

# Canonteign Falls Limited COVID-19 Risk Assessment

Company name: Canonteign Falls Limited

Assessment carried out by: Kate Baylis

Date of assessment: 9<sup>th</sup> June 2020. Reviewed: 18<sup>th</sup> June 2020, 3<sup>rd</sup> & 22<sup>nd</sup> July 2020, 1<sup>st</sup> Sep 2020, 23<sup>rd</sup> March 2021 Next Review: c.31<sup>st</sup> May 2021

No.	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 needs to carry out the action?	When is the action needed by?	Done
	<b>GENERAL RISK ASSESSMENT IN THE COVID-19 ENVIRONMENT</b>						
<b>A.</b>	<b>Is government advice being regularly accessed, assessed, recorded and applied?</b>	Staff, visitors, contractors & delivery drivers etc through risk of C-19 infection	Yes, by Directors & Management	Ongoing consideration & assessment of existing measures	Directors & Management	Ongoing	Ongoing
<b>B.</b>	<b>Are changes regularly communicated to staff and visitors?</b>	Staff, visitors, contractors & delivery drivers etc	Yes, by Directors, Management & PR team	Ongoing consideration & assessment of	Directors & Management	Ongoing	Ongoing

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		through risk of C-19 infection		existing measures			
C.	<b>Are changes reviewed by Directors</b>	N/a	Yes	N/a	Directors	Ongoing	Ongoing
D.	<b>Are Social Distancing (SD) and other hygiene rules communicated, understood and applied?</b>	Staff, visitors, contractors & delivery drivers etc. through risk of C-19 infection	Yes, by Directors, Management and all staff. SD & Hygiene Rules are covered in CFL COVID-19 Social Distancing & CFL COVID-19 Cleaning Guidelines.	Daily monitoring and reporting of any issues	All staff	Ongoing	Ongoing
E.	<b>Are there sufficient supplies of hygiene materials and are they well placed?</b>	Staff, visitors, contractors & delivery drivers etc. through risk of C-19 infection	Yes. Needs are assessed daily by Management with staff input. A List of Hygiene Product locations has been produced.	Daily monitoring and reporting of any issues	All staff will be responsible for reporting low supplies to the Supply Officer (to be decided)	Ongoing	Ongoing

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F.	<b>Has the cleaning regime been regularly assessed and, if necessary, revised to high risk areas such as toilets, door handles, switches, hand rails and regularly used hard surfaces?</b>	Staff, visitors, contractors & delivery drivers etc through risk of C-19 infection	Yes, see CFL COVID-19 Cleaning Guidelines	Daily monitoring and reporting of any issues	All staff but in particular cleaning staff	Daily	Ongoing
G.	<b>What precautions are being used to keep shared equipment (tills, card machines etc) hygienic?</b>	Staff & visitors through risk of C-19 infection	Yes, see CFL COVID-19 Cleaning Guidelines	Ongoing on a daily basis	Staff member using equipment	Ongoing	Ongoing
H.	<b>Are risk areas being regularly monitored for hygiene?</b>	Staff & visitors through risk of C-19 infection	Yes, see CFL COVID-19 Cleaning Guidelines	Ongoing on a daily basis	Staff member in charge of that particular area on any one day	Ongoing	Ongoing

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I.	<b>Are all the identified risks being properly mitigated and regularly reassessed?</b>	Staff, visitors, contractors & delivery drivers through risk of C-19 infection	Yes, see CFL COVID-19 Cleaning Guidelines	Ongoing on a daily basis	Staff member in charge of that particular area on any given day	Done/ongoing	Done
J.	<b>Are communication channels working and being reviewed? Email, text, website, Facebook, Instagram, Twitter etc</b>	Staff, visitors, contractors & delivery drivers through risk of C-19 infection	Yes. Re: Staff - all contact details have been updated. Re: Visitors: PR team regularly update website & other social media.	Ongoing on a daily basis	PR team in conjunction with Kate Baylis, GM & Lianne Bell	Done/ongoing	Done
K.	<b>Is there a feedback system in place to ensure best practice and two-way communication for staff, visitors and directors</b>	Staff, visitors, contractors & delivery drivers through risk of C-19 infection	Yes. Staff have Directors & Management contact details to raise any concerns. Visitors can contact CFL through contact	Ongoing on a daily basis	All staff & directors	Done/Ongoing	Done

