

COVID-19 Farnley Tower Guesthouse and Holi and Bhang Restaurant Risk Assessment

Introduction

COVID-19 is a new infectious notifiable global pandemic disease that can be fatal.

To minimise the spread of infection, many businesses like ourselves in the hospitality sector were closed temporarily from 26th March 2020 to combat the spread of disease following Government guidelines.

Whilst this disease is still prevalent around the world. There are now promising signs to re-open the economy gradually but with measures in place such as social distancing, frequent hand washing and wearing of face masks to prevent the disease from spreading.

The symptoms of coronavirus are:

- A cough
- A high temperature
- Shortness of breath

However, these symptoms do not necessarily mean you have the illness. The symptoms are similar to other illnesses that are much more common, such as cold and flu. We understand this virus spreads from person to person in cough droplets and surfaces where contact has been made by an infected person. There is currently no specific treatment for coronavirus. Antibiotics do not help, as they do not work against viruses. Treatment aims to relieve the symptoms while your body fights the illness. You'll need to stay in isolation for a minimum of 14 days away from other people until you've recovered.

How to avoid catching or spreading coronavirus:

- Wash your hands with soap and water often – do this for at least 20 seconds
- Always wash your hands when you get to the accommodation
- Use hand sanitiser gel if soap and water are not available
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin straight away and wash your hands afterwards
- Try to avoid close contact with people who are unwell
- Do not touch your eyes, nose or mouth if your hands are not clean.

Our Policy on managing an unwell guest showing signs of COVID-19 symptoms

As an Accommodation provider we have our policies stated on our website and online travel agent sites. We will also inform guests during the check-in process.

1. Where we are presented with a COVID-symptomatic guest, we will agree the next steps at the earliest opportunity, ensuring no onward risk of infection to other guests or employees.
2. Remove any items that are likely to be regularly touched by lots of different people.
3. Cleaning surface areas is imperative where COVID-symptomatic guest has been, in particular in communal areas.
4. Report to NHS Track and Trace with guest details.

If we have cleaned after a known or suspected case of COVID-19 then we refer to the specific guidance at the time.

What to do if you are planning on coming to Farnley Tower Guesthouse or Holi and Bhang Restaurant and you feel fine!

We are open for business from the 4th July 2020 as usual and can assure guests and visitors that we have taken various extra precautions in line with Government guidelines and implemented procedures, including:

- Placing anti-bacterial hand sanitizer in communal areas
- Increasing cleaning procedures and regimes in public areas, bedrooms and behind the scenes

- Additional staff training and awareness of recommended procedures to follow in current circumstances
- A designated isolation room if anyone becomes unwell and develops symptoms of Covid-19 whilst visiting or staying at our guesthouse
- Extra cleaning and decontamination procedures will be implemented, in line with NHS/Government guidance for environmental cleaning (following a suspected or actual case of COVID-19)

You are of course welcome to stay at our Guesthouse as planned, assuming you have not recently travelled from a designated high-risk country, and/or you have not been in contact with anyone who may have/has been exposed to COVID-19.

We do ask all guests to wear facemasks in all communal areas if staying at Farnley Tower.

What to do if you are planning on coming to Farnley Tower Guesthouse and you have travelled recently, or you think you might have been in close contact with anyone who may be at risk of having/who has potentially been exposed to COVID-19, or you feel unwell:

- Before travelling to the hotel, please ensure that you first contact the NHS medical advice line by calling telephone number 111
- You will be assessed by medical professionals and given information and advice regarding any symptoms you may/may not have, or if you think you might have been exposed to the virus when travelling or from contact with at-risk individuals
- Please follow advice given and only attend the Hotel if you have been advised that you are not at risk of actually having or potentially contracting COVID-19;
- Please adhere to guidelines and any instructions given regarding self-isolation at home or other medical interventions
- Please contact the hotel by phone or email to advise us of any changes to your plans and discuss your options with us about any required amendments to bookings already made.

As an Accommodation provider we have considered how we would manage a situation with an unwell guest, including whether a symptomatic guest in self-isolation would be responsible for cleaning their own rooms and stripping/making their own beds.

What to do if you are at Farnley Tower Guesthouse or Holi and Bhang Restaurant and think you might have coronavirus or you start to feel unwell?

- Please contact 111 as soon as possible for assessment and advice
- The default advice is for individuals to isolate themselves at home. If this is possible or appropriate, please return home as soon as possible and follow advice given by NHS by dialling 111.
- If it is not possible or appropriate (or you are advised to remain in situ), please remain in your room and contact 111 as soon as possible for assessment and advice
- Where possible, please use your mobile phone to call, as this will make it easier for call back and follow-up contacts, if required.
- If you remain on company premises, please also contact the guesthouse as soon as possible, to advise us of the situation and relay advice given to you by NHS 111 advice line
- If you do not have a booking to stay in our hotel overnight, but you are advised that it is not medically advisable for you to return home (or it is not feasible/appropriate to do so), please contact Reception by telephone as soon as possible, so that plans can be made by the Duty Staff to direct you to a designated isolation room in the Hotel (if appropriate), until your status can be better assessed by NHS 111 advice line.
- In order to reduce risk and for infection control, please ensure that you do remain at least 1 metre from other people to avoid touching people, surfaces and objects, do cover your mouth and nose with a disposable tissue when you cough or sneeze and put the tissue in a bag or pocket then throw the tissue in the bin. If you don't have any tissues available, you should please cough and sneeze into the crook of your elbow. If you need to go to the bathroom whilst waiting for medical assistance, use the one in your room.

