



Covid 19 – Strathmore Estates Risk Assessment

Company name: Strathmore Estates

Assessment carried out by: Mark Wellburn

Date of next review: 01/06/2021

Date assessment was carried out: 01/12/2020

GENERAL CASTLE ENTRANCE & OFFICE LOCATION RISKS

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
<p>COVID-19 Virus spreading between employees, visitors, contractors and customers in the workplace.</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</p>	<p>Employees, customers, contractors and visitors to our workplaces</p> <p>Vulnerable groups Elderly, Pregnant</p>	<p>Hand Washing</p> <ul style="list-style-type: none"> • Hand washing facilities with soap and water have been provided and are maintained in a clean and hygienic condition. • Stringent hand washing taking place. • Drying of hands with disposable paper towels. 	<p>Review the workforce and identify any vulnerable workers who may require further assessment of individual risk.</p> <ul style="list-style-type: none"> • Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. • Also reminded to catch coughs and sneezes in tissues – Follow 	<p>All staff All Visitors</p>	<p>Ongoing</p>

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
<p>home and advised to follow the stay at home guidance. Line managers will maintain regular contact with staff members during this time.</p>	<p>workers, those with existing underlying health conditions are at heightened risk if they contract the virus.</p>	<ul style="list-style-type: none"> • Staff encouraged to protect the skin by applying emollient cream regularly. • Gel sanitisers in any area where washing facilities not readily available. • Food safety gloves will be worn by food handlers as normal. 	<p>Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace. Encourage staff to report any problems and carry out skin checks as part of a skin surveillance programme.</p> <ul style="list-style-type: none"> • If advised that a member of staff or public has developed COVID-19 and were recently on our premises (including where a member of staff has visited other work place premises), the management team will contact NHS 111: https://111.nhs.uk/covid-19/ 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. • Managers are to continuously monitor their staff to watch for the signs and symptoms of COVID19. 		
		<p>Cleaning</p>	<p>Rigorous checks will be carried out by line managers to ensure that the</p>	<p>Cleaners and</p>	<p>Frequently in areas</p>

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
		<p>We are frequently cleaning and disinfecting objects and surfaces that are touched regularly, particularly in areas of high use such as door handles, light switches, reception areas, hand rails and bannisters using appropriate cleaning products and methods.</p>	<p>necessary procedures are being followed.</p>	<p>security staff, Managers</p>	<p>with high volumes of people.</p>
		<p>Social Distancing</p> <ul style="list-style-type: none"> • Social Distancing - Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by the Government. • Taking steps to review work schedules including start and finish times/ shift patterns, working from home etc., to reduce number of workers on site at any one time. Also relocating workers to other tasks. 	<ul style="list-style-type: none"> • Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it. • Posters will be displayed in the workplace. • Management checks to ensure this is adhered to. • SOPs signed by staff • Provided PPE 	<p>All staff</p>	<p>On-going</p>

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
		<ul style="list-style-type: none"> • Redesigning processes to ensure social distancing in place. • Conference calls to be used instead of face to face meetings. • Ensuring sufficient rest breaks for staff. • Social distancing also to be adhered to in canteen and smoking areas. 			
Deliveries to our sites by Royal Mail or courier organisation. Government advice is that the risks of transmission of the virus via post and packaging is low.	Delivery staff and our staff members spreading or contracting the virus when dropping off post, and supplies.	<ul style="list-style-type: none"> • Social distancing will be maintained. Packages are to be left at the entrance door or reception. • No signatures will be provided for deliveries, the delivery staff will take a photo of the delivery. 	Inform staff to wear protective gloves when handling packages/mail/deliveries until items have been wiped and sterilized	All staff	On-going
Mental health and anxiety issues.	Staff members may suffer anxiety or	<ul style="list-style-type: none"> • Staff members are encouraged to talk to their manager if they are struggling with mental health issues. 	Management engagement on a daily basis with all staff members to identify if they require sign posting to discuss issues. Immediate line managers are	Line Managers	On-going