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			details on website or via social media or via Feedback Forms available on site in the shop.				
L.	<b>Has anyone been nominated to be responsible for COVID-19 matters, are their contact details known and are they on call?</b>	N/a	COVID-19 Officers are Kate Baylis, Jon White (GM) and Lianne Bell	COVID-19 Officers have been appointed	Directors & COVID-19 Officers	31 <sup>st</sup> March 2021	Done
M.	<b>Is there a system to communicate with staff who have not returned to work for fear of infection?</b>	Staff (wellbeing)	Via Kate Baylis	None at present	Kate Baylis	Ongoing	Done/ ongoing
N.	<b>What are the hygiene rules and measure throughout the site?</b>	Staff, visitors, contractors & delivery drivers etc. through risk of C-19 infection	See CFL COVID-19 Hygiene Rules & CFL COVID-19 Cleaning Guidelines which are displayed for visitors	None at present	Directors & management	31 <sup>st</sup> March 2021	Done

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			(Hygiene Rules) and provided to all staff (both).				
O.	<b>Are all staff briefed and regularly updated in COVID-19 symptoms, SD and how these rules apply to Canonteign Falls?</b>	Staff, visitors, contractors & delivery drivers etc. through risk of C-19 infection	Staff are given a briefing session before they start work and there will be bi-weekly update meetings once we are open to the public (either face-to-face or by email with a requirement to respond & confirm receipt)	(Original briefings took place between 1-3 July 2020, updated briefings are scheduled for w/b 29 March 2021)	Kate Baylis & management	31 <sup>st</sup> March 2021	Done
P.	<b>Are social zones (car park, toilets, snack bar queue, café, shop) configured to SD rules?</b>	Staff, visitors, contractors & delivery drivers etc.	“One way” and SD signage has been put in place prior to re-opening	Signage has been completed	Kate Baylis & Estate Manager etc	31 <sup>st</sup> March 2021	Done

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		through risk of C-19 infection					
Q.	<b>Is there a procedure for delivery drivers to deliver supplies safely and how is this communicated to the drivers before they arrive?</b>	Staff, visitors, contractors & delivery drivers etc. through risk of C-19 infection	Drivers to come direct to the Kitchen Deliveries door and instructed to telephone 01647 252434 to announce delivery. Goods to be left outside Kitchen Deliveries door. Once delivery driver has left, goods will then be sanitized and taken to relevant destination by daily runner who will him/herself have relevant training & be wearing appropriate PPE.	Notify known delivery drivers in advance	Person doing the ordering	Done	Done

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	<b>STAFF SAFETY</b>						
1.	<b>Has the Staff Handbook been updated and shared?</b>	N/a	Additional COVID-19 welcome pack and training literature has been annexed to the Handbook	None at present	Management	26 <sup>th</sup> March 2021	Done
2.	<b>Have all staff contact details been reviewed and updated?</b>	N/a	Completed	Completed	Kate Baylis	Done	Done
3.	<b>Have the staff been provided with contact details for the COVID-19 officers?</b>	N/a	Completed	Complete process	Directors	Done	Done
4.	<b>How are new staff inducted?</b>	Staff, visitors, contractors & delivery drivers etc.	New staff are inducted with an induction course run in the 48 hours before	None at present	Directors &/or management	29 <sup>th</sup> March 2021 & ongoing	Ongoing



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		through risk of C-19 infection	they begin work. In the light of COVID-19, this induction course will be provided to existing staff as well prior to their return to work				
5.	<b>Are SD rules clear to staff?</b>	Staff, visitors, contractors & delivery drivers etc. through risk of C-19 infection	All staff have been provided with 'CFL One Way Systems' map and guidance sheet plus SD Guidelines in advance of re-opening	None at present	Management	31 <sup>st</sup> March 2021	Done
6.	<b>Are the risks of COVID-19 clear and understood by all staff?</b>	Staff, visitors, contractors & delivery drivers etc. through risk of C-19 infection	Staff have been provided with COVID-19 Awareness Training package & Symptoms sheet (plus	None at present	Management	31 <sup>st</sup> March 2021	Done

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			government website details). It has been stressed that should a member of staff, contractor, delivery driver or visitor present with any of these symptoms they should be isolated in the Stables Isolation Area and go home immediately.				
7.	<b>How effective are the hygiene rules i.e. are they being adhered to or is more signage etc required?</b>	Staff, visitors, contractors & delivery drivers etc. through risk of C-19 infection	Signage is in place & adherence/adjustment will be monitored daily by COVID-19 Officers	None at present	Management	31 <sup>st</sup> March 2021	Ongoing