- If you are advised to isolate yourself in a hotel bedroom, please keep the door shut and open a window.
- Meals or refreshments can be delivered to you by way of Room Service, so that there is no need for you to leave the room (until advised it is OK to do so). Any additional supplies needed such as (bedding, towels, tissues etc. can also be delivered to and left outside your room to minimise risk)
- NHS 111 will assess your situation; if you meet the criteria for being potentially at risk of infection, they will liaise with the local healthcare system, will advise on isolation and may also arrange safe transfer of anyone infected for appropriate medical treatment as required (in accordance with local medical care plans).
- Hotel Management and team members will comply with advice given by NHS 111 as far as reasonably possible.

From 4th July 2020 the hospitality sector for Accommodation, Bars, Restaurants and Pubs will reopen.

With this in mind, as the Employers, we have created this Risk assessment document in relation to our business, which is in the Guesthouse Accommodation and Restaurant sectors.

This document has been created by the employers. Mrs Naik has done this in mind into minimising the risk of spreading COVID-19 and how to work as safely as possible with their employees and protect their customers during the COVID-19 pandemic, whilst keeping to the recommended social distancing guidance applicable at the time.

As the employers we have a duty of care to ensure as far as reasonably practicable that our employees and customers are not exposed to risks for their health and safety.

Setting the Scene of our Business

Farnley Tower Guesthouse and Holi and Bhang Restaurant and Bar provides Accommodation and Food to paying guests and the public. They are both situated in the same building with onsite car parking for 15 cars.

Whilst the owners/directors are the same for both Farnley Tower Guesthouse and Holi and Restaurant and Bar.

Farnley Tower Guesthouse is a separate business (Farnley Tower Ltd) established since January 2005 and provides accommodation and breakfast.

Holi and Bhang Bar and Restaurant was established in May 2019 (G Spot Bistro Ltd) and provides evening meals and takeaways to Hotel guest and the public.

The Proprietors Dr Raj and Mrs. Roopal Naik employ 6 staff in total for Farnley Tower Guesthouse, which consists of a full time General Manager for the Guesthouse and Restaurant Mr. Jamie Briggs and part time Housekeeping staff.

Holi and Bhang employs 8 staff consisting of 3 full time staff and 5 part time staff.

The Guesthouse is open 52 weeks of the year 24/7 with Staff which is managed from 7.30 am until 6pm.

The onsite Restaurant and Bar is open 52 weeks of the year from 5pm to 10.30 pm 7 days a week.

Mrs Naik has prepared a COVID 19 Risk assessment using the guidelines set out on the UK Government website

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation#shops-1-2>

Both Businesses work closely together in the same building.

The businesses operate with the Guesthouse managed from 7.30 am until 6pm and then managed by the Restaurant staff from 6pm till 10.30pm. This enables any guests arriving late to check in by 10.30pm ideally.

However, we also operate out of hours with emergency contact number of staff from 10.30 pm until 7.30am. This is in place should guests arrive later than 10.30pm and also in case of an emergency.

Note: - this document does not supersede any legal obligations relating to health and safety, employment or equalities and it is important as an employer we have continued to comply with our existing obligations, including those relating to individuals with protected characteristics. As the proprietors, it contains non-statutory guidance to take into account when complying with these existing obligations. We have applied this to our guests, employees and other people including contractors.

We have carried out an appropriate COVID-19 risk assessment, at our business site, just as we have a health and safety policy in place to related hazards.

It is important to note Our Risk Assessment has been be agreed in consultation with our employees both in the Guesthouse and Restaurant.

At Farnley Tower Guesthouse and Holi and Bhang Restaurant we have implemented the following COVID-19 Risk Assessment

1) Managing Risks: -

Our Objective: As the Employers we have carried out COVID-19 Risk Assessment to be in place from the 4th July 2020. This is the date UK Government have allowed Accommodation and Restaurant providers to reopen. We have created our own Risk Assessment in conjunction with the Government guidelines on how to work as safely as possible and protect our customers and employees during the COVID-19 pandemic while keeping to the recommended social distancing guidance applicable at the time.

To reduce risk to the lowest reasonably practicable level by taking preventative measures, in order of priority as follows: -

Steps we have taken

1. We have measures in place to ensure our reception area is safer, with increased cleaning, keeping the activity time as short as possible with customers. We may consider the addition of screens between guests and staff, but at the moment we believe our business model does not require this measure.
2. We are offering room service (e.g. breakfast in room), taking measures such as dropping butler's trays outside guest room door, and encouraging tips to be added to the bill.
3. Ensuring that housekeeping staff follow government handwashing guidelines, and made a checklist of all hand contact services to be cleaned when each guest(s) vacates.
4. We encourage guests to wear face masks/face covering in communal corridors. (this is optional but please bear in mind the safety of other guests and staff the 1-2-meter social distancing)
5. We will clean all keys between guests stays.
6. We have enhanced cleaning of all facilities regularly during the day and at the end of the day, with particular regard to any shared facilities such as cloakrooms, dining areas, communal stairs and passageways.

