

Risk Assessment Number	RA067	Description: Risk Assessment and Safe System of Work – Consultant Visits (all services) during COVID-19 pandemic (while Government Restrictions apply). This risk assessment covers the risk to consultants and the risk we may pose to others.
Revision Number	9.0	
Risk Assessment Date	24th August 2020	
Risk Assessment Owner	Mireille Stocker	



Hazard	Who May be Harmed and How	HIR	PF	RR	Current Control Risk	Further Action Required	Responsible Person
					Consultant has received a mandatory safety briefing from a Consultancy Services Manager (via Microsoft Teams meeting); briefed to:		
SARS-CoV-2 virus	Consultancy Services staff carrying out customer site visits contracting the COVID-19 disease and people who consultants come into contact with	5	1	5	<p><u>Visit preparation</u></p> <p>The Assurity Consulting (RA066) COVID-19 risk assessment 'top level' contains details and instructions about what a consultant should do if they feel unwell with COVID-19 symptoms. It also contains all our arrangements for ensuring that if any member of our staff, or someone in their household, has COVID-19 symptoms that they self-isolate in accordance with current government guidelines. It furthermore has details about action to take if through the 'Track and Trace' system they are required to isolate.</p> <p>Follow the latest issued 'use of the office' rules if going into the office before a site visit to collect equipment, calibrate equipment etc.</p> <p>Take their, company issued, antibacterial hand gel to use as detailed below. Consultants have been briefed where to get additional supplies of the hand gel.</p> <p>Take a supply of tissues, in which to catch sneezes and coughs, and a small plastic bag to dispose of used tissues, if a bin is not available.</p> <p>Wear upper body clothing that is easy to roll up sleeves, to enable thorough hand washing to take place.</p> <p>Inform their customer of the earliest they will arrive on site, not an arrival time. This will reduce concerns if they are late to site due to traffic. Consultants have been informed to aim for a 9.00am start time on site.</p>	None currently	N/A

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SARS-CoV-2 virus	Consultancy Services staff carrying out customer site visits contracting the COVID-19 disease	5	1	5	<p>Travel to site</p> <p>Always consider driving as the first method of transport to use, which minimises the likelihood of contact with the SARS-CoV-2 virus. However, due to the nature of site visits (distance, frequency of visits, increased levels of traffic, other road risks) if tiredness and/or anxiety (due to driving) is likely to occur, public transport can be used. Public transport may also be used if a consultant (including apprentices) do not have access to a company car or a consultant's car is unable to be used (i.e. car breakdown).</p> <p>If using public transport:</p> <ul style="list-style-type: none"> • Maintain social distance in accordance with government guidelines, if possible. • Wear a company issued face mask • Avoid contact with surfaces, as much as possible • Pre-book tickets, if possible • Travel at times which are less busy, if possible <p>If driving to the customer site, park on site or as close to the site as possible. Customers have been asked (via the site confirmation email) to provide parking or details of nearest public car park.</p> <p>If needed, pre book public car park parking, if possible, so there is minimal contact with car parking machines.</p> <p>Discuss concerns about methods of travel with their CS Manager if they are worried about driving, for example, in London.</p> <p>Not to car share with any other person.</p>	None currently	N/A

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SARS-CoV-2 virus	Consultancy Services staff carrying out customer site visits contracting the COVID-19 disease	5	1	5	<p>Arriving at customer site</p> <p>To follow the normal calling/checking in procedure when they arrive on site <u>and</u> are leaving.</p> <p>Adhere to any safety procedures that the customer has put in place, i.e. temperature screening on entry, reading customer site rules etc. (The Safe System of Work has details to follow if a consultant is asked to have their temperature taken.)</p> <p>If a customer insists that a face mask is worn, to wear the company issued, EN14683 Type I, face mask (the basic medical masks that are used for general medical work). These are available to take from the office in packs of 3 in a named safety pack. The masks can be worn for up to 4 hours, then they should be changed. After use, consultants have been asked to fold the masks in on themselves, and dispose of them in the black bin bags in the office. Additional supplies of masks are available from Business Support and HR Manager.</p> <p>Agree with the person hosting their visit and /or the person showing them around the building how they will be ensuring social distancing (in line with government guidelines) between them. The safe system of work has the details.</p>	None currently	N/A