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
	depression, stress as a result of the current virus situation.	<ul style="list-style-type: none"> Professional medical advice will be sought as required. 	to be informed of managers concerns over team members.		
General travel	Staff members spreading or contracting the virus.	<ul style="list-style-type: none"> Staff should not travel and stay at home unless on essential travel as approved by the Government. Public transport use should be kept to absolute minimum. Ensure that safe social distancing is maintained if using public transport for essential travel. No foreign travel is permitted. 	<ul style="list-style-type: none"> SOP entering/exiting the work place supplied to staff 	Line manager	On-going
Access to our sites	Customers, contractors and staff members spreading or contracting the virus.	<ul style="list-style-type: none"> No access for visitors and contractors unless essential. Social distancing measures will be maintained at all times. 	<ul style="list-style-type: none"> Essential visitors and contractors will be required to use hand sanitiser upon entry and exit. Essential visitors and contractors will be briefed regarding the current control measures when they sign in 	Kitchen manager	On-going

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
First aid	Staff members spreading or contracting the virus when administering or receiving first aid.	<ul style="list-style-type: none"> • In line with government advice, make sure you wash your hands or use an alcohol gel, before and after treating a casualty also ensure that you don't cough or sneeze over a casualty when you are treating them. • Don't lose sight of other cross contamination that could occur that isn't related to COVID-19. • Wear gloves or cover hands when dealing with open wounds. • Cover cuts and grazes on your hands with waterproof dressing. • Dispose of all waste safely. • Do not touch a wound with your bare hand. • Do not touch any part of a dressing that will come in contact with a wound. 	<ul style="list-style-type: none"> • Provide first aiders with the required PPE relevant to your workplace such as face masks, shields, gloves, clothes coverings etc. • Ensure first aiders are briefed regarding a non-breathing casualty: www.sja.org.uk/get-advice/first-aid-advice/unresponsive casualty/how-to-do-cpr-on-an-adult 	First Aiders	On going

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
Customers too close to staff when presenting Castle and grounds tickets	Customers and staff members spreading or contracting the virus.	Only 30 guests are allowed in the gardens and grounds every 30 minutes through a ticket timed entry system. Staff are supplied with PPE to protect against the spread of covid-19. Signage located around the environment to support social distancing measures.	<ul style="list-style-type: none"> • Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it. • Posters displayed in the workplace. • Management checks to ensure this is adhered to. 	Castle and office Staff	On-going
Shared items such as computer equipment/ kettles/ fridge/toilets	staff members spreading or contracting the virus.	Disinfectant spray and disposable paper towels are available for customers to sanitise their or equipment before use.	All used towels are placed into the bin which is regularly emptied. PPE SOP checklist provided to staff identifying their PPE equipment levels.	Castle Staff Cleaners	On going
Ticket office equipment shared such as door handles/toilet/kettle/ computers	staff members spreading or contracting the virus	Disinfectant spray and disposable paper towels are available for staff to sanitise their equipment before use.	Staff training to ensure all staff know what they have to do. Staff to complete covid-19 e- learning modules	All castle staff	On Going
Castle office: social distance measure during break times	Staff members spreading or	Only one person in the office at one time, wipe down and disinfect any equipment used	Provide sanitisers and wipes to clean all equipment, bins to put used wipes into	Castle manager All staff	On going

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
	contracting the virus				
Castle team meetings	Team members spreading or contracting covid 19	Ensuring social distancing 2m between each member. Placing meeting through ms teams.	Set out room with chairs 2m apart and provide sanitiser for all members to use. Allow access to a digital device to attend teams meeting.	Castle Manager	On going
Office hazard points such as doors /equipment storage areas	Staff, spreading or contracting covid 19	Cleaning areas ever hour with the products provided in order to sanitise the area	Staff training and getting staff to sign a sheet to ensure the cleaning is carried out. Staff to complete e-learning on covid-19 cleaning standards.	Castle manager all staff	On going
Cash handling	Staff members spreading or contracting the virus	Signs located around the environment reminding guests that we operate a cashless system. Information on the website informing guests we operate a cashless system and all tickets are to be pre purchased.	Continuous verbal reminder to staff that we encourage a cashless system. All tickets are to be pre purchased via the website.	Castle manager and all staff	On-going