2) Sharing the results of Our Risk assessment

Steps we have taken

We will share our COVID-19 risk assessment to our employees and customers by 4th July 2020 and will have them published on our website.

Below is a notice we will have signed and displayed on our premises to show we have followed Government guidance

<https://assets.publishing.service.gov.uk/media/5ef36e3d86650c1293836d65/staying-covid-19-secure-accessible.pdf>.

We will also have the "WE'RE GOOD TO GO Industry Standard Logo from Visit Britain displayed on our premises and on our website.

<https://mail.google.com/mail/u/0?ui=2&ik=66042985c5&attid=0.0&permmsgid=msg-f:1670687793525562942&th=172f79b24fac1e3e&view=att&disp=safe>

3) Managing our Customers and Contractors

Our Objective: As part of the visitor economy, we provide top level considerations for managing our customers and contractors.

Steps we have taken

1. We are informing guests, contractors and non-residents of guidance about visiting the premises prior to and at the point of arrival (including information on breakfast options, timeslots for breakfast dining room breakfast takeaways, restaurant bookings timeslots for in house dining, restaurant takeaways and room service. This is displayed on our website under COVID 19, booking sites and on guest check in.

2. In busy periods when we are fully booked for example at the Guesthouse, or have a high number of in house restaurant bookings , we may find a potential risk , but will if necessary manage outside queues with social distancing to ensure they do not cause a risk to individuals by having queuing systems, using barriers, signage and having staff members direct guests. To minimise this occurrence, we strongly request all bookings to be made in advance to allocate time slots and social distancing.

3. We have a Takeaway and in dining service for Breakfast and Restaurant service in place for Hotel guests to eat either in the comfort of their room or in our breakfast dining room or restaurant. Guests are required to book in advance for Breakfast In-House dining/Breakfast Takeaways. For evening meals, Hotel guests are required to contact the Restaurant by phone or online for Takeaways and Collections.

4. Non-residents are required to pre book for Restaurant/Takeaways/Collections or In-House dining by phone or online.

Note: - For both Hotel guests and Non-residents pre-booking is essential.

5. We have taken measures to avoid crowded reception areas, such as staggering check-in and check-out times and placing markers on the floor to maintain social distancing.

6. We have taken measures to keep in mind for essential services such as deliveries and contractor visits that they are implemented to reduce interaction and overlap between our staff and customers. We have a back door for deliveries to avoid entering the main entrance during check in and check out times.

7. Staff are all trained to be accessible to guests via phone, emails and guest apps during our opening times and on-call staff cover in case of emergencies.

8. We encourage contactless payments or pre-payments for rooms (up to 48hours on any booking) as part of the online booking, where possible, to limit cash payments for bills and reduce the risk of any contaminated money.

9. We will take all customer details for any restaurant bookings, such as name and address to help with the Track and Trace initiative. Note: - The Guesthouse bookings will have sufficient information on customer details via our iCloud based LittleHotelier booking system. Any direct accommodation bookings will also have customer details if required for the Track and Trace initiative.

10. By assessing the number of customers, or crowd density, that can reasonably enable social distancing within any space, we have taken account floorspace in reception area of the guesthouse, the seating space in the dining areas of the guesthouse and restaurant area, the entrance areas to the guesthouse and restaurant and the outdoor seating area on the patio.

11. For indoor and outdoor events, we have limited the number of customers or adjusting the crowd density at any time. For example, by implemented timed slots for checking in, restaurant reservations, takeaway collections and asking customers to book ahead where possible.
 12. We have considered how customers and employees will move in congestion areas, for example doorways between adjacent indoor spaces and outdoor spaces with social distancing measures in place.
 13. We have reviewed how customers move through and around the premises (indoors and outdoors) by considering the flow of customers and employees to reduce congestion and contact; for example, having queue management and a one-way flow, where possible having staff direct customers. This may include using outside premises for queuing where available and safe, for example from the onsite car park.
 14. Ensuring any changes to entry, exit and queue management take into account reasonable adjustments for those who need them, including disabled customers.
 15. Encouraging customers to use hand sanitiser or handwashing facilities as they enter the premises to reduce the risk of transmission by touching products or surfaces.
 16. Reminding customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.
 17. Having clearly designated positions from which employees can provide assistance to customers whilst maintaining social distance.
 18. Putting in place picking up and dropping off collection points where possible, rather than passing goods hand to hand
 19. Regular cleaning of these objects or replacement with new objects as and when needed
 20. Encouraging increased handwashing and introducing more handwashing facilities for workers and customers or providing hand sanitiser where this is not practical.
 21. Where changing facilities and toilets are required, setting clear use and cleaning guidance for toilets and changing rooms to ensure they are kept clean and clear of personal items, where possible safe ventilation is increased and that social distancing is achieved as much as possible.
- From 4 July, social interactions should be limited to two households (your support bubble counts as one household) in any location; or, if outdoors, potentially up to six people from different households. It will be against the law for gatherings of more than 30 people to take place.
- Our Business Premises which is COVID-19 Secure will be able to hold more than 30 people, although any individual groups should not interact with anyone outside of the group, they are attending the venue with - so in a group no larger than two households or six people if outdoors. Our Business following COVID-19 Secure guidelines have taken additional steps to ensure the safety of the public and prevent large gatherings or mass events from taking place. At this time, we do not permit live performances, including drama, comedy and music, to take place in front of a live audience.
- Our Business does not permit indoor performances, including drama, comedy and live music, to take place in front of a live audience. This is important to mitigate the risks of droplets and aerosol transmission - from either the performer(s) or their audience. There is an additional risk of infection in environments where there is singing, shouting or conversing loudly. This applies even if others are at a distance from each other.
- We have taken steps to avoid people needing to unduly raise their voices to each other. This includes refraining from playing music or broadcasts that may encourage shouting, if played at a volume that makes normal conversation difficult.

