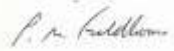


Health and safety policy

| This is the statement of general policy and arrangements for: | | Manor Farm Holiday Cottages, Buckton, UK |
|---|--|--|
| Paul Fieldhouse (Name of Employer/Senior manager) | | has overall and final responsibility for health and safety |
| Kerry Fieldhouse (Member of staff) | | has day-to-day responsibility for ensuring this policy is put into practice |
| Statement of general policy | Responsibility of: Name/Title | Action/Arrangements (What are you going to do?) |
| Prevent accidents and cases of work-related ill health (physical and mental) by managing the health and safety risks in the workplace | Paul Fieldhouse | Reading and keeping up to date with relevant and changing advice, policy and law from the Government and HSE and UK Hospitality and other associated travel agencies. Making staff aware of this advice through sharing of Risk Assessments and paper work. Making staff aware of this advice through on-site training and staff meetings. Keeping a close eye on staff health and safe working environments and maintaining an open dialogue with all workers. |
| Provide clear instructions and information, and adequate training, to ensure employees are competent to do their work | Kerry Fieldhouse | On-site training and weekly team discussions. Maintaining an open and safe dialogue with all staff so that work can be undertaken safely and with due care and consideration to staff, guests and the properties. |
| Engage and consult with employees on day-to-day health and safety conditions | Kerry Fieldhouse Paul Fieldhouse | Maintain and open dialogue and on-going on-the-spot training. |
| Implement emergency procedures – evacuation in case of fire or other significant incident. You can find help with your fire risk assessment at: https://www.gov.uk/workplace-fire-safety-your-responsibilities | Paul Fieldhouse | Regular review of Fire Risk Assessment and procedures. Annual fire assessments and checks by certificated professionals. |
| Maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery, and ensure safe storage/use of substances | Kerry Fieldhouse Paul Fieldhouse | All storage is secure and labelled clearly. The working and storage areas will be kept clean and accessible in so far as they allow. |
| Signed: * (Employer) |  | Date: 26/06/20 |

You should review your policy if you think it might no longer be valid, e.g. if circumstances change.
If you have fewer than five employees, you don't have to write down your policy.

Risk assessment

| | |
|---|--------------|
| Health and safety law poster is displayed at (location) | Yes |
| First-aid box is located: | Utility room |
| Accident book is located: | Office |

Accidents and ill health at work reported under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) <http://www.hse.gov.uk/riddor>
 To get an interactive version of this template go to <http://www.hse.gov.uk/risk/risk-assessment-and-policy-template.doc>
 Combined risk assessment and policy template published by the Health and Safety Executive 08/14

All employers must conduct a risk assessment. If you have fewer than five employees you don't have to write anything down.

We have started off the risk assessment for you by including a sample entry for a common hazard to illustrate what is expected (the sample entry is taken from an office-based business). Look at how this might apply to your business, continue by identifying the hazards that are the real priorities in your case and complete the table to suit. You can print and save this template so you can easily review and update the information as and when required. You may find our example risk assessments a useful guide (<http://www.hse.gov.uk/risk/casestudies>). Simply choose the example closest to your business.

Company name: Manor Farm Holiday Cottages

Date of risk assessment: 26-06-20

| What are the hazards? | Who might be harmed and how? | What are you already doing? | Do you need to do anything else to control this risk? | Action by who? | Action by when? | Done |
|-----------------------|---|---|---|----------------|-----------------|----------|
| Slips and trips | Staff and visitors may be injured if they trip over objects or slip on spillages. | General good housekeeping is carried out. <ul style="list-style-type: none"> All areas well lit, including stairs. No trailing leads or cables. Staff keep work areas clear, e.g. no boxes left in walkways, deliveries stored immediately. Staff wear safety/sensible shoes with good grip. Condition of floors, stairways and paths checked and damaged surfaces signed and repaired as soon as possible. Doormats etc provided for wet weather, and checked regularly. 'Clear up as you go' policy adopted and enforced – all equipment, cleaning materials etc to be cleared away as soon as job completed. For plug in machines e.g. vacuum, use the nearest socket to work point. | No action required. Remind staff in meetings and on morning conversations. | All staff. | From now. | 26/06/20 |