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SARS-CoV-2 virus	Consultancy Services staff carrying out customer site visits contracting the COVID-19 disease	5	1	5	<p>Wipe any customer issued PPE, i.e. hard hat, with an Azo wipe.</p> <p>Take disposable, sealed packaged, ear plugs from the office for use as required.</p> <p>Wash hands (following the guidance provided) or sanitise hands (with antibacterial gel). The safe system of work has details on hand washing and sanitising.</p> <p>Not to hang personal coats on communal coat hooks. To keep all personal items together.</p> <p>To remember not to shake hands or touch any other person.</p>	None currently	N/A

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SARS-CoV-2 virus	Consultancy Services staff carrying out customer site visits contracting the COVID-19 disease	5	1	5	<p>Carrying out site work</p> <p>To minimise touching surfaces which others may touch, i.e. handrails, handles, lift call buttons etc., and to wash their hands (following the guidance provided) or sanitise hands (with antibacterial gel) after touching such items.</p> <p>Wash their hands (following the guidance provided) or sanitise hands (with antibacterial gel) after doing any documentation checks.</p> <p>Only use a lift if there are no other passengers in the lift or the customer has put in place social distancing measures to keep passengers apart. If a lift is needed to carry kit to an upper/lower floor, to wait until travel can be alone in the lift alone (if protective measures in the lift are not available).</p> <p>To wipe their iPad, mobile phone and any other equipment with, company issued, cleaning wipes that are suitable for cleaning IT equipment, before, during and after their site visit. These wipes are available in the office in the provided safety pack. Additional supplies are available from the IT team.</p> <p>Not touch their face if they have not immediately washed their hands (following the guidance provided) or sanitised hands (with antibacterial gel).</p> <p>To carry out social distancing, in line with government guidelines, as much as is reasonably possible.</p> <p>Only to enter a customer's area if they are certain that social distancing measures can be possible. If this is not possible then to wait until an area is cleared.</p>	None currently	N/A

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SARS-CoV-2 virus	Consultancy Services staff carrying out customer site visits contracting the COVID-19 disease	5	1	5	If they are concerned about social distancing measures and non-adherence to the guidance, to speak to their customer about their concerns, if improvements are not immediate, to call their Consultancy Services Manager initially, or Deputy if the Consultancy Services Manager is not available and discuss options for continuing the job.	None currently	N/A
SARS-CoV-2 virus	Consultancy Services staff carrying out customer site visits contracting the COVID-19 disease	5	1	5	<p>Breaks</p> <p>To take breaks in areas where social distancing can be maintained.</p> <p>To wash hands (following the guidance provided) or sanitise hands (with antibacterial gel) before and after they eat and drink.</p> <p>To consider taking food and drink with them on the site visit to minimise the need to go into a shop or food outlet.</p> <p>If offered a drink to make it themselves and wash the cup beforehand and afterwards.</p>	None currently	N/A
SARS-CoV-2 virus	Consultancy Services staff carrying out customer site visits contracting the COVID-19 disease	5	1	5	<p>Returning to the office / laboratory, if relevant</p> <p>To follow the latest issued 'use of the office' rules if returning samples to the office.</p> <p>If returning samples, wipe all sample bottles with, company provided, antibacterial wipes when submitting samples to the laboratory. These are available in the office.</p> <p>To wipe all kit/equipment with, company provided, antibacterial wipes when returning equipment/kit to the office.</p> <p>To wipe any kit that the consultant is keeping with them. These are available in the office.</p>	None currently	N/A