NHS Test and Trace

The opening up of the economy following the COVID-19 outbreak is being supported by NHS Test and Trace.

We will assist this service by keeping a temporary record of our customers and visitors for 21 days, in a way that is manageable for our business, and assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks.

We have a booking system in place already for recording our residential guests due to fire regulations and a booking diary for our restaurant for non-residents.

4) Selling food and drink

Objective: To manage interactions at the venue resulting from service of food and drink. This is applicable to hotel guests and the public to our breakfast room (residents only) and onsite restaurant Holi and Bhang which operates from 5pm to 10.30pm, 7 days a week.

Steps we have taken

1. For Hotel guests, upon check-in we request a breakfast confirmation form to be filled out making your choices in order to allocate a time slot. Guests will have the option to either have breakfast in our dining room or opt for a takeaway that can be eaten in the comfort of their room. With social distancing in mind, we can have a maximum of 12 guests seated at any one time, therefore 45-minute time slots will be allocated to Guests per sitting.
2. For Hotel guests requiring an evening meal we strongly recommend you pre book for In house dining directly with a staff member during our opening hours (2pm till 6pm) or call the Restaurant directly on 0191384 4455 for a Takeaway/Collection Order that can be eaten in the comfort of your room.(Time slots will be allocated and payment taken on order confirmation for a Takeaway /Collection from Restaurant.
3. Non-Residents, must order in advance by phone on 01913844455 for collection only, via our website app, *delivery partners JustEat, Deliveroo, Uber Eats (* applicable for customers who live within a 2-mile radius).
4. We maintain the social distancing (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) from customers when taking orders or socially gathering in communal settings such as outside garden patio, reception areas and dining areas. Staff member(s) will be present during business hours to mitigate this takes place.
5. We have in place social distance markings to remind customers to maintain social distancing (2m, or 1m with risk mitigation where 2m is not viable, is acceptable). Again, staff member(s) will be present during business hours to mitigate this takes place.
6. To reduce the risk of transmission, we have minimised customer self-service of food items such as cereals, milk, yogurt, juices, fruit, condiments, cutlery, glasses, plates and crockery in the Breakfast Dining room and put in place 1) Guests to Pre-order breakfast options and choices from the menu 2) Providing time slots for In-house dining in our Breakfast room and Restaurant. 3) Staff providing cutlery, plates and condiments for Hotel guests with their breakfast order.4) Non-Residents have options of pre booking Collection only, a delivery service with our partners JustEat, Deliveroo, Uber Eats, Foodhub (* applicable for customers who live within a 2-mile radius)
7. We encourage contactless payments where possible and adjusting location of card readers to social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable). We will take advanced payment of any hotel booking ideally 48 hours before arrival and have a receipt available for the customer on check in.
8. We have a rigorous cleaning scheme in place to minimise interactions within the premises. We use professional antibacterial sprays to reduce the number of surfaces touched by both staff and customers. Staff members are trained to always disinfect any surface where staff or customers have been in contact with before the next customer arrives. We have in place for all our customers and staff to use the designated hand sanitisers in place, ask customers to remain at a table where possible, not to lean on counters when collecting takeaways and disinfect menus. We apply and record these measures with time sheets in place to disinfect public toilets every 2 hour or immediately after a customer has left before a new customer is seated.
9. Our outdoor alfresco dining area has no covered areas, other than patio umbrellas to protect from the sun or rain, we have sufficient ventilation. We ensure we have social distancing in place of the 1 to 2-meter rule and again disinfect before another customer is seated.
10. We have in place and adjusted service approaches to minimise staff contact with customers. Such as Indoor and outdoor table service used where possible, alongside further measures such as assigning a single staff member per table.
11. At our bar/ counter service, we apply social distancing measures to limit the number of customers. Customers who are having an evening meal in the Restaurant, must pre order in advance for meals and drinks at their table and also settle payment at the table. The same applies to Customers who are collecting a Takeaway on social distancing.

12. We have created as best as possible a one-way system and plenty of signage to prevent customers from congregating at points of service. For example, having only staff collect and return empty glasses to the bar or at tables.

13. We are minimising contact between front of house workers and customers at points of service where appropriate.

5) Providing and explaining available guidance

Objective: To make sure staff and customers understand what they need to do to maintain safety.

