

## Covid-19 Risk Assessment for Party Houses Europe Limited

Property Name	PARTY HOUSES	Notes	
Date of Assessment	16 JULY 2020		
Assessment Carried out by	CHRISTOPHER MOORE		

What are the Hazards?	Who Might Be Harmed and How?	What are you already doing to control the Risk?	What further action do you need to take to control the risk?	Risk Factor / Urgency		
				High	Medium	Low
<p><b>Person to person contact during COVID 19 pandemic (Host and guest)</b></p>	<p>Becoming infected with COVID19 and further spread the infection</p>	<p>Health questionnaire sent to arriving guests.</p> <p>Minimise contact between the two parties (Ensure all key locks are operating well. Use self-check in and phone the guests after guest arrival to ensure customer satisfaction and to answer all queries</p> <p>Provide PPE for any housekeeping and maintenance staff and contractors. (Gloves, masks have already been purchased, please see Becky for where they are stored – they will be with the housekeeping supplies</p> <p>Stock checking of PPE suppliers to reorder in time. Minimum 2 week supply needed.</p> <p>Ensure guests and Party Houses representatives understand social distancing guidelines.</p> <p>Ensure guests are not present during interim cleans.</p> <p>Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency</p>	<p>PH to send to guests one week before arrival</p> <p>M J to check keylocks all working.</p> <p>CM Bought already:</p> <ul style="list-style-type: none"> <li>- Aprons</li> <li>- Facemasks</li> <li>- Googles</li> <li>- Shoe Masks</li> <li>- Disposable gloves</li> </ul> <p>NM (MM, HHB) and BM (RH, TE) to monitor and inform CM if needed to reorder</p> <p>All PH reps to complete COVID 19 Training. Mandate suitable online course and confirm completion. CM to create and confirm that all have been completed.</p> <p>CM to confirm with guests strictness of check in and out times</p> <p>CM to inform guests of the need to keep their distance or stay in another room during maintenance visits. This is incorporated in the pre-arrival questionnaire and notice</p>	<p>X</p>	<p>X</p>	<p>X</p>

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		<p>Provide a pre-arrival pack for guests explaining procedures. This is written and will be despatched to guest 6 days prior to arrival</p> <p>Provide a FAQ document on all aspects of the property for example: When bin day is How the boiler works How to switch the heating on How the cooker works To minimise any visit to the property</p> <p>Remove all unnecessary laundry items (eg fancy pillows and throws) before re-opening</p> <p>Remove all shampoo and toiletry items except for hand wash provided at all sinks/basins</p> <p>Have an 'illness during stay' mention and showcased in property</p>	<p>CM to digitise existing Welcome Packs for sending to guests or available for download to guests phones</p> <p>NM to create document to send to CM to give to guests</p> <p>BM to remove and store in a safe and dry place</p> <p>BM to remove and store in a safe and dry place</p> <p>CM to write up and MJ to post. Guest to take test and inform CM immediately. Guest to go home immediately if possible. If not extra nights to be charged to guest.</p>		X	X
<b>Cleaner / housekeeper not fit for work and infected with COVID 19</b>	Could spread COVID 19 through cleaning within the property	Create an ongoing checking system and document for staff health / wellbeing	<p>BM and NM responsible for their teams. All representatives to report to CM if any illnesses.</p> <p>Ask staff to complete Covid training as above and sign that they have completed it</p>		X	X
<b>Cleaning regimes not effective / fit for purpose</b>	Contaminated accommodation / spread of COVID 19	<p>Create a cleaning plan and checklist that all cleaning staff must adhere to and sign for each clean</p> <p>Cleaning standards checked periodically by supervisors or external 3<sup>rd</sup> parties (e.g. accreditation) including maintenance team</p> <p>All cleaning team members are given the correct PPE and training on how to use correctly and instructions on handwashing, PPE disposal and their well being</p>	<p>CM To create cleaning plan BM and NM to check after each turn over. Sign, send picture to CM of completion.</p> <p>BM and NM to oversee work done and checklist off. MJ and NT to also comment on points seen.</p> <p>BM and NM to ensure that all team have completed Covid-19 training and proper use.</p>	X	X	X