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What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
<p>COVID-19 Virus spreading between employees, visitors, contractors and customers in the workplace.</p> <p>Symptoms of COVID-19 If anyone becomes unwell with a new continuous cough or a high</p>	<p>Employees, customers, contractors and visitors to our workplaces</p> <p>Vulnerable groups Elderly, Pregnant</p>	<p>Hand Washing</p> <ul style="list-style-type: none"> • Hand washing facilities with soap and water have been provided and are maintained in a clean and hygienic condition. • Stringent hand washing taking place. • Drying of hands with disposable paper towels. 	<p>Review the workforce and identify any vulnerable workers who may require further assessment of individual risk.</p> <ul style="list-style-type: none"> • Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. • Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, 	<p>All staff All Visitors</p>	<p>Ongoing</p>



Covid 19 – Strathmore Estates Risk Assessment

Company name: Strathmore Estates

Assessment carried out by: Des Cotton, Head Gardener

Date of next review: 01.06.2021

Date assessment was carried out: 01.12.2020

GENERAL GARDEN RISKS

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
<p>COVID-19 Virus spreading between employees, visitors, contractors and customers in the workplace.</p> <p>Symptoms of COVID-19 If</p>	<p>Employees, customers, contractors and visitors to our workplaces</p> <p>Vulnerable groups Elderly, Pregnant workers,</p>	<p>Hand Washing</p> <ul style="list-style-type: none"> • Hand washing facilities with soap and water have been provided and are maintained in a clean and hygienic condition. • Stringent hand washing taking place. 	<p>Review the workforce and identify any vulnerable workers who may require further assessment of individual risk.</p> <ul style="list-style-type: none"> • Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. • Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available 	<p>All staff All Visitors</p>	<p>Ongoing</p>

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
<p>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. Line managers will maintain regular contact with staff members during this time.</p>	<p>those with existing underlying health conditions are at heightened risk if they contract the virus.</p>	<ul style="list-style-type: none"> • Drying of hands with disposable paper towels. • Staff encouraged to protect the skin by applying emollient cream regularly. • Gel sanitisers in any area where washing facilities not readily available. • Food safety gloves will be worn by food handlers as normal. 	<p>throughout the workplace. Encourage staff to report any problems and carry out skin checks as part of a skin surveillance programme.</p> <ul style="list-style-type: none"> • If advised that a member of staff or public has developed COVID-19 and were recently on our premises (including where a member of staff has visited other work place premises), the management team will contact NHS 111: https://111.nhs.uk/covid-19/ 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. • Managers are to continuously monitor their staff to watch for the signs and symptoms of COVID19. 		
		<p>Cleaning We are frequently cleaning and disinfecting objects and surfaces that are touched regularly, particularly in areas of high use such as door</p>	<p>Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed.</p>	<p>Cleaners</p>	<p>Frequently in areas with high volumes of people.</p>

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
		handles, light switches, reception area using appropriate cleaning products and methods.			
		<p>Social Distancing</p> <ul style="list-style-type: none"> • Social Distancing - Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by the Government. • Taking steps to review work schedules including start and finish times/ shift patterns, working from home etc., to reduce number of workers on site at any one time. Also relocating workers to other tasks. • Redesigning processes to ensure 	<ul style="list-style-type: none"> • Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it. • Posters will be displayed in the workplace. • Management checks to ensure this is adhered to. 	All staff	On-going