Steps we have taken

1. Providing clear guidance on social distancing to customers both before arrival and on arrival, for example through signage, visual aids, on our website and in pre-arrival emails. We have also taken into account the particular needs of those with protected characteristics, such as people with visual impairments.

2. We have provided written as well as oral communication of the latest guidelines to both our staff and customers in our accommodation and restaurant premises. We have on display throughout the Guesthouse and Restaurant information setting out how customers should behave at our establishment to keep everyone safe.

3. Reminding guests of social distancing guidelines during check-in.

4. We have in place signage on basic hygiene practices such as hand washing, social distancing and this is communicated on our website that can be translated into different languages and also with other online travel agents, ahead of their stay.

5. 111 is the COVID-19 number we recommend for customers to call, if they feel they have any symptoms that are COVID 19 related such as high temperature, cough and shortness of breath. We advise you get tested and let us know. It is recommended you should self-isolate for 7 days if you live on your own or 14 days if you live with someone who has symptoms.

6) Who should go to work?

Objective: As the Employers our business does not allow any of our employees to work from home.

We have therefore reflected this in the risk assessment and taken actions to manage the risks of transmission in line with Government guidance. Note: - since March 26th 2020 the Government announced a global pandemic on COVID 19. This ultimately forced our business to close as an accommodation provider. However, our other onsite Restaurant business Holi and Bhang Restaurant was allowed by Government guidelines to offer a Takeaway service. We adapted our business model in the Restaurant sector to offering a Takeaway service only.

Staff working in the accommodation side were furloughed through the Government job retention scheme and staff working in the Restaurant side of the business were partly retained, furloughed or made redundant.

From the 4th July 2020 the Government have allowed Accommodation and Restaurant providers to reopen based with guidelines on how to work as safely as possible and protect their customers during the COVID-19 pandemic while keeping to the recommended social distancing guidance applicable at the time.

Steps we have taken

1. With careful consideration of who is essential to come back to work, we have brought back the General Manager Jamie Briggs initially. This is to prepare for setting up the all the Government procedures on health and safety and signage for our businesses (Guesthouse and Restaurant) to be operational from the 4th July 2020.

2. We have planned to have the minimum number of employees needed on site to operate safely and effectively. More employees will come back on a part time or full-time basis depending on the businesses demands.
3. We are monitoring the wellbeing of employees on furlough who are/ or will have been informed on whether we can bring them gradually back onsite on a part time basis. This however, is solely down to the business booking demands to justify staff costs and we hope to unfurlough the majority of staff if not all by October 2020.
4. We are providing as standard, hand sanitisers/soap and gloves to all our employees. Face masks will be provided initially but with the health and safety practises in place, this is not essential for our business needs.

7) Protecting people who are at higher risk

Objective: To protect clinically vulnerable individuals.

Steps we have taken

Due to the nature of our businesses model, we have identified a couple of staff members with underlying health issues. These staff have shielded under the advice of Government guidelines and we as Employers have furloughed them for now until the restrictions are lifted.

Whilst we have considered the safest roles of employees with underlying health issues, the nature of our business is multi tasked. Even with social distancing measures in place, there will be some customer interaction on check in, breakfast room dining, room cleans and contact with other staff members.

It is too early to say on how safe it is for this group to return back to work in early July 20 when this report was compiled.

We have all the safety measures in place, but cannot at this time determine whether further safety measures would be required. There are financial and practical implications to consider on what provisions would need to be put in place if the prevalence of disease in the community became high again. This would again have risks for the clinically vulnerable who are at higher risk of severe illness (for example, people with pre-existing conditions).

We will look at offering the safest practices on site roles for the clinically vulnerable employees. As for any workplace risk we 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.

8) People who need to self-isolate

Objective: To make sure individuals who are advised to stay at home to prevent the spread of infection 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 or are in a support bubble with someone who has symptoms and those who are advised to self-isolate as part of the government's test and trace program.

Steps we have taken

1. We will ask employees to immediately self-isolate for upto 7 days if they live on their own or 14 days if they live in a household with someone who has COVID-19 symptoms. We would also ask them to and participate in the test and trace program.
2. Inform employees to see current guidance for employees relating to statutory sick pay due to COVID-19.

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

9) Equality in the workplace

Objective: To make sure that nobody is discriminated against.

In applying this guidance, employers should be mindful of the particular needs of different groups of workers or individuals. For instance, we as the employers have a duty to make reasonable adjustments to avoid disabled workers being put at a disadvantage compared to non-disabled people in the workplace.

Steps we have taken

1. As Employers we have a contract in place with WardHadaway based in Newcastle Upon who will keep us up to date with all legalisation, contracts and our responsibilities to our employees.

10) Social distancing at work

Objective: To maintain appropriate social distancing between individuals when they are at their workplace.

You should maintain social distancing in the workplace wherever possible.

Where the social distancing guidelines cannot be followed in full 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.

Steps we have taken

1. We have in place further increased frequency of hand washing and surface cleaning, (including disinfecting of heavy footfall and frequent touch points)
2. Keeping the activity time around staff members together involved as short as possible
3. Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.
4. We have informed our staff members to reduce the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others) or independently wherever possible.
5. We have social distancing applied to all parts of a premises where our business is conducted, not just the place where people spend most of their time, but also entrances and exits, break rooms, store rooms, dining areas and similar settings. These are often the most challenging areas to maintain social distancing.