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| Fire | Employees, contractors, residents and public may suffer serious, possibly fatal, injuries from smoke inhalation, burns, structural collapse. | Full fire risk assessment, as per www.communities.gov.uk/fire has been done and is available in the manager's office. Checks to ensure all control measures in fire risk assessment are in place: <ul style="list-style-type: none"> • Fire doors closed/self-closing. – Emergency lighting installed. – Extinguishers, e.g. in plant rooms, serviced and inspected. – Exits marked and usable. No further action needed. | Review if any significant change or within one year. | Manager | From now. | 26/06/20 |
| Working at height | Serious injury or even fatality if someone fell from height. | All work carried out by in-house staff or contractors will adopt the following approach: <ul style="list-style-type: none"> • Work at height avoided wherever possible • Use long-handled dusters and pole devices • Be aware of and be careful on stairwells, stair openings • Steps for reaching up should be on a stable surface and only used for low-level, short-duration work (less than – 20 minutes). • Periodic and pre-use checks done on equipment. • Staff are required to wear stable footwear. | Ensure that all operative are aware of the equipment and how to use it including short time scales. | Manager | At periodic staff conversations and morning gatherings. | 02/07/20 |
| Hazardous substances Cleaning fluids and bleach | Staff, residents and visitors risk getting skin problems such as dermatitis, and eye damage, from direct contact with bleach and other cleaning chemicals, e.g. solvents and detergents. Vapour may cause breathing problems. | <ul style="list-style-type: none"> • Long-handled mops/brushes, and appropriate gloves provided and staff trained in their use. • All staff trained in the risks, use and storage of cleaning chemicals and wear personal protective equipment as instructed. • Cleaning 'chemicals' marked irritant' substituted, where possible, for milder alternatives. | <ul style="list-style-type: none"> • Staff reminded to report any health problems they think may come from cleaning, and to check for dry, red or itchy skin on their hands. • Staff reminded to wash gloves and aprons, clothing and masks after use. • Periodic review of storage of cleaning materials on site. | All staff. | From now with periodic reminders during staff conversations. | 26/06/20 |
| Diseases | Staff may become infected. | All staff instructed in good hygiene practice to reduce the risk of infection, gloves and other protective clothing and footwear provided. Leptospirosis (Weil's Disease) – rodents eliminated/controlled by professional contractor where applicable. Covid- 19 – staff to regularly wash hands, use PPE and gloves at all times and follow government guidance. Tetanus – all staff to have up-to-date immunisation. | <ul style="list-style-type: none"> • Check that staff have up-to-date tetanus vaccination. • Keep PPE up to date and regularly review Covid-19 information, law and advice enacting any changes with immediate effect. • On-site training for Covid-19 precautions and best practice before guests arrive on 04/07/2020. | All staff and management | From now | 26/06/20 |

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| Manual handling | Staff and guests receiving back, neck and limb injuries from lifting heavy loads, e.g. refuse items for disposal, deliveries of cleaning materials, bedding etc. | All heavy and awkwardly shaped items, e.g. refuse sacks, identified. Staff informed in how to move and handle items, e.g. lifting properly, pulling bins etc instead of pushing. Staff encouraged to know their limits and carry small loads not large loads. | Regular reminders that staff should not attempt to lift and move items they feel are too heavy. Loads should be broken down to smaller packages where possible. | All staff and management | From now with periodic reminders during staff conversations. | 26/06/20 |
| COVID-19 Specific RA | | | | | | |
| Spread of Covid-19 Coronavirus | <p>Risk of spread and contracting Covid-19 which can result in poor health and fatality.</p> <p>People at risk include:</p> <ul style="list-style-type: none"> • Staff and guests and contractors. • Family of staff and guests and anyone else who physically comes into contact with staff and guests in relation to the business. • NB: Vulnerable groups include the elderly, pregnant women and guests with existing underlying health conditions. These may not be obvious. | <p>Hand Washing</p> <ul style="list-style-type: none"> • Hand washing facilities with soap and water in kitchen and all bathrooms of the cottages including antibacterial handwash. • Stringent handwashing encouraged by guests and stickers on bathroom mirrors to remind guests to wash their hands. • Staff provided with alcohol hand sanitiser and at work station there is antibacterial soap and personal towels. • Staff asked to wash their hands regularly. <p>See hand washing guidance.</p> <ul style="list-style-type: none"> • https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/ | <ul style="list-style-type: none"> • Owner's family, staff and guests are reminded frequently to wash their hands for 20 seconds with water and soap and the importance of drying with individual towels. • Also reminded to catch coughs and sneezes in tissues – Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands. • Tissues are provided for staff in trugs. • To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice - https://www.gov.uk/coronavirus • Posters, leaflets and other materials are on display. • Handwashing reminders on bathroom mirrors. • Gel sanitiser pump at the front door of cottages and guests directed to use this as they enter and leave the premises. • Rigorous checks will be carried out by the owners to ensure that the necessary procedures are being followed. | All staff, management, guests and contractors | <p>Daily checks and discussions with staff.</p> <p>Welcome information given to guests.</p> | 26/06/20 |
| | | | <p>Cleaning</p> <p>Frequently cleaning and disinfecting objects and surfaces that are touched regularly, particularly in areas of high use such as door handles, light switches, entrance areas, using appropriate cleaning products and methods.</p> | <ul style="list-style-type: none"> • Guests will be asked to: remove rubbish bags before leaving; strip their beds; fill and put on the dishwasher before leaving and air the building as much as possible and before leaving. • Create a cleaning plan that all | All staff, management, guests and contractors | On-site training given to staff with full list of cleaning operations and routines to be agreed. |