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SARS-CoV-2 virus	Consultancy Services staff carrying out customer site visits contracting the COVID-19 disease	5	1	5	Other To call their manager in the first instance if they have any concerns, or their Deputy Manager.	None currently	N/A
SARS-CoV-2 virus	Consultancy Services staff carrying out customer site visits contracting the COVID-19 disease	5	1	5	Going on a site visit with a colleague Travel to site separately. Car sharing is currently not permitted. Maintain social distancing, in line with government guidance, from colleagues when on site at all times possible. Wipe equipment with an antibacterial wipe if it is passed between each other.		
SARS-CoV-2 virus	Consultancy Services staff carrying out customer site visits contracting the COVID-19 disease	5	1	5	Using overnight accommodation Maintain latest government guidance on social distancing at all times possible when using hotels. Premier Inn hotels will be used at all times possible so that their COVID-19 safety procedures can be monitored. If a Premier Inn hotel is not suitable, a Novotel, Holiday Inn, Travel Lodge or IBIS hotel will be used and their COVID-19 arrangements scrutinised. The aforementioned hotel chains safety control measures have been reviewed and are deemed suitable. Refer to the latest issued procedures in the safe system of work (RA067) 'staying in hotels and flights COVID-19 safety information' document that has been made available to all consultants. This explains safety arrangements being made by the aforementioned hotel chains. Flights Refer to the latest issued procedures in the safe system of work (RA067) 'staying in hotels and flights COVID-19 safety information' document that has been made available to all consultants. This explains safety arrangements to be followed when flying and moving through airports.	N/A	N/A

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SARS-CoV-2 virus	Consultancy Services staff carrying out customer site visits contracting the COVID-19 disease	5	1	5	<p><u>Obtaining food when staying away</u></p> <p>Follow restaurant/food outlets COVID-19 related safety control measures as instructed and latest government guidelines.</p> <p>Take cutlery from home to use if obtaining food from supermarkets.</p> <p><u>Entering a public place including shops</u></p> <p>If entering a public place during the course of a site visit or overnight stay a face covering must be worn in accordance with the latest government guidance</p>	N/A	N/A
SARS-CoV-2 virus	Consultancy Services staff carrying out customer site visits contracting the COVID-19 disease	5	1	5	<p><u>Filling a car with fuel</u></p> <p><u>Wear</u> fuel station provided gloves and wash hands after touching a petrol pump.</p>	N/A	N/A

Hazard Rating (HR)					
Catastrophic (5)	Major (4)	Moderate (3)	Minor (2)	Insignificant (1)	
Probable Frequency (PF)					
Almost Certain (5)	Very Likely (4)	Possible (3)	Unlikely (2)	Rare (1)	
Risk Rating (RR) HR x PF = RR					
1-3 – Low risk – no immediate action required					
4-8 – Moderate risk – Investigate if risks can be reduced. If extra controls are put into place record these in the site specific risk section.					
9-15 – High Risk – Reduce risk before work commences. Record the extra control(s) put in place to reduce the risk in the site specific risk section.					
16-25 – Major Risk – stop ongoing work, do not proceed until risk has been reduced.					

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Refer to the Assurity Consulting 'top level' COVID-19 risk assessment (RA066) for the procedures you should follow if you have COVID-19, are experiencing symptoms of COVID-19, have been in contact with a person who has COVID-19 (including members of your household) or have been contacted through the 'track and trace' system.

Visit preparation

- Follow the latest issued 'use of the office' rules if going into the office before a site visit to collect equipment, calibrate equipment etc.
- Take your company issued antibacterial hand gel to use as detailed below. Additional supplies of the hand gel are available in the office. Contact the Business Support and HR Manager if you cannot get access to additional supplies. See notes at end of this document regarding the use of antibacterial hand gel.
- Take a supply of tissues, in which to catch sneezes and coughs, and a small plastic bag to dispose of used tissues, if a bin is not available.
- Wear upper body clothing that is easy to roll up sleeves, to enable thorough hand washing to take place.
- WEA Consultants should aim to arrive on site at 9.00am, however inform your customer if you are driving. (This will reduce concerns about being late, due to the current need to drive.)