11) Coming to work and leaving work

Objective: To maintain social distancing wherever possible for workers, on arrival and departure and to enable handwashing upon arrival and leaving.

Steps we have taken

1. We have assessed the appropriate maximum occupancy given the size and configuration of our business operation, and ensuring that booking systems and processes are configured to manage accordingly.
2. We have staggering arrival and departure times at work to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics.
3. Provided additional facilities such as bike-racks to help people walk, run, or cycle to work where possible.
4. Reducing congestion, for example, by encouraging staff to walk-in or cycle in.

5. Using markings and as best as possible introduced a one-way flow at entry and exit points. We have taken in account our premises structure, style of operation and customer profile. Therefore, asked our Employees to enter and leave through the back door.
6. We have provided hand washing facilities (or hand sanitiser where not possible) for employees at entry and exit points, kitchens, dining areas and washrooms.
7. We have provided storage for staff clothes and bags. (Laundry room area).
8. We have requested staff to change into work clothes on site, where social distancing and hygiene guidelines can be met.
9. We have encouraged staff to washing workwear on site rather than by individual staff members at home.
10. We are reviewing government guidance on travelling to and from work.

12) Moving around buildings

Objective: To maintain social distancing as far as possible while people travel through the workplace.

Steps we have taken

1. We have put in place a rotation, for example, assigning employees to specific floors, service areas, job tasks and work independently.
2. Introduced a one-way flow throughout the building where possible (other than fire exits). Providing floor markings (where appropriate) and signage reminding both employees and customers to follow social distancing wherever possible.
3. Ensuring any changes to entries, exit and queue management take into account reasonable adjustments for those who need them, including disabled customers. For example, maintaining pedestrian and parking access for disabled customers. (parking slots for up-to 3 cars at main reception entrance is available). We encourage no staff members to park in this area.
4. We are regulating use of high traffic areas, including corridors to maintain social distancing, and increased frequency of cleaning and disinfection of these areas.
5. We are managing use of high traffic areas (including corridors and staircases) to maintain social distancing. For example, asking guests and staff to walk on the left, to give priority to those ascending stairs, or indicating 'passing points' where the walkway is widest.

13) Workplaces

Objective: To maintain appropriate social distancing between each employee when they are at their workplace.

Workplaces should be assigned to an individual as much as possible. If they need to be shared, they should be shared by the smallest possible number of people whilst maintaining social distancing.

If it is not possible to keep workplaces at the recommended distance apart then businesses taking all mitigating actions possible to reduce the risk of transmission.

Steps we have taken

1. We have reviewed the layouts of the premises to allow employees to work further apart from each other.
2. Have in place floor tape to mark areas, where appropriate, to help people keep to the recommended distance, using signage, communication measures taking into account also the building characteristics, trading style and customer profile.
3. Avoiding employees working face-to-face. Employees should work either side by side or facing away from each other.

4. Managing check in and check out times to enable staff to conduct cleaning and refreshing accommodation that may take longer under safer working conditions.
5. Communicating to customers the times when housekeeping, cleaning and similar activities are underway to encourage them to leave spaces free for staff to operate.
6. Minimising contacts around transactions, for example, considering using contactless payments and encouraging online booking and pre-payment, where appropriate. Contactless payments can be done in several transactions of £45 each. If this is not possible, staff are to wipe the card machine after each keyed transaction.

14) Workplace meetings

Objective: To reduce transmission due to face-to-face meetings and maintain social distancing in meetings.

Steps we have taken

1. We use remote working tools to avoid in person meetings.
2. Only absolutely necessary participants should attend meetings and should maintain social distancing guidance throughout.
3. Avoiding the potential for transmission of COVID-19 during meetings, for example avoiding sharing pens and other objects.
4. Providing hand sanitiser in meeting rooms.
5. Ensure that meeting rooms are cleaned between users.
6. Holding meetings outdoors or in well-ventilated rooms whenever possible.
7. For areas where regular meetings take place, use floor signage to help people maintain social distancing.

15) Common areas for staff

Objective: To maintain social distancing while using common areas.

Steps we have taken

1. Staggering break times to reduce pressure on the staff break rooms or places to eat.
2. Using safe outside areas for breaks.
3. Reconfiguring seating and tables to optimise spacing and reduce face-to-face interactions.
4. Encouraging workers to remain on-site and, when not possible, maintaining social distancing while off-site. (E.g. Shopping for food essentials in supermarket)
5. Have in place alternative options to serve guests, such Takeaway breakfast.

16) Accidents, security and other incidents

Objective: To prioritise safety during incidents.

In an emergency, for example, an accident, provision of first aid, fire or break-in, people should not have to stay the recommended distance apart if it would be unsafe.

People involved in the provision of assistance to others should pay particular attention to cleaning measures immediately afterwards including washing hands.

Steps we have taken

1. We have a procedure in place after reviewing the incident and emergency procedures to ensure they reflect the social distancing principles as far as possible.

