



**NAVITAS**  
COMPLIANCE



THE LOWRY HOTEL  
MANCHESTER

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**THE LOWRY MANCHESTER  
COVID-19 FRONT OF  
HOUSE RECEPTION V1.1  
RISK ASSESSMENT #101593**

**BRAND: THE LOWRY  
MANCHESTER**

**SITE: THE LOWRY  
MANCHESTER**

**DATE: 20/06/2020**

# 1 - COVID-19 Front of House Reception

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## 1.1 COVID-19 Front of House Reception

1.1.1 Date	20.06.2020
1.1.2 Assessor	jason orton

1.1.3 Activity

Front of House Reception

Front of House Reception

1.1.4 Hazards

- Cross-infection of Covid-19 by staff, visitors or customers

- Cross-infection of Covid-19 by staff, visitors or customers

1.1.5 Who might be harmed	Employee Customer
1.1.6 If 'Other', please specify	N/A

1.1.7 Initial Risk Assessment (with no controls in place)

PROBABILITY	Low	Medium	High
SEVERITY			
Low	Low	Low	Medium
Medium	Low	Medium	High
High	Medium	High	High

1.1.8 Severity	● Medium
1.1.9 Probability	● High
1.1.10 Risk Rating	● High

### 1.1.11 Safe systems of work and controls in place

- Staff, Visitors & Contractors are required to complete a Health Declaration prior to work.
- All staff have received instruction as to the action to be taken if they, or another person in the area, shows symptoms of Covid symptoms or reports illness.
- Staff, Visitors & Contractors are washing their hands frequently and correct facilities are provided to encourage this.
- Staff are provided with face coverings where social distancing is not possible.
- Staff, Visitors & Contractors are aware that they must report any 'Covid safety' concerns.
- Staff 'Covid Awareness in the Workplace' training has been provided'
- Covid Champions' have been appointed to monitor standards.
- Staff numbers on site to be minimised.
- Reception procedures to be arranged to minimise contamination risks via touch points, and to ensure social distancing. E.g contactless check-in / out.
- Customer numbers to be minimised by allowing a limited capacity at once.
- Reducing congestion, for example, by having more entry points to the property.
- Effective queue management with social distancing and security monitoring in place for busy periods
- Ensure traffic routes are arranged to assist social distancing. Directional signage and floor markings used to clearly show this. One way system implemented.
- Using markings and introducing one-way flow at entry and exit points.
- Workstations / Reception desks moved further apart where possible, arranging people to work side by side (at 2m apart where possible) or facing away from each other rather than face-to face. (Screens used where not possible).
- Equipment used by staff to be designated per person or cleaning before and after used implemented.
- Providing handwashing facilities, or hand sanitiser where not possible, at entry/exit points and not using touch-based security devices such as keypads.
- Providing additional parking or facilities such as bikeracks to help people walk, run, or cycle to the property.
- Whenever possible, electronic communication is being used rather than paper and/or face to face contact.

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### 1.1.12 Site specific controls

Please detail any site specific controls additional to the above.

- all staff to be temperature checked on arrival to work
- roles have been combined to minimise staffing and ensure social distancing
- screens to be installed in front of reception desks for guest / staff safety
- clear directional signage has been made for this area dictating flow and social distancing
- one entrance and one exit has now been implemented
- PPE is available for guest at check-in if required
- aim to have all transactions pre paid or via card to discourage the use of cash
- if guests request their car to be parked or luggage to be delivered to the room staffs are to follow procedure of cleaning manual
- app has been developed to elevate keys as guest can check in and enter room on their phone
- clear signage has been done for lift capacity's
- regular cleaning as per cleaning manual of all touch points
- when possible entrance / exit doors to be left open to avoid touch points
- Umbrellas to be sanitised after use
- sanitiser stations will be available in reception and outside each lift
- express checkout encouraged to avoid human contact
- if guest has a car in the carpark glove to be issued for them to exit control pad
- guest encouraged to book taxis / restaurants from their room rather than coming to reception.

### 1.1.13 Further action(s) required

Please provide detail of any further actions that are required.

- all visitors to go through temperature screening on arrival to the hotel

#### 1.1.14 Final Risk Assessment (with controls in place)

<b>PROBABILITY</b>	<b>Low</b>	<b>Medium</b>	<b>High</b>
<b>SEVERITY</b>			
<b>Low</b>	Low	Low	Medium
<b>Medium</b>	Low	Medium	High
<b>High</b>	Medium	High	High

1.1.15 Severity	 Medium
1.1.16 Probability	 Low
1.1.17 Risk Rating	 Low