Travel to site

- Always consider driving as the first method of transport to use, which minimises the likelihood of contact with the SARS-CoV-2 virus. However, due to the nature of site visits (distance, frequency of visits, increased levels of traffic, other road risks) if tiredness and/or anxiety (due to driving) is likely public transport can be used. Public transport can also be used if you do not have access to a company car, or if your company car is not able to be used (i.e. breakdown).
- If using public transport:
 - Maintain social distancing in line with the latest government guidance, if possible.
 - Wear your company issued face mask
 - Avoid contact with surfaces, as much as possible
 - Pre-book tickets, if possible
 - Travel at times which are less busy, if possible
- If driving to the customer site park on site or as close to the site as possible. Customers have been asked (via the site confirmation email) to provide parking or details of nearest public car park.

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- If needed, pre book public car park parking, if possible, so there is minimal contact with car parking machines.
- Discuss concerns about methods of travel with your CS Manager if you are worried about driving, for example, in London.

Arriving at customer site

- Inform the office that you have arrived safely on site and when you leave site.
- Adhere to any safety procedures that the customer has put in place, i.e. screening on entry, reading customer site rules etc. If you are asked to have your temperature taken, refer to the notes at the end of this document.
- If a customer insists that a face mask is worn, wear the, company issued, EN14683 Type I face mask (the basic medical masks that are used for general medical work). These are available to be collected from the office in a provided safety pack. They can be worn for up to for 4 hours at a time, they should then be changed. To dispose of them, fold them inside on themselves, and dispose in the black bags in the office. Further supplies are available from the Business Support and HR Manager.
- Wipe any customer issued PPE, i.e. hard hat, with an Azo wipe. These wipes are available in the office.
- Wash hands (following the guidance provided) or sanitise hands (with antibacterial gel).
- Remember not to shake hands or touch any other person.
- Do not hang your coat etc on communal coat hooks, keep them in a separate area.
- Agree with your host and/or person showing you around how you will ensure social distancing, in line with the latest government guidance, between you, i.e. that you will be carrying your own bags and you will follow them, who will open doors, how you will go onto gantries etc.

Carrying out site work

- Minimise touching surfaces which others may touch, i.e. handrails, handles, lift call buttons etc., and wash your hands (following the guidance provided) or sanitise hands (with antibacterial gel) after touching such items.
- Wash your hands (following the guidance provided) or sanitise hands (with antibacterial gel) after doing the documentation checks.

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- Only use a lift if there are no other passengers in the lift or the customer has put in place social distancing measures to keep passengers apart. If a lift is needed to carry kit to an upper/lower floor, wait until travel can be in the lift alone (if protective measures in the lift are not available).
- Wipe your iPad, mobile phone and any other equipment with, company issued, cleaning wipes that are suitable for cleaning IT equipment, before, during and after your site visit. These wipes are available in the office in you provided safety pack. Further supplies are available from Marcus Bradbury.
- Do not touch your face if you have not immediately washed your hands (following the guidance provided) or sanitised hands (with antibacterial gel).
- Carry out social distancing, in line with the latest government guidance, as much as it is reasonably possible.
- Only to enter a customer's area if you are certain that social distancing measures can be possible. If this is not possible then to wait until an area is cleared.
- If you are concerned about social distancing measures and non-adherence to the rules, speak to your customer about your concerns. If improvements are not immediate, call your Consultancy Services Manager initially, or Deputy if the Consultancy Services Manager is not available, and discuss options for continuing the job.
- If you experience any difficulties on site with restricted access to areas, abandoned site visits due to an inability for social distancing to be possible, please log this on the visit risk assessment on your iPad.

Breaks

- Take breaks in areas where social distancing can be maintained.
- Wash your hands (following the guidance provided) or sanitise hands (with antibacterial gel) before and after you eat and drink.
- Consider taking food and drink with you on the site visit to minimise the need to go into a shop or food outlet.
- If offered a drink, make it yourself and wash the cup up beforehand and afterwards.