17) Cleaning the building or site for consumers

Before reopening

Objective: We have ensured we are clean and ready to restart, including:

- 1) *An assessment for all sites before restarting work*
- 2) *Cleaning procedures in place and providing hand sanitiser, before restarting work*

Steps we have taken

1. Opening windows and doors frequently to encourage ventilation, where possible.
2. Extraction fans and filters cleaned and replaced in kitchen areas.

18) Keeping the site clean

Objective: To keep the workplace clean and prevent transmission by touching contaminated surfaces.

Steps we have taken

1. More frequent cleaning of work areas, indoor and outdoor spaces, toilet facilities and equipment between uses, using our antibacterial cleaning products.
2. More frequent cleaning of objects and surfaces that are touched regularly (including door handles, or switches) and making sure there are adequate disposal arrangements for cleaning products.
3. Maintaining good ventilation in the work environment. For example, opening windows and doors frequently, where possible.
4. Wedging doors open, where appropriate, to reduce touchpoints. This does not apply to fire doors.

19) Housekeeping for Guests

Objective: To provide high level considerations to maintain the cleanliness of rooms.

Steps we have taken

1. We have the ability to perform housekeeping, whilst maintaining social distancing, if the guest is in the room, we request the guest to leave the room, unless they are self-isolating. If the guest is isolating, then we would request the guest to change their bedding with fresh bedding our housekeeping staff would provide as well as other facilities like room service for breakfast and tea/coffee replenishment's. Under these circumstances Housekeeping staff would have an arrangement with the guest to leave items outside their room door.
2. When cleaning a room, housekeeping staff are focused on cleaning of all hand contact surfaces in rooms. This includes, but is not limited to, light switches; bedside tables; remote controls; taps; flush handles and toilet seats; door handles – inside and out; hair dryer handles; iron and ironing board, wardrobe doors; kettle handle and lid; heater, cutlery and crockery.
3. Housekeeping staff will remove items from the room that are not likely to be needed by guests. There will be no Magazines and books provided by us and any items left by guests such as these will be removed from rooms after each stay.
4. Glasses and crockery are removed and washed between each guest stay.
5. Towels and linens are washed onsite in accordance with washing instructions. The frequency of the cycle of cleaning and in-room services is reviewed and taken into account on different lengths of stay.

20) Kitchen and food service areas cleaning

Objective: To ensure the highest hygiene standards are operated in kitchen areas

Steps we have taken

1. We have followed government guidance on cleaning food preparation and food service areas.
2. We already recognise that cleaning measures are already stringent in kitchen areas, and now additional cleaning measures.
3. We have in place bins for the collection of used towels and staff overalls.
4. All staff must wash their hands before handling plates and takeaway boxes.
5. Continuing high frequency of hand washing throughout the day.

21) Hygiene: handwashing, sanitation facilities and toilets for consumers

Objective: To help everyone keep good hygiene through the working day.

Steps we have taken

1. We have in place various signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely and hands washed after binning, or sneeze into your arm if a tissue is not available.
2. Have in place regular reminders and signage to maintain hygiene standards.
3. Have in place hand sanitiser in multiple locations in addition to washrooms.
4. Have clear cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.
5. We have enhanced cleaning for busy areas and common touch points.
6. Provided more waste facilities and more frequent rubbish collection.
7. Provided hand drying facilities in cloakrooms.
8. Encouraging staggered use of washroom facilities wherever possible.

22)Toilets

Objective: To ensure that public toilets on the premises are kept open and to ensure/promote good hygiene, social distancing, and cleanliness in toilet facilities.

Steps we have taken

1. Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency and to avoid touching your face, and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.
2. We have in place the use of social distancing marking in areas where queues normally form, and the adoption of a limited entry approach, with one in, one out (whilst avoiding the creation of additional bottlenecks).
3. To enable good hand hygiene consider making hand sanitiser available on entry to toilets where safe and practical, and ensure suitable handwashing facilities including running water and liquid soap and suitable options for drying (either paper towels or hand driers) are available.
4. Setting clear use and cleaning guidance for toilets, with increased frequency of cleaning in line with usage. Use normal cleaning products, paying attention to frequently hand touched surfaces, and consider use of disposable cloths or paper roll to clean all hard surfaces.
5. Keep the facilities well ventilated, for example by fixing doors open where appropriate.
6. Special care should be taken for cleaning of portable toilets and larger toilet blocks.
7. Putting up a visible cleaning schedule can keep it up to date and visible.
8. Providing more waste facilities and more frequent rubbish collection

23) Handling goods, merchandise and other materials

Objective: To reduce transmission through contact with objects in the visitor economy.

Steps we have taken:

1. Cleaning procedures for goods and merchandise entering the site. Such as Food deliveries for the Guesthouse and Restaurant.
2. Cleaning procedures for the parts of shared equipment touched after each use, such as vacuum cleaner, mop handles, mop buckets, temperature probe thermometer, microwave, cooker, grill, oven, fridge, freezer, sinks, washing machine, dryer, coffee machine etc.
3. Encouraging increased handwashing and introducing more handwashing facilities for staff handling goods and merchandise, or provision of hand sanitiser where this is not practical.
4. Enhanced handling procedures of laundry to prevent potential contamination of surrounding surfaces, to prevent raising dust or dispersing the virus.