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
		social distancing in place. <ul style="list-style-type: none"> • Conference calls to be used instead of face to face meetings. • Ensuring sufficient rest breaks for staff. • Social distancing also to be adhered to in canteen and smoking areas. 			
Deliveries to our sites by Royal Mail or courier organisation. Government advice is that the risks of transmission of the virus via post and packaging is low.	Delivery staff and our staff members spreading or contracting the virus when dropping off post, and supplies.	<ul style="list-style-type: none"> • Social distancing will be maintained. Packages are to be left at the entrance door or reception. • No signatures will be provided for deliveries, the delivery staff will take a photo of the delivery. 	Inform staff to wear protective gloves when handling packages/mail/deliveries until items have been wiped and sterilized	All staff	On-going

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
Mental health and anxiety issues.	Staff members may suffer anxiety or depression, stress as a result of the current virus situation.	<ul style="list-style-type: none"> • Staff members are encouraged to talk to their manager if they are struggling with mental health issues. • Professional medical advice will be sought as required. 	Management engagement on a daily basis with all staff members to identify if they require sign posting to discuss issues. Immediate line managers are to be informed of managers concerns over team members.	Line Managers	On-going
General travel	Staff members spreading or contracting the virus.	<ul style="list-style-type: none"> • Staff should not travel and stay at home unless on essential travel as approved by the Government. • Public transport use should be kept to absolute minimum. Ensure that safe social distancing is maintained if using public transport for essential travel. • No foreign travel is permitted. 	<ul style="list-style-type: none"> • Staff briefing required. 	All staff	On-going

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
Access to our sites	Customers, contractors and staff members spreading or contracting the virus.	<ul style="list-style-type: none"> No access for visitors and contractors unless essential. Social distancing measures will be maintained at all times. 	<ul style="list-style-type: none"> Essential visitors and contractors will be required to use hand sanitiser upon entry and exit. Essential visitors and contractors will be briefed regarding the current control measures when they sign in 	Admin staff	On-going
First aid	Staff members spreading or contracting the virus when administering or receiving first aid.	<ul style="list-style-type: none"> In line with government advice, make sure you wash your hands or use an alcohol gel, before and after treating a casualty also ensure that you don't cough or sneeze over a casualty when you are treating them. Don't lose sight of other cross contamination that could occur that isn't related to COVID-19. Wear gloves or cover hands when 	<ul style="list-style-type: none"> Provide first aiders with the required PPE relevant to your workplace such as face masks, shields, gloves, clothes coverings etc. Ensure first aiders are briefed regarding a non-breathing casualty: www.sja.org.uk/get-advice/first-aid-advice/unresponsive-casualty/how-to-do-cpr-on-an-adult 	First Aiders	On going

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
		dealing with open wounds. • Cover cuts and grazes on your hands with waterproof dressing. • Dispose of all waste safely. • Do not touch a wound with your bare hand. • Do not touch any part of a dressing that will come in contact with a wound.			
Customers too close to each other in garden areas	Customers and staff members spreading or contracting the virus.	Only 30 guests are allowed in the gardens every 30 minutes through a ticket timed entry system	<ul style="list-style-type: none"> • Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it. • Posters will be displayed in the workplace. • Management checks to ensure this is adhered to. 	Garden and Castle Staff	On-going
Shared items such as equipment/ kettles/ toilets	staff members spreading or	Disinfectant spray and disposable paper towels are available for customers to	All used towels are placed into the bin which is regularly emptied.	Garden Staff Cleaners	On going

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
	contracting the virus.	sanitise their or equipment before use.			
Garden equipment shared such as hoses/wheel barrows/tractors	staff members spreading or contracting the virus	Disinfectant spray and disposable paper towels are available for staff to sanitise their equipment before use.	Regular reminder to staff of need to sanitise	Garden staff	On going
Garden office: social distance measure during break times	Staff members spreading or contracting the virus	All staff members have their own areas for breaks.	Continue to maintain separate break areas that are not used by others. Continue to supply sanitizer for use before and after each break. Used wipes to be put in bin bags provided Manager to check regularly that areas are only used for breaks by a single member of staff	Garden staff	On going
Garden team meetings	Staff members spreading or contracting the virus	Meeting are kept brief and undertaken outside. Phones are used to check in with staff by manager	Consider setting up a white board in the open garage, to be used solely by the manager to list tasks for the rest of the team	Garden staff	On going