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Returning to the office / laboratory, if relevant

- Follow the latest issued 'use of the office' rules if returning samples and kit to the office.
- If returning samples, wipe all sample bottles with, company provided, antibacterial wipes when submitting samples to the laboratory.
- Wipe all communal kit and any kit that you are keeping with, company provided, antibacterial wipes when returning to the office.

Other

- Call your manager in the first instance if you have any concerns, or your Deputy Manager.
- All other safety control measures as detailed in other existing risk assessments and safe systems of work that you have been issued continue to apply.
- If you are going on a site visit with a colleague, travel to site separately, maintain social distancing from colleagues at all times and wipe equipment with an antibacterial wipe between use if sharing equipment.

Body Temperature Testing

- If you are asked that your body temperature is tested on arrival, this is allowed. However, if it is an ear thermometer ensure there is a protective cap on the probe and that you have seen a clean protector has been put on and not been touched. Use the probe yourself, do not let someone else do it.

Antibacterial hand gel

- Soap and water should always be used to clean hands where available as this is more effective than using alcohol hand gel.
- Our antibacterial hand gel contains 70-80% alcohol (which is flammable). When you put it on your hands make sure it is fully rubbed in, wait until a cooling sensation has stopped before touching anything. Only use a small amount.
- Do not use hand gel near to naked flames or other potential sources of ignition such as electrical appliances and switches.

Using overnight accommodation

- Maintain government guidance on social distancing at all times possible when using hotels.
- Refer to the 'COVID-19 safety information for staying in hotels and taking flights' below.

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COVID-19 safety information for staying in hotels and taking flights

Hotels

Premier Inn will be our first choice of hotel when booking a night away in the UK or Ireland. They have introduced Premier Inn CleanProtect which is their enhanced cleaning promise to protect their guest’s safety and wellbeing.

Other hotels we will book if Premier Inn is not available:

1. Novotel – Bristol
2. Holiday Inn Express
3. Travelodge
4. Ibis

All the above have introduced similar schemes to Premier Inn’s CleanProtect

Premier Inn CleanProtect

CleanProtect is designed to help guests to stay safe during the Covid-19 pandemic. It strengthens the hotels existing rigorous regime by introducing additional hygiene and safety measures from check in to check out.

- **Checking-in and social distancing**

Measures have been introduced to minimise contact and increase protection at receptions with Perspex screens, staff keeping social distancing measures in place and auto-dispense hand sanitiser being made available in public areas.

- **Hygiene and anti-viricidal sanitising spray**

More frequent cleaning of high-touch areas has been introduced, such as check-in kiosks, lift controls, door handles and handrails. Disinfectants that meet European standard EN14476 and are effective against COVID-19 are used. In the bedroom, special attention is being made to cleaning air conditioning and heating controls, TV remotes, door handles and desks.

- **Housekeeping**

Every single member of the Premier Inn housekeeping team is directly employed, meaning they are able maintain the highest standards in cleanliness and hygiene training to the Premier Inn CleanProtect promise. Additional checks on rooms are also being carried out.

- **Bed linen and shower curtains**

All linen is laundered at over 60 degrees, with disinfectant detergent. Extra pillows have been removed and shower curtains are replaced after every stay.

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- **Protective equipment**

To protect their team members Premier Inn have provided their staff with PPE equipment including gloves, aprons and hand sanitiser. Whilst there is no government guidance on the need to wear face masks in a hotel setting, all their teams have been provided with face masks, empowering them with the choice if they wish to wear them.