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8.	<b>How are staff meetings and staff rooms regulated in terms of space, equipment, resources (kettles, copiers etc), timings, SD and purpose?</b>	Staff through risk of C-19 infection	Subject to the weather, staff are encouraged to take their breaks outside. However, there is also a designated Staff Area of the Stables with staff seating, tables, kettle etc for breaks. Breaks have been timetabled to ensure no more than 2 people are in the area at any one time	None at present	Management	31 <sup>st</sup> March 2021	Done
9.	<b>Have protective measures been put in place to protect staff when serving visitors? What are they?</b>	Staff & visitors through risk of C-19 infection	Perspex Sneeze Guards have been fitted at Reception, Café till and Shop till. We have moved to	None at present	Management	31 <sup>st</sup> March 2021	Done

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			Online Booking & card payments only.				
10.	<p><b>Has the level of PPE for staff been assessed?</b>  <b>What are the recommendations/outcome?</b></p>	Staff & visitors through risk of C-19 infection	<p>Government guidance is that neither PPE nor face coverings are mandatory for staff on tills where there are Perspex screens in place (as at Canonteign). However, we will continue to liaise with staff with regards to their individual preferences and standard PPE &amp; face coverings are available for staff from CFL should they wish to use it.</p>	None at present	Management	31 March 2021	Yes

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11.	<b>Are all staff aware of the updated cleaning systems for the point of entry, snack bar, café, shop and toilets?</b>	Staff, visitors, contractors & delivery drivers etc. through risk of C-19 infection	Yes, see CFL COVID-19 Cleaning guidelines provided to all staff	None at present	All staff as required	Ongoing	Ongoing
12.	<b>Have unnecessary items been removed from areas such as the café to reduce the risk of contamination/number of items to be cleaned?</b>	Staff & visitors through risk of C-19 infection	Yes, all unnecessary furniture, soft furnishings, children's toys, books etc have been removed	None at present	Management	31 March 2021	Yes
13.	<b>Do the staff know the procedure if they fall ill either at home or at work? What is the system for recording this and has it been adhered to?</b>	Staff & visitors through risk of C-19 infection	Yes. In the event that they fall ill at work they should immediately inform one of the COVID-19 officers and isolate in the Stables Isolation Area <b>with a face</b>	None at present	Management will ensure staff are aware of protocols by providing training courses prior to opening	31 March 2021	Ongoing

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			<p><b>covering on</b> until they are able to return home. They should enter the Stables courtyard via the staff toilet or external entrance. Masks will be available in the Isolation Area. The COVID-19 officer will record the date, time, member of staff's name and symptoms (including temperature, if relevant) in a Log Book, along with the time the member of staff left the premises. In the event that a staff member falls ill</p>				

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			<p>at home, they should email or telephone Kate Baylis, Jon White or Lianne Bell as soon as possible to inform them, along with the relevant symptoms.</p> <p><b>Either way, the person must then follow the guidance on the Government's website (<a href="http://www.gov.uk">www.gov.uk</a>) re: the NHS Test &amp; Trace Service &amp; keep one of the CFL COVID Officers updated as to their health</b></p>				

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14.	<b>Are the Directors aware of any pre-existing medical conditions amongst staff that should be taken into account?</b>	Staff (wellbeing)	Staff complete a questionnaire prior to return to work. Replies are recorded & kept securely.	None at present	Directors	29 March 2021	
15.	<b>Has any member of staff tested positive for COVID-19? Has this been recorded?</b>	Staff, visitors, contractors & delivery drivers etc. through risk of C-19 infection	Staff complete a questionnaire prior to return to work. Replies are recorded & kept securely.	None at present	Directors	29 March 2021	
16.	<b>Has any member of staff been in contact with anyone who has tested positive for COVID-19? Has this been recorded?</b>	Staff, visitors, contractors & delivery drivers etc. through risk of C-19 infection	Staff complete a questionnaire prior to return to work. Replies are recorded & kept securely.	None at present	Directors	29 March 2021	
17.	<b>Has anyone been sent home with COVID-19 symptoms? Has this been recorded?</b>	Staff, visitors, contractors & delivery drivers etc.	Recorded (& kept securely) since before lockdown but n/a at present.	N/a at present	Management	N/a	