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| | | <ul style="list-style-type: none"> • Ensure guests are not present during interim cleans. • Cottages are to be cleaned and then sanitised with disinfectant as much as is reasonably practicable. • Steamers are available for hard to reach areas and fabrics such as window dressings. • We use anti-viral as well as anti-bacterial cleaning products. The viricidal disinfectant is certified as EN 14476 as recommended for Covid-19. The cottages are not just cleaned but sanitised. • Increased attention for disinfecting will always be paid to handles, hard surfaces, kitchen items, bathrooms and 'high-touch' items. • Each cottage has its own vacuum which is emptied between cleans. • Antibacterial handwash and hand gel is provided and guests and staff are encouraged to use them frequently. • Soft furnishings such as pillow protectors and cushion covers will be washed between guests. • Frequent cleaning of work areas and equipment between uses, using our usual cleaning products. • Clearing workspaces and removing waste and belongings from the work area at the end of a shift. • Maintaining good ventilation in the work environment (for example, opening windows and doors frequently, where possible). | <p>cleaning staff must adhere to and sign an agreement with.</p> <ul style="list-style-type: none"> • Laundry washed at a temperature to kill viruses. • Staff have on-going training in up to date advice on cleaning and are provided with the appropriate PPE and cleaning products including approved anti-viral cleaning sprays. • Cottages to be thoroughly aired during cleaning process. • Cleaning standards checked after each cottage clean by supervisors / managers. • Cottages are left to air for one hour after cleaning and before new guests arrive. | | <p>Daily checks and discussions with staff.</p> <p>Welcome information given to guests.</p> | |
| | | <p><u>Minimising High Tough Items</u> Reducing the number of high touch items in the cottages to minimise high touch contact and better manage cleaning and sanitising within the time of a change over.</p> <p>Restrict the use of items that are touched often.</p> <p>Take measures to sanitise areas which are 'reasonably practicable'.</p> | <ul style="list-style-type: none"> • We will no longer provide home baked goods. • We will ensure that all amenities packs are single packaged items • We will provide a pre-arrival/ departure pack for guests explaining procedures and answering FAQ with a link to our online Welcome Pack. This will be single use. • In cleaning, increased attention will always be paid to handles, hard surfaces, kitchen items, bathrooms and 'high-touch' items. • We have minimised soft furnishings such as cushions and bed | | | |