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
Garden hazard points such as gates/equipment storage areas	Customers or staff members spreading or contracting the virus	Disinfectant spray and disposable paper towels are available for staff to sanitise equipment, gates etc before use.	Gates to be opened before garden is open and closed at 5PM by garden staff using appropriate sanitise equipment	Garden staff	On going

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
<p>temperature in the workplace they will be sent home and advised to follow the stay at home guidance. Line managers will maintain regular contact with staff members during this time.</p>	<p>workers, those with existing underlying health conditions are at heightened risk if they contract the virus.</p>	<ul style="list-style-type: none"> • Staff encouraged to protect the skin by applying emollient cream regularly. • Gel sanitisers in any area where washing facilities not readily available. • Food safety gloves will be worn by food handlers as normal. 	<p>nose or mouth with unclean hands. Tissues will be made available throughout the workplace. Encourage staff to report any problems and carry out skin checks as part of a skin surveillance programme.</p> <ul style="list-style-type: none"> • If advised that a member of staff or public has developed COVID-19 and were recently on our premises (including where a member of staff has visited other work place premises), the management team will contact NHS 111: https://111.nhs.uk/covid-19/ 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. • Managers are to continuously monitor their staff to watch for the signs and symptoms of COVID19. 		
		<p>Cleaning We are frequently cleaning and disinfecting objects and surfaces that are touched regularly, particularly in areas of high use such as door handles,</p>	<p>Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed.</p>	<p>Cleaners</p>	<p>Frequently in areas with high volumes of people.</p>

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
		light switches, reception area using appropriate cleaning products and methods.			
		<p>Social Distancing</p> <ul style="list-style-type: none"> • Social Distancing - Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by the Government. • Taking steps to review work schedules including start and finish times/ shift patterns, working from home etc., to reduce number of workers on site at any one time. Also relocating workers to other tasks. • Redesigning processes to ensure social distancing in place. • Conference calls to be used instead of face to face meetings. 	<ul style="list-style-type: none"> • Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it. • Posters will be displayed in the workplace. • Management checks to ensure this is adhered to. 	All staff	On-going

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
		<ul style="list-style-type: none"> • Ensuring sufficient rest breaks for staff. • Social distancing also to be adhered to in canteen and smoking areas. 			
<p>Deliveries to our sites by Royal Mail or courier organisation. Government advice is that the risks of transmission of the virus via post and packaging is low.</p>	<p>Delivery staff and our staff members spreading or contracting the virus when dropping off post, and supplies.</p>	<ul style="list-style-type: none"> • Social distancing will be maintained. Packages are to be left at the entrance door or reception. • No signatures will be provided for deliveries, the delivery staff will take a photo of the delivery. 	<p>Inform staff to wear protective gloves when handling packages/mail/deliveries until items have been wiped and sterilized</p>	<p>All staff</p>	<p>On-going</p>
<p>Mental health and anxiety issues.</p>	<p>Staff members may suffer anxiety or depression, stress as a result of the current virus situation.</p>	<ul style="list-style-type: none"> • Staff members are encouraged to talk to their manager if they are struggling with mental health issues. • Professional medical advice will be sought as required. 	<p>Management engagement on a daily basis with all staff members to identify if they require sign posting to discuss issues. Immediate line managers are to be informed of managers concerns over team members.</p>	<p>Line Managers</p>	<p>On-going</p>