Changes that could be seen with hotels

- After making your reservation, you could be asked to complete a pre visit health questionnaire. This will ask you to confirm you do not have coronavirus symptoms and have not been in contact with those who do.
- Payment may be taken prior to arrival. All Premier Inn bookings are done via the company's business account. All transactions will be contactless with invoices emailed to you at check out.
- Check in times are likely to be staggered or set later in the afternoon to allow for deep cleaning of rooms.
- You will need to carry your luggage.
- Temperature checks may be carried out on arrival to hotels.
- Staff may not be readily available at reception desks. You may need to ring a bell if you require assistance.
- Doors that require keys will be sanitized before collecting.
- Some hotels may ask you to wear face masks and many are providing complimentary PPE amenity kits of masks, gloves, wipes and hand sanitizer.
- Restaurants, lounges and communal areas are being reconfigured to ensure social distancing can be adhered to.
- If a hotel has a lift, they are asking families to travel together in one lift or it may be only one person at a time.
- Fewer rooms available as some rooms may be left up to 72 hours prior to the next guest arriving.
- Newspapers, reading materials and magazines will be removed along with other items like mini bars and ironing boards.
- If you are staying for four nights or more your hotel may not offer a 'mid stay' clean.

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Eating and drinking in hotels

- Buffets won't be available. Timed reservations could be in place with a reduced menu. Potentially you may need to pre order your meals.
- Dining tables will be spread further apart with reduced capacity. Tables could be without table linen and there will be a lack of salt pepper, ketchup etc.
- Bar service will be table service.
- Dining and drinking will be encouraged on the outdoor terraces
- Room service will be encouraged.

Please use this link to ensure you are up to date with Government travel Guidance for passengers

<https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>

Flights

General advice

- Before you travel

Do not travel if you have coronavirus symptoms or are self-isolating

Check your airline's requirements

Check in online if you can

Plan your journey to the airport (check public transport advice as necessary)

- At the airport

Be patient and follow instructions from staff

Stay 2 metres away from others wherever possible

Wash or sanitise your hands regularly

Wear a face covering – without one you may be refused entry into the airport

- On board your flight

Follow instructions from crew at all times

Remain seated as much as possible

Wear a face covering – they are required on flights in England, and many airlines require them for all other flights

Be considerate of others – they may be exempt from wearing a face covering

Be alert for announcements about the requirements at your destination

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Airports

Please check the following link for travelling through Gatwick airport for the latest information relating to Covid-19

<https://www.gatwickairport.com/at-the-airport/passenger-services/coronavirus/>

Please check the following link for travelling through Glasgow airport for the latest information relating to Covid-19

<https://www.glasgowairport.com/covid19/>

Please check the following link for travelling through Edinburgh airport for the latest information relating to Covid-19

<https://www.edinburghairport.com/flysafe>

Please check the following link for travelling through Dublin airport for the latest information relating to Covid-19

<https://www.dublinairport.com/latest-news/2020/02/27/covid-19-update>

Please check the following link for travelling through Belfast airport for the latest information relating to Covid-19

<https://www.belfastcityairport.com/Flight-Information/Coronavirus-Advice-for-Passengers>

Please check the following link for travelling through Newcastle airport for the latest information relating to Covid-19

<https://www.newcastleairport.com/10pointplan/>

Airlines

Please check the following link for travelling with Easyjet for the latest information relating to Covid-19

<https://www.easyjet.com/en/fly-with-confidence>

Please check the following link for travelling with British Airways for the latest information relating to Covid-19

<https://www.britishairways.com/en-gb/information/travel-advice>

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Obtaining food when staying away

- Follow restaurant/food outlets COVID-19 related safety control measures as instructed. Maintain latest government guidance on social distancing when using restaurant/food outlets Consider using take aways and purchasing food from supermarkets.
- Take cutlery from home to use if obtaining food from supermarkets.

Entering shops/other outlets requiring face coverings

- If entering a shop during the course of a site visit or overnight stay, your company issued face mask must be worn. Follow the latest government guidance about entering shops.

Putting fuel in your car

When putting fuel in your car, wear plastic (fuel station provided) gloves or wash your hands after touching the petrol pump.

Please provide any feedback to your CS Manager about the safety procedures associated with your visit so that our safety procedures can be continually reviewed and improved where necessary.