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		through risk of C-19 infection					
18.	<b>Is there a regular dialogue with those that have suffered from COVID-19 and/or are isolating at home?</b>	Staff (wellbeing)	Yes, insofar as currently relevant	None at present	Directors/management	Ongoing	
19.	<b>Is anyone shielding another family member and/or has a condition that precludes attendance at work?</b>	Staff (wellbeing)	Staff complete a questionnaire prior to return to work. Replies are recorded & kept securely.	None at present	Directors	29 March 2021	
20.	<b>Is proof required for shielding and/or of individual conditions?</b>	Staff (wellbeing)	No, but discussion will take place between the member of staff and a COVID-19 Officer.	None at present	COVID-19 officer	Ongoing	

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21.	<b>Is there a separate area for temperature testing and is it regularly cleaned?</b>	Staff & visitors through risk of C-19 infection	Yes, the Stables Isolation Area. All staff have their temperature taken each morning as they arrive for work by the COVID-19 office on duty that day and this is recorded in a log book and signed by the member of staff and the COVID-19 officer.	None at present	Management	Ongoing	Ongoing
22.	<b>Is temperature testing safe, reflecting SD rules, recorded and kept appropriately?</b>	Staff (wellbeing)	Yes, a ThermoDetect Pro non-contact thermometer is available alongside the Log Book to record the	None at present	Management	29 March 2021	Done

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			temperature (even if normal)				
23.	<b>If the Emergency Services are called, is there a well understood procedure and cleared routes in and out?</b>	Staff, visitors, contractors (inc. Emergency Services themselves) & delivery drivers etc. through risk of C-19 infection	Yes. If an incident necessitates the attendance of the Emergency Services, the ES should be asked to report to reception where from they will be guided to the injured/ill person by a COVID-19 Officer (or failing that, the First Aider on duty). Whichever member of staff first becomes aware of the incident should immediately report it to the First Aider on	None at present	Management and staff	Ongoing	

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			duty and a COVID-19 Officer.				
24.	<b>If essential work is required on site, are contractors supervised and temperature checked?</b>	Staff, visitors, contractors & delivery drivers etc. through risk of C-19 infection	Yes. Contractors will be asked to report to the Reception (ideally outside visitor hours) and asked to fill in a questionnaire. They will also have their temperature taken and recorded. Supervision will be a matter of discretion for the COVID-19 Officer on duty, depending upon the nature of the work	None at present	Whoever is liaising with the contractor	Ongoing	Ongoing

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25.	<b>Have the First Aiders been given updated training on any extra COVID-19 measures necessary in the event of an accident involving a staff member or visitor?</b>	Staff, visitors, contractors & delivery drivers etc. through risk of C-19 infection	4 staff members have taken (either 3 or 1 day) St John's Ambulance First Aid training courses in 2021 prior to the season opening date	Further staff members will be trained with St John's Ambulance courses as deemed necessary	Management in conjunction with the First Aiders	31 March 2021	Ongoing
26.	<b>Have the First Aid supplies and equipment been reassessed and updated for all new risks associated with COVID-19?</b>	Anyone in need of such supplies/equipment, by its absence	See above All equipment (e.g. defibrillator) and First Aid supplies have been checked and will continue to be monitored regularly	None at present	Management in conjunction with the First Aiders	31 March 2021	Done
27.	<b>What is the policy on washing aprons etc so as to prevent infection?</b>	Staff & visitors, through risk of C-19 infection	Disposable aprons to be changed once every 4 hours and disposed of in PPE	None at present	Staff	Ongoing	Ongoing

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			bin outside Staff Toilet facilities.				
	<b>VISITOR SAFETY</b>						
28.	<b>Is there a one way system in place for parking? What is it?</b>	Visitors, staff & contractors etc, risk of C-19 infection	Yes. See CFL One Way System sheet	Signs have been put in place	Management & Estate Manager etc	31 March 2021	Done
29.	<b>Is there a one way system in place for entering the site? What is it?</b>	Visitors, staff & contractors etc, risk of C-19 infection	Yes. See CFL One Way System sheet	Signs and temporary fencing have been put in place	Management & Estate Manager etc	31 March 2021	Done
30.	<b>Is there a one way system in place for walking around the site? What is it?</b>	Visitors, staff & contractors etc, risk of C-19 infection	Yes. See CFL One Way System sheet	See One Way map. Extra signage has been put in place to assist	Management & Estate Manager etc	31 March 2021	Done

