

COVID-19 Risk assessment for Ground Floor

Example points of customer contact	What is the risk?	Level (High, Medium, Low)	Controls already in place that would manage Coronavirus risk	Additional control measures to manage Coronavirus risk	Who will action?
Booking	Office and Welcome Room Contamination of surfaces, seats, entrance doors and Telephone, printer, computer keyboard, mouse	Low	Bookings made by email and phone. Generic cleaning of office area, switches, door handles - electrical equipment wiped with sanitizer. Hand sanitizer available.	Only regular, trained office staff to enter.	Office Staff
Show arounds	Social Distancing not observed. Surface contact such as bannisters.	Medium	Appointments made prior to visit. Restrict number of visitors in session to one or two. Generic cleaning of areas before and after visit. Social distancing measures	Where possible doors wedged open during viewing. Wearing of face masks.	
Supplier deliveries	Contamination of door handles, floor. Possible contamination by delivered goods.	Medium	Rear entrance door wedged open. Large area available for supplies to be left. Toilet, basin, soap and sanitizer available. Social distancing of staff receiving Goods. Generic cleaning.	Disinfect floor before and after delivery. Disinfect any surface involved with the delivery. Face masks, disposable gloves and disposable apron to be worn during unpacking. Packaging to be removed for burning.	Kitchen and Housekeeping Staff

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Meeting room set up	Social Distance may be difficult. Incoming equipment may be contaminated.	Low	Staff to wear disposable gloves and face masks. Set up to include Social Distance space between group members' seating arrangements. Generic cleaning of room beforehand, at possible intervals during, and after the meeting.	No incoming equipment which cannot be sanitized. Once in situ must remain inside the meeting room.	Staff
Arrival (outside)	Social Distancing not observed. Guest luggage being piled together. Door handle and bell contamination	High	Markers to remind 2 metre distance at entrance. Generic cleaning of door furniture, doors open in advance of arrival.	Group leader available to 'meet and greet' and control numbers, luggage care. One way system in place with clear directions.	Group Leader/Staff member
Entering the venue	Social Distance may be forgotten. Luggage congestion Inside Surface contamination Confusion in directions	High	Marked one way system throughout. Social Distance markers Generic cleaning before arrival Hand Sanitizer available	Area for luggage to be temporarily left while guests receive details of their room Area cleaned afterwards	Group Leader/Staff member
Reception/welcome desk	Guests lean over the desk to ask questions. Surface contamination	High	On arrival guests to be met in house entrance to avoid need of entry to Reception area. Generic cleaning of desk, and room Face masks, Hand sanitizer available	Floor tape to prevent close approach to desk	Staff