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| | | | <p>dressings. Those that are used are changed between guests.</p> <ul style="list-style-type: none"> • Cleaning will take place first in a room before disinfecting wherever possible. • We have temporarily taken out: play equipment, games, maps, welcome packs, hair dryers and tourist information leaflets. | | | |
| | <p>Social Distancing Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by the Public Health Agency https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people.</p> <p>Staff will be assigned different areas to work in and have their own equipment and tools.</p> <p>Provision of independent outdoor space and gardens for each cottage to allow social distancing and maintenance of 'bubbles'.</p> | <p>Family, staff and guests to be reminded of the importance of social distancing both in the workplace and outside of it.</p> <p>If it is necessary for staff to work near each other they will work back-to-back or side-to-side (minimising face-to-face working).</p> <p>If social distancing can not be maintained in the workplace close proximity will be for 15 mins or less with face masks as an option.</p> <p>Guests provided with clear instructions in advance of arrival so that there is no need for face to face interaction at check-in:</p> <ul style="list-style-type: none"> • Guests pay in advance of check-in. • Guests have parking designated for their cottage. • Guests are provided with a key code for the key box unique to their cottage so they can access the property independently. • Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency). | <p>All staff, management, guests and contractors</p> | <p>On-site training given to staff with full list of cleaning operations and routines to be agreed.</p> <p>Daily checks and discussions with staff.</p> <p>Welcome information given to guests.</p> | | |
| | <p>PPE Gloves and aprons must be used by staff when cleaning. They must be cared for and cleaned by individual staff and ready and clean for use each working day. Masks are available for use and are recommended, but this is not</p> | <p>Staff reminded that wearing of gloves is not a substitute for good hand washing. Staff instructed on how to remove PPE carefully to reduce contamination and how to dispose of it safely.</p> | <p>All staff and management.</p> | <p>On-site training given to staff with full list of cleaning operations and routines to be</p> | | |

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| | | <p>the advice by Government and care should be taken to be aware of high temperatures, discomfort and dehydration on hot days.</p> | <p>Staff have their own trugs and cleaning supplies, alcohol gel and disposal units for single use items. This will decrease contamination between staff and cottages.</p> | | <p>agreed. Daily checks and discussions with staff.</p> | |
| | | <p>Symptoms of Covid-19 If anyone becomes unwell with a new continuous cough or a high temperature in the workplace, they will be sent home and advised to follow the stay at home guidance. The owners will maintain regular contact with staff members during this time.</p> <p>The owners will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken. https://www.publichealth.hscni.net/</p> <p>Guests will be made aware before arriving that if they are exhibiting symptoms of Covid-19 before the holiday they must CANCEL.</p> <p>However, it may be that one of our guests gets ill whilst here. If they display symptoms of Covid-19 they will need to return home and self-isolate and request a test. The cottage must be aired and sanitised before other guests can enter.</p> <p>Details of how to clean premises after a suspected Covid-19 patient are at: https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings</p> | <p>The owners will offer support to staff affected by Coronavirus or has a family member affected.</p> <p>In any case, the managers will take advice from the Public Health Authority and action all suggested measures to control the spread of the infection.</p> | <p>All staff, management and guests.</p> | <p>Information will be given to staff to help them identify the symptoms of Covid-19 in themselves and others and the steps to take thereafter.</p> | <p>26/06/20</p> |
| | | <p>Deliveries and collections Arrangements are in place to ensure deliveries and collections are made at an agreed time and that social distancing is adhered to when the delivery or collection is underway.</p> | <ul style="list-style-type: none"> • Minimise contact at drop-off and collection. • Minimise the frequency of deliveries, for example by ordering larger amounts at a time. | <p>All staff, management, guests and contractors.</p> | <p>Staff will be asked to be aware that deliveries might arrive and maintain social distancing.</p> | <p>26/06/20</p> |

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| | | <p>Mental Health</p> <p>The owners will promote mental health & wellbeing awareness to staff and guests during the Coronavirus outbreak and will offer whatever support they can to help.</p> <p>Reference - https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/ www.hseni.gov.uk/stress</p> | <p>We will welcome all guests as warmly as possible given the change in circumstances and be aware that many people may be stressed or anxious. We will care for one another and maintain open dialogue between staff and management to help look out for one another and ourselves.</p> <p>Guests and staff will be asked to remember to also be respectful and bear in mind the local community, maintain social distance whilst out, and taking home rubbish.</p> | <p>All staff, management, guests and contractors.</p> | <p>Staff will talk about this together and guests will be made aware on the welcome information.</p> | <p>26/06/20</p> |
| <p><i>In every property we will increase the frequency of handwashing and surface cleaning and provide soaps, alcohol gel, signs, cleaning fluid and cloths and gloves.</i></p> | | | | | | |
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You should review your risk assessment if you think it might no longer be valid (e.g. following an accident in the workplace or if there are any significant changes to hazards, such as new work equipment or work activities)

For information specific to your industry please go to <http://www.hse.gov.uk>.

For further information and to view our example risk assessments go to <http://www.hse.gov.uk/risk/casestudies/>

Combined risk assessment and policy template published by the Health and Safety Executive 08/14