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<p><b>Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded</b></p>	<p>Not cleaning or sanitising the property correctly</p>	<p>Put a cleaning requirement document together, clearly stating what should be sanitised within the property for example Touch points, door handles, banisters, surfaces, bathrooms</p> <p>Ensure all cleaning materials are clean and fit for purpose</p> <p>Ensure all cleaning equipment is PAT tested and fit for purpose and the being used in the correct way</p> <p>Put a health &amp; safety file together with all cleaning products used and for what purpose, COSHH sheets if required, all previous cleaning / maintenance schedules for the accommodation and all risk assessments</p> <p>Always use safe working practices</p> <ul style="list-style-type: none"> <li>• Never put chemicals in unmarked or food containers or bottles.</li> <li>• Always handle chemicals with care.</li> <li>• Never mix different types of chemicals - IT CAN KILL!!!</li> <li>• Always ensure chemicals are safely locked away, not near food.</li> <li>• Be aware of the first aid required if you spill chemicals on yourself or others</li> <li>• Report any faulty equipment, spillages or damaged containers to a supervisor.</li> </ul> <p>CHIP (Chemicals Hazard Information &amp; Packaging) regulations specify labelling terms used to classify chemicals. These terms tell you what the potential harm is.</p>	<p>CM created cleaning checklist, CM to buy ULV Foggers for disinfecting, CM to confirm staff have been trained. MJ to install hand sanitizer pumps at entrance of venue.</p> <p>BM and NM to confirm that cleaning products are fit for purpose, cleaned, and left for guests in food repair</p> <p>PAT Testing up to date (every two years) Chris</p> <p>COSH health and safety file to be compiled CM NM and BM to inform CM of materials used and train staff</p>	<p>X</p>	<p>X</p> <p>X</p>	<p>X</p>
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		<p>YOU MUST BE AWARE OF WHAT THESE SIGNS MEAN. Examples of these are:</p> <p>Irritant – prolonged or repeated contact can lead to reddening of the skin</p> <p>Corrosive – immediate contact corrodes skin or eyes</p> <p>Harmful – inhalation of fumes / dust or ingestion of substances can be harmful to health</p> <p>Toxic – inhalation of fumes / dust or ingestion of even small quantities can lead to serious illness or death</p>				
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<p><b>Dealing with a guest who is unwell or infectious outbreak in your property</b></p>	<p>The spread of an infection outbreak</p>	<p>Place a what to do if you suspect you as a guest are ill or have an infectious outbreak document in the property including relevant phone numbers and actions required</p> <p>Video call/ call the guests to clearly understand the situation and if the guests need to extend their stay and for how long Build into terms and conditions the cost and requirements if a guest has to extend their stay through illness for self-quarantine</p> <p>Build a relationship with fellow property owners (buddy system) to see if arriving guests can be relocated into one of these properties if original booking cannot be fulfilled due to guest illness</p> <p>Deliver clean linen and linen bag for the guests to place used linen in (leave this in the property).</p> <p>Ensure there are extra supplies of bin bags for all guests.</p> <p>Notify guests to double bag any potentially contaminated waste.</p> <p>Ability for guests to have medicines, food supplies and extra cleaning materials delivered to the outside of the property</p> <p>Place an emergency body fluid clean-up kit in the property for the guest to use in these circumstances</p>	<p>CM to create a 'becoming ill' poster for placement in each house. CM to mention on Welcome document guidelines and next steps.</p> <p>Policy/process under review until government make firm announcement</p> <p>CM to build pricing into T and Cs</p> <p>CM to speak to other owners in area</p> <p>BM and CM to decide if better to purchase our own laundry bags or hire from Whites. Consider using Whites to launder everything during the crisis CM</p> <p>BM and NM to notify teams</p> <p>CM to note in questionnaire</p> <p>Buy plastic dustbins for guests to place outside for food/medicine delivery/drop offs? Leave instructions in the property with the address and postcode so they can give clear delivery instructions to relevant parties</p> <p>CM to order single use kits. BM to NM to have a separate supply.</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p>	<p>X</p>
<p><b>Incorrectly laundered bedding</b></p>	<p>Bacteria not killed off properly</p>	<p>Use cotton/ linen bedding and wash on a full 60 degree wash cycle (not a quick wash)</p>	<p>BM to decide on in house or out of house cleaning for linens/ protectors</p>	<p>X</p>	<p>X</p>	
<p><b>Changeover clean &amp; Housekeeping &amp; Maintenance Team Safe Practices</b></p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>All changeover cleans can only be completed once the guests have left the property</p>	<p>BM and NM to instruct teams to enter or not</p>			<p>X</p>

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	<p>Don't forget other health &amp; Safety eg Hazard Spotting and Slips &amp; Trips &amp; Falls and Manual Handling</p>	<p>Cleaner has filled out the fit for work document</p> <p>All PPE is available to cleaner</p> <p>All cleaning / maintenance procedures are adhered to and documented accordingly</p> <p>Manual Handling</p> <p>For any lifting activity Always take into account: ☒</p> <p>individual capability</p> <p>the nature of the load</p> <p>environmental conditions</p> <ul style="list-style-type: none"> <li>• Reduce the amount of twisting, stooping and reaching</li> <li>• Avoid lifting from floor level or above shoulder height, especially heavy loads</li> <li>• Adjust storage areas to minimise the need to carry out such movement</li> <li>• Consider how you can minimise carrying distances</li> <li>• Assess the weight to be carried and whether the worker can move the load safely or needs any help – maybe the load can be broken down to smaller, lighter components</li> </ul> <p>Good Handling Technique for Lifting</p>	<p>BM and NM to inform guests of any issues before arrival</p> <p>BM and NM to identify the location of all First Aid Kits in each property and notify their staff. NM to ensure the First Aid Kits are complete with supplies.</p>		<p>X</p>	
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		<ul style="list-style-type: none"> <li>• Think before lifting/handling - Plan the lift. Where is the load going to be placed? Will help be needed? Remove obstacles.</li> <li>• Adopt a stable position - The feet should be apart with one leg slightly forward to maintain balance. Be prepared to move your feet during the lift to maintain stability.</li> <li>• Get a good hold - Where possible the load should be hugged as close as possible to the body.</li> <li>• Start in a good position - At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (Squatting).</li> <li>• Don't flex the back any further when lifting - This can happen if the legs begin to straighten before starting to raise the load</li> <li>• Avoid twisting the back or leaning sideways - Shoulders should be kept level with and facing the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the same time.</li> <li>• Keep the head up when handling - Look ahead, not down at the load, once it has been held securely</li> <li>• Move smoothly - The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.</li> </ul> <p style="text-align: center;">Don't lift or handle more than can easily be managed</p>				
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		<p>Put down, then adjust - If precise positioning of the load is necessary, put it down first, then slide it into the desired position.</p> <p>Slips &amp; Trips &amp; Falls</p> <p>Health &amp; Safety at Work Act 1974 requires all organisations to incorporate hazard spotting routines into their work practices.</p> <p>A Hazard is anything that has the potential to cause harm. When becoming aware of a hazard or incident you must inform a supervisor immediately.</p> <p>According to statistics from the Health and Safety Executive (HSE), slips and trips are the single most common cause of injuries at work, and account for over a third of all major work injuries.</p> <p>When in the workplace there are 3 steps you should always follow.</p> <ol style="list-style-type: none"> <li>1. Look for slip and trip hazards around the workplace, including floor coverings and their condition, uneven floors, trailing cables and areas that are sometimes slippery due to spillages. Don't forget to include any outdoor areas, remembering that weather conditions may be a factor.</li> <li>2. Decide who might be harmed and how. Who comes into the workplace? Are they at risk? Are some groups more at risk than others?</li> <li>3. Consider the risks. Are there already measures in place to deal with the risks? Are floor coverings suitable for the area and the work carried out there? What cleaning and</li> </ol>				
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	<p style="text-align: center;">Accident Reporting/First Aid</p>	<p>maintenance systems are in place? Are regular inspections carried out? Are employees instructed to keep traffic routes clear?</p> <p>All mops, buckets and other cleaning equipment and products should be placed where no one can fall over them.</p> <p>Cigarette butts and sharp objects should be stored in separate metal containers.</p> <p>There should also be syringe disposal units.</p> <p>Linen, rugs, and spreads should be rolled up before putting them in the soiled laundry bundles.</p> <p>Rubber gloves should be worn when handling cleaning solutions.</p> <p>Housekeeping should be taught not to run their hands along objects without checking for razor blades, needles, or broken glass.</p> <p>Caution signs should be used when there are wet floors.</p> <p>Slips and trips Follow these steps:</p> <ul style="list-style-type: none"> <li>• Clean up any dropped food, spilled liquid and grease</li> <li>• Always place a 'Wet Floor' sign to alert others of slippery conditions</li> <li>• Carry out thorough &amp; correct cleaning of floors</li> <li>• Ensure ventilation of kitchen areas</li> <li>• Report any conditions that could cause slips or trips to a manager</li> </ul> <p>It is vitally important that all accidents, no matter how minor, are reported and documented. If an incident goes</p>				
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		<p>unreported, then no corrective actions can be implemented. The purpose of reporting accidents is to develop and improve health &amp; safety controls and prevent incidents re-occurring.</p> <p>It is essential that all accidents are entered into the Accident Book.</p> <p>First Aid Kits are available in all properties (generally under the kitchen sinks)</p>				
<b>Legionella</b>	Infection of Legionella from standing water if the property has been lying empty	<p>Flush the whole water system for two minutes or more. First flush your toilet, then let the kitchen taps and the hand basin taps run for two minutes or more to let both hot and cold water pass through.</p> <p>Flush the shower through If your shower has not been used for two weeks or more, disinfect the showerhead. The showerhead should be removed and the shower run for two minutes. The showerhead should be disinfected before being re-fitted by immersing for at least an hour in any solution designed for cleaning baby feeding bottles (e.g. Milton). Showerheads should be regularly disinfected about four times a year.</p> <p>Finally, let any other taps run for two minutes</p>	MJ and NT to check venue regularly and conduct these exercises		X	

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Notes on completion	As of 16 <sup>th</sup> July 2020. Waiting to hear back further guidelines from the government
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