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
General travel	Staff members spreading or contracting the virus.	<ul style="list-style-type: none"> • Staff should not travel and stay at home unless on essential travel as approved by the Government. • Public transport use should be kept to absolute minimum. Ensure that safe social distancing is maintained if using public transport for essential travel. • No foreign travel is permitted. 	<ul style="list-style-type: none"> • SOP brief to be supplied to staff 	Line manager	On-going
Access to our sites	Customers, contractors and staff members spreading or contracting the virus.	<ul style="list-style-type: none"> • No access for visitors and contractors unless essential. Social distancing measures will be maintained at all times. 	<ul style="list-style-type: none"> • Essential visitors and contractors will be required to use hand sanitiser upon entry and exit. • Essential visitors and contractors will be briefed regarding the current control measures when they sign in 	Kitchen manager	On-going
First aid	Staff members spreading or contracting the virus when administering	<ul style="list-style-type: none"> • In line with government advice, make sure you wash your hands or use an alcohol gel, before and after treating a casualty also ensure that you don't cough or sneeze over a 	<ul style="list-style-type: none"> • Provide first aiders with the required PPE relevant to your workplace such as face masks, shields, gloves, clothes coverings etc. • Ensure first aiders are briefed regarding a non-breathing casualty: 	First Aiders	On going

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
	or receiving first aid.	casualty when you are treating them. <ul style="list-style-type: none"> • Don't lose sight of other cross contamination that could occur that isn't related to COVID-19. • Wear gloves or cover hands when dealing with open wounds. • Cover cuts and grazes on your hands with waterproof dressing. • Dispose of all waste safely. • Do not touch a wound with your bare hand. • Do not touch any part of a dressing that will come in contact with a wound. 	www.sja.org.uk/get-advice/first-aid-advice/unresponsive-casualty/how-to-do-cpr-on-an-adult		
Customers too close to staff when presenting grounds ticket	Customers and staff members spreading or contracting the virus.	Only 30 guests are allowed in the gardens and grounds every 30 minutes through a ticket timed entry system. Staff are supplied with PPE to protect against the spread of covid-19. Signage located around the environment to	<ul style="list-style-type: none"> • Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it. • Posters displayed in the workplace. • Management checks to ensure this is adhered to. 	Castle Staff	On-going

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
		support social distancing measures.			
Shared items such as computer equipment/ kettles/ toilets	staff members spreading or contracting the virus.	Disinfectant spray and disposable paper towels are available for customers to sanitise their or equipment before use.	All used towels are placed into the bin which is regularly emptied. PPE SOP checklist provided to staff identifying their PPE equipment levels.	Castle Staff Cleaners	On going
Ticket office equipment shared such as door handles/toilet/kettle	staff members spreading or contracting the virus	Disinfectant spray and disposable paper towels are available for staff to sanitise their equipment before use.	Staff training to ensure all staff know what they have to do. Staff to complete covid-19 e- learning modules	All castle staff	On Going
Castle office: social distance measure during break times	Staff members spreading or contracting the virus	Only one person in the office at one time, wipe down and disinfect any equipment used	Provide sanitisers and wipes to clean all equipment, bins to put used wipes into	Castle manager All staff	On going
Castle team meetings	Team members spreading or	Ensuring social distancing 2m between each member. Placing meeting through ms teams.	Set out room with chairs 2m apart and provide sanitiser for all members to use. Allow access to a digital device to attend teams meeting.	Castle Manager	On going

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
	contracting covid 19				
Office hazard points such as doors /equipment storage areas	Staff, spreading or contracting covid 19	Cleaning areas ever hour with the products provided in order to sanitise the area	Staff training and getting staff to sign a sheet to ensure the cleaning is carried out. Staff to complete e-learning on covid-19 cleaning standards.	Castle manager all staff	On going
Cash handling	Staff members spreading or contracting the virus	Signs located around the environment reminding guests that we operate a cashless system. Information on the website informing guests we operate a cashless system and all tickets are to be pre purchased.	Continuous verbal reminder to staff that we encourage a cashless system. All tickets are to be pre purchased via the website.	Castle manager and all staff	On-going