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31.	<b>Is there a one way system in place for the viewing platform at the top of the Falls? What is it?</b>	Visitors, risk of C-19 infection	Yes. See CFL One Way System sheet. Extra signage has been put in place plus on arrival at site visitors are handed a One Way map with SD rules for platform printed on the back, plus at busy times a COVID marshall is on hand to direct traffic & ensure SD at the viewing platform.	None at present	Management & Estate Manager etc	31 March 2021	Done
32.	<b>Is there a one way system in place for the snack bar? What is it?</b>	Visitors & staff, risk of C-19 infection	See One Way System Sheet & map. Signage has been put in place to ensure SD	None at present	Management & Estate Manager etc	31 March 2021	Done

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33.	<b>Is there a one way system in place for the café? What is it?</b>	Visitors & staff, risk of C-19 infection	See One Way System sheet & map. Signage and barriers (inc floor markings) have been put in place to ensure SD	None at present	Management & Estate Manager etc	31 March 2021	Done
33.	<b>Is there a one way system in place for the toilets? What is it?</b>	Visitors & staff, risk of C-19 infection	See One Way System sheet & map. Signage & barriers have been put in place to ensure SD	None at present	Management & Estate Manager etc	31 March 2021	Done
34.	<b>Is there a one way system in place for the shop? What is it?</b>	Visitors & staff, risk of C-19 infection	See One Way System sheet & map. Signage (inc floor signage) has been put in place to ensure SD	None at present	Management & Estate Manager etc	31 March 2021	Done
35.	<b>Is there a one way system in place for exiting the site? What is it?</b>	Visitors, staff & contractors etc, risk of C-19 infection	See One Way System sheet & map.	None at present	Management & Estate Manager etc	31 March 2021	Done



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			Signage has been put in place				
36.	<b>What provision is being made for EDMBC? Has the new system been communicated to the Secretary?</b>	EDMBT members/elderly relatives and friends	This Risk Assessment & all relevant accompanying documents have been emailed to the EDMBC Secretary	None at present	Kate Baylis	31 March 2021	Done
37.	<b>Play area and mini assault course/zip wire: what provision is being made to minimise the risk of C-19 transmission on the play equipment</b>	Children visiting the site	Hand sanitizer and anti-viral wipes are available for visitor use along with explanatory signage	None at present	Management/staff	31 March 2021	Ongoing
38.	<b>Are the visitors adhering to the SD and hygiene rules and are these being regularly reviewed?</b>		Signage has been put in place around the site. Their effectiveness will be reviewed on a daily	Nothing at present	Management & staff generally	Ongoing	Ongoing

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			basis & staff asked to report any deficiencies/issues to a COVID-19 Officer				
39.	<b>Face Coverings</b>	Prevention of possible transmission of the virus to others	Signage in shop and café requiring use of face coverings for over 11s. Masks are for sale at reception & in snack bar.	Nothing at present	N/a	N/a	Yes
	<b>CONTRACTOR/DELIVERY DRIVERS/FACILITIES MANAGEMENT</b>						
40.	<b>Are Electrical tests up-to-date including PAT testing?</b>	Staff & contractors	Yes, completed on 23 March 2021	Nothing	N/a	N/a	
41.	<b>Are smoke detectors and fire extinguishers in date and checked regularly?</b>	Visitors, staff & contractors	Yes, checked annually by JN	Nothing	N/a	N/a	

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			Building Services & certification provided				
42.	<b>Are laundry washers and driers serviceable, able to cope with demand, temperature requirements and have sufficient washing products?</b>	Staff	Washers etc are serviceable, able to cope with demand and adequately stocked	Nothing	N/a	N/a	
43.	<b>Have waste procedures been reviewed?</b>	Staff	Reviewed with DCW and all advice received will be communicated to staff on their return and adhered to.	Nothing	N/a	N/a	
44.	<b>Are pest control services recorded and deficiencies recorded and actioned?</b>	Staff & visitors	We have a ProPest contract with ongoing monitoring every 3 months	Nothing	N/a	N/a	

More information on managing risk: [www.hse.gov.uk/simple-health-safety/risk/](http://www.hse.gov.uk/simple-health-safety/risk/)

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