

# COVID-19 RISK ASSESSMENT FORM

<b>NAME AND ADDRESS OF BUSINESS</b>	<b>NATIONAL FOREST EBIKE HOLIDAYS</b>
<b>NATURE OF BUSINESS</b>	<b>SELF GUIDED CYCLING AND WALKING HOLIDAYS, WITH LUGGAGE TRANSFER SERVICE BETWEEN ACCOMMODATION</b>
<b>CARRIED OUT BY</b>	<b>SUE JERHAM. OWNER</b>
<b>DATE OF ASSESSMENT</b>	<b>6 JAN 2021</b>
<b>DATE OF NEXT REVIEW</b>	<b>1 MAY 2021</b>

The purpose of this document is to consider potential Covid 19 contamination risk areas for our guests, staff and accommodation providers. We have considered the level of risk and established the control measures we will undertake to minimise the risk of coronavirus transmission.

## **THE HAZARD**

SARS-Cov-2 is a respiratory virus that can invade a host via the respiratory route or via hand to eye / mouth / nose contact causing the disease COVID-19.

People who appear healthy may be carrying and shedding the virus, which can be passed on either directly or indirectly to others. This means we need to assume that anyone could be carrying the virus.

## **ROUTES OF TRANSMISSION (THE RISKS)**

- Direct contact to face – eyes, nose from droplets or aerosols spraying from an infected person onto another person who is in close contact.
- Contamination via droplets from sneezing and coughing landing on surfaces and then transferring via hands on to eyes and nose and mouth. Other means of secretions getting on to surfaces could be from infected people touching their eyes, nose and mouth and then touching surfaces with contaminated hands.
- Contaminated hands of infected people can transfer the virus directly to others (e.g. handshakes) or on to hand contact surfaces which can be picked up by other people's hands and transferred to their eyes, nose or mouth.
- Possible transmission from faeces to hands and then directly or indirectly to the body via hands and hand contact surface transfer.

## **THE MAIN CONTROLS**

- Social distancing in accordance with government guidelines
- Disinfecting hand contact surfaces
- Hand washing and hand sanitiser use at key moments
- Not touching eyes, mouth or nose with contaminated fingers

## **WHO IS AT RISK?**

- Guests
- Accommodation providers and their employees
- Other guests at accommodation
- Ourselves

The controls set out in this document are specific for this operation, taking into account how the business operates, and how guests, staff and our accommodation providers interact.

# NATIONAL FOREST EBIKE HOLIDAYS

## Contamination / spread of COVID 19 Risk Assessment

Circumstance	What is the risk?	Est Risk Level (High, Medium, Low)	Measures to manage Coronavirus risk	Who will action?	Action date	Date completed
Upon booking	Guests arrive with COVID 19	Medium	<ul style="list-style-type: none"> <li>Information on website and provided as part of our booking procedure informing guests of steps we are taking to minimise risk and steps that they need to follow as part of the booking terms and conditions.</li> <li>Guests reminded to stay home and follow Government advice if they have any COVID 19 symptoms or generally feel unwell.</li> </ul>	SJ	01/072020	30/06/2020
Before arrival	Guests arrive with COVID 19	Medium	<ul style="list-style-type: none"> <li>Guests to complete a wellness form before their holiday starts.</li> </ul>	Guest	Before start of holiday	
	We display COVID 19 symptoms	Medium	We will assess our own health before meeting guests. Should we display any symptoms of Covid 19 then we will self-isolate and a nominated party will undertake the handover and meet and greet on our behalf. They will also be responsible for the luggage transfer and any other guest services.	SJ	