COVID-19 – Strathmore Estates Risk Assessment

Company name: Strathmore Estates

Assessment carried out by: Margaret Craik

Date of next review: 01/06/2021

Date assessment was carried out: 01/12/2020

GENERAL KITCHEN AND HUB RISKS

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
<p>COVID-19 Virus spreading between employees, visitors, contractors and customers in the workplace.</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</p>	<p>Employees, customers, contractors and visitors to our workplaces</p> <p>Vulnerable groups Elderly, Pregnant</p>	<p>Hand Washing</p> <ul style="list-style-type: none"> • Hand washing facilities with soap and water have been provided and are maintained in a clean and hygienic condition. • Stringent hand washing taking place. • Drying of hands with disposable paper towels. 	<p>Review the workforce and identify any vulnerable workers who may require further assessment of individual risk.</p> <ul style="list-style-type: none"> • Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. • Also reminded to catch coughs and sneezes in tissues – Follow Catch it, 	<p>All staff All Visitors</p>	<p>Ongoing</p>

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
<p>home and advised to follow the stay at home guidance. Line managers will maintain regular contact with staff members during this time.</p>	<p>workers, those with existing underlying health conditions are at heightened risk if they contract the virus.</p>	<ul style="list-style-type: none"> • Staff encouraged to protect the skin by applying emollient cream regularly. • Gel sanitisers in any area where washing facilities not readily available. • Food safety gloves will be worn by food handlers as normal. 	<p>Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace. Encourage staff to report any problems and carry out skin checks as part of a skin surveillance programme.</p> <ul style="list-style-type: none"> • If advised that a member of staff or public has developed COVID-19 and were recently on our premises (including where a member of staff has visited other work place premises), the management team will contact NHS 111: https://111.nhs.uk/covid-19/ 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. • Managers are to continuously monitor their staff to watch for the signs and symptoms of COVID-19. 		
		<p>Cleaning We are frequently cleaning and disinfecting objects and surfaces that are touched</p>	<p>Rigorous checks will be carried out by line managers to ensure that the</p>	<p>Cleaners</p>	<p>Frequently in areas with high</p>

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
		regularly, particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods.	necessary procedures are being followed.		volumes of people.
		<p>Social Distancing</p> <ul style="list-style-type: none"> • Social Distancing - Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by the Government. • Taking steps to review work schedules including start and finish times/ shift patterns, working from home etc., to reduce number of workers on site at any one time. Also relocating workers to other tasks. • Redesigning processes to ensure social distancing in place. 	<ul style="list-style-type: none"> • Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it. • Posters will be displayed in the workplace. • Management checks to ensure this is adhered to. 	All staff	On-going

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
		<ul style="list-style-type: none"> • Conference calls to be used instead of face to face meetings. • Ensuring sufficient rest breaks for staff. • Social distancing also to be adhered to in canteen and smoking areas. 			
<p>Deliveries to our sites by Royal Mail or courier organisation. Government advice is that the risks of transmission of the virus via post and packaging is low.</p>	<p>Delivery staff and our staff members spreading or contracting the virus when dropping off post, and supplies.</p>	<ul style="list-style-type: none"> • Social distancing will be maintained. Packages are to be left at the entrance door or reception. • No signatures will be provided for deliveries, the delivery staff will take a photo of the delivery. 	<p>Inform staff to wear protective gloves when handling packages/mail/deliveries until items have been wiped and sterilized</p>	<p>All staff</p>	<p>On-going</p>
<p>Mental health and anxiety issues.</p>	<p>Staff members may suffer anxiety or depression, stress as a result of the</p>	<ul style="list-style-type: none"> • Staff members are encouraged to talk to their manager if they are struggling with mental health issues. 	<p>Management engagement on a daily basis with all staff members to identify if they require sign posting to discuss issues. Immediate line managers are to be informed of managers concerns over team members.</p>	<p>Line Managers</p>	<p>On-going</p>