24) Personal protective equipment (PPE) and face coverings

Steps we have taken

We are providing items such as gloves and disposable facemask to protect our staff against health or safety risks at work when required but managed through social distancing and hygiene

25) COVID-19: cleaning in non-healthcare settings

Steps we have taken

1. Cleaning an area with normal household disinfectant after someone with suspected coronavirus (COVID-19) has left will reduce the risk of passing the infection on to other people
2. Wear disposable or washing-up gloves and aprons for cleaning. These should be double-bagged, then stored securely for 72 hours then thrown away in the regular rubbish after cleaning is finished
3. Using a disposable cloth, first clean hard surfaces with warm soapy water. Then disinfect these surfaces with the cleaning products you normally use. Pay particular attention to frequently touched areas and surfaces, such as bathrooms, grab-rails in corridors and stairwells and door handles
4. If an area has been heavily contaminated, such as with visible bodily fluids, from a person with coronavirus (COVID-19), use protection for the eyes, mouth and nose, as well as wearing gloves and an apron
5. Wash hands regularly with soap and water for 20 seconds, and after removing gloves, aprons and other protection used while cleaning

26) Workforce management

Shift patterns and working groups

Objective: To change the way work is organised to create distinct groups and reduce the number of contacts each employee has with each other has.

Steps we have taken

1. As far as possible, staff are split into teams or shift groups so that where contact is unavoidable, this happens between the same people.
2. We have identified areas where people have to directly pass things to each other and finding ways to remove direct contact such as by using drop-off points. Such as in the kitchen

environment, each staff member will have their individual role for food preparation, cooking, cleaning their own surface areas, serving and washing.

3. Using one-way systems, staggered shifts to avoid congestion caused by people flow.

4. We have a staff rota system in place. This will enable us to assist NHS the Test and Trace with requests for the data if needed. This could help contain clusters or outbreaks.

Work-related travel

Cars, accommodation and visits

Objective: To avoid unnecessary work travel and keep people safe when they do need to travel between locations.

Steps we have taken

1. We encourage staff to avoid using public transport, and aim to walk, cycle, or drive instead.

For staff where public transport is necessary, wearing a face covering is mandatory, unless they

2. are exempt for health, disability or other reasons.

3. Minimising the number of people outside your household or support bubble travelling together in any one vehicle, using fixed travel partners (e.g. always travelling with the same people), increasing ventilation when possible and avoiding sitting face-to-face.

4. Cleaning shared vehicles between shifts or on handover.

5. Some of our staff are required to stay away from their home from time to time and reside at the guesthouse accommodation. In such cases they will be logged into our booking system.

Communications and training

Returning to work

Objective: To make sure all employees understand COVID-19 related safety procedures.

Steps we have taken

1. This report will be discussed with all our employees. We will continue to provide clear, consistent and regular communication in order to improve understanding and consistency of ways of working at our business premises in the accommodation and restaurant sector.

2. We engage with all our employees through existing communication routes to explain and agree any changes in working arrangements.

3. We have communication and training briefings prior to returning to back to work, around new procedures for arrival at work.

Ongoing communications and signage

Objective: To make sure all workers are kept up to date with how safety measures are being implemented or updated.

Steps we have taken

1. We have ongoing engagement with employees to monitor and understand any unforeseen impacts of changes to working environments.

2. We implement awareness and focus on the importance of mental health at times of uncertainty. The government has published [guidance on the mental health and wellbeing aspects of coronavirus \(COVID-19\)](#).

3. We use simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language.

4. We have visual communications, for example whiteboards or signage, to explain changes to production schedules, breakdowns or materials shortages to reduce the need for face-to-face communications. We also communicate also by phone and email.
5. We have strong communication links in terms of approaches and operational procedures to suppliers and customers to help their adoption and to share experience.
6. For our Guesthouse we will have this holding document at the reception desk and update with latest advice regarding COVID-19 measures (from the government website) and telephone numbers of key contacts should a member of staff or guest become ill.
7. We provide guidance to staff as to how they should regularly communicate guidance to guests to ensure consistent messaging and responses are actioned in the correct manner.

27) Inbound and outbound goods

Objective: To maintain social distancing and avoid surface transmission when goods enter and leave the site

Steps we have taken

1. We have adjusted the way things are brought into the building and put away to create space for social distancing.
2. We are using non-contact deliveries where the nature of the product allows for use of online ordering, electronic pre-booking and payment made through online banking.
3. We have revised pick-up and drop-off collection points, procedures, signage and markings. This applies to our Restaurant Takeaway/Collections in particular our delivery drivers, customers, kitchen staff and front of house staff.
4. We have made adjustments removing chairs, tables to create space for social distancing.
5. We have reduced frequency of deliveries, for example by ordering larger quantities less often.
6. We have enabled drivers to access our washroom when required which is consistent with our guidance.

We hope that the information provided in our Risk Assessment for COVID-19 will provide you with reassurance that Farnley Tower Guesthouse are proactively taking the necessary steps to reduce potential risks associated with the Coronavirus for any of our guests, visitors and our team members, so that you can continue to enjoy your stay with us in the safest possible way.

UPDATED ON 3rd July 2020