consequences and very harmful consequences.</li> </ul>
4	Moderate Risk		This week	<ul style="list-style-type: none"> <li>Consideration should be given to lower the risks, where applicable, to a tolerable level, and preferably to an acceptable level, but the costs of additional risk reduction measures should be taken into account</li> <li>The risk reduction measures should be implemented within a defined time period</li> <li>Arrangements should be made to ensure that controls are maintained, particularly if the risk levels are associated with harmful consequences.</li> </ul>
3				
2	Tolerable Risk	Acceptable	Review annually	<ul style="list-style-type: none"> <li>No additional controls required unless they can be implemented at very low cost (time/money/effort)</li> <li>Actions to further reduce these risks are assigned low priority</li> <li>Arrangements should be made to ensure the controls are maintained.</li> </ul>
1	Trivial Risk			<ul style="list-style-type: none"> <li>No further action necessary other than to ensure that the controls are maintained.</li> </ul>