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
	current virus situation.	<ul style="list-style-type: none"> Professional medical advice will be sought as required. 			
General travel	Staff members spreading or contracting the virus.	<ul style="list-style-type: none"> Staff should not travel and stay at home unless on essential travel as approved by the Government. Public transport use should be kept to absolute minimum. Ensure that safe social distancing is maintained if using public transport for essential travel. No foreign travel is permitted. 	<ul style="list-style-type: none"> SOP brief to be supplied to staff 	Line manager	On-going
Access to our sites	Customers, contractors and staff members spreading or contracting the virus.	<ul style="list-style-type: none"> No access for visitors and contractors unless essential. Social distancing measures will be maintained at all times. 	<ul style="list-style-type: none"> Essential visitors and contractors will be required to use hand sanitiser upon entry and exit. Essential visitors and contractors will be briefed regarding the current control measures when they sign in 	Kitchen manager	On-going
First aid	Staff members spreading or	<ul style="list-style-type: none"> In line with government advice, make sure you wash your hands or use an alcohol 	<ul style="list-style-type: none"> Provide first aiders with the required PPE relevant to your workplace such as 	First Aiders	On going

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
	contracting the virus when administering or receiving first aid.	gel, before and after treating a casualty also ensure that you don't cough or sneeze over a casualty when you are treating them. <ul style="list-style-type: none"> • Don't lose sight of other cross contamination that could occur that isn't related to COVID-19. • Wear gloves or cover hands when dealing with open wounds. • Cover cuts and grazes on your hands with waterproof dressing. • Dispose of all waste safely. • Do not touch a wound with your bare hand. • Do not touch any part of a dressing that will come in contact with a wound. 	face masks, shields, gloves, clothes coverings etc. <ul style="list-style-type: none"> • Ensure first aiders are briefed regarding a non-breathing casualty: www.sja.org.uk/get-advice/first-aid-advice/unresponsivecasualty/how-to-do-cpr-on-an-adult 		
Customers too close to each other when in line for purchasing food	Customers and staff members spreading or	Only 30 guests are allowed in the gardens and grounds every 30 minutes through a ticket timed entry system.	<ul style="list-style-type: none"> • Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it. • Posters displayed in the workplace. 	kitchen and Castle Staff	On-going

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
	contracting the virus.	A barrier system in in place to ensure a one way follow, lined marks are located to support guests to abide social distancing measures. Signage located around the environment to support social distancing measures.	<ul style="list-style-type: none"> • Management checks to ensure this is adhered to. 		
Shared items such as equipment/ kettles/ toilets	staff members spreading or contracting the virus.	Disinfectant spray and disposable paper towels are available for customers to sanitise their or equipment before use.	All used towels are placed into the bin which is regularly emptied. PPE SOP checklist from staff to ensure they have enough PPE equipment.	Kitchen Manager and Staff Cleaners	On going
Kitchen equipment shared such as coffee machine/sinks/utensils	staff members spreading or contracting the virus	Disinfectant spray and disposable paper towels are available for staff to sanitise their equipment before use.	Staff training to ensure all staff know what they have to do	Kitchen Manager	On Going
Kitchen office: social distance measure during break times	Staff members spreading or contracting the virus	Only one person in the office at one time, wipe down and disinfect any equipment used	Provide sanitisers and wipes to clean all equipment, bins to put used wipes into	Kitchen manager All staff	On going

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
Kitchen team meetings	Team members spreading or contracting COVID-19	Ensuring social distancing 2m between each member	Set out room with chairs 2m apart and provide sanitiser for all members to use	Kitchen Manager	On going
Kitchen hazard points such as doors /equipment storage areas	Staff, spreading or contracting COVID-19	Cleaning areas ever hour with the products provided in order to sanitise the area	Staff training and getting staff to sign a sheet to ensure the cleaning is carried out	Kitchen manager all staff	On going
Hub Hazard points such doors/equipment/storage areas	Staff members spreading or contracting COVID-19	Cleaning areas every hour with the products provided in order to sanitise the area	Staff training and getting staff to sign a sheet to ensure cleaning is carried out	Kitchen Manager All staff	On going
Cash handling	Staff members spreading or contracting the virus	Cashless EPOS system in place called izettle. Signs located around the environment reminding guests that we operate a cashless system.	Not encourage cash and remind staff, guests that the operation is a cashless system.	Kitchen manager and all staff	On-going

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who carries out the action?	When is the action needed?
		Information on the website informing guests we operate a cashless system.			