



COVID 19 RISK ASSESSMENT (R1)

Department: Tours Office	Assessment by: Beth Armistead	Date: 26/05/2020
1 st review date due:	Manager approval:	Date:
Description of activities: 1. Avoid the hazard where possible (Remote work/no physical contact etc.) 2. Maintain 2 metre safe distancing	3. Put guards and other measures in place 4. Clean workplace, equipment and hands	5. Supervise, Educate and communicate 6. PPE

Risk	How can the risk cause harm and who could be at risk?	What do we have and what do we need to put in place control this risk?	Action		
			By Whom	Date	Date complete
Unsafe working Environment	<i>To many people entering office after mixing with other staff/guests</i>	Ensure we only have the staff we need in the office at any one time. Keep hands regularly sanitised – only use own workstations and phones – have good supply of anti-virus wipes. Keep windows open where possible. Maybe have Perspex slotted between desks where people sit opposite to create a barrier.	All Office users	26/05/2020	
Need to move round the hotel / interact with guests and staff and use of public areas	<i>Mixing with other staff /guests – using toilet</i>	Communicate as much as possible via phone and e-mail to minimise face to face contact. When going in to main public areas or to toilets wear face covering and ensure well sanitised on return. Organise a system of allocating a day/time slot for guests wishing to make future Tour bookings and setting up a safe one to one area for this with table and chairs at a measured social distance – and sanitised between uses.	All Office users	26/05/2020	
Coaching	<i>Risk to health of guests / driver and staff</i>	Follow strict safety measures in relation to capacity on coach PPE and careful seat allocation – when multiple pick up points are needed try to work back to front with seat allocation i.e.) first pick-ups at the back last at the front, to avoid passing of other travellers when boarding. Ensure guests are well informed of arrangements and procedures prior to travel – keep well liaised with coach company and have clear matching procedure – for safe boarding/ disembarking of coach and safe luggage handling. Stagger coach arrival and departure times to avoid an influx. Evaluate excursion destinations.	Tours Staff	26/05/2020	

Paperwork / Roommaster input and communication	<i>Devil is in the detail – avoidable mistakes can cause unnecessary upset or uncertainty</i>	<p>Overhaul of wording on confirmation letters and cancellation policy – Introduce new clear document for guests outlining new safety procedures and their agreement to adhere to these.</p> <p>Careful update of Roommaster in relation to room availability at any one time – need for rate input for 2021- lots of people with credit to use.</p>	Tours Staff	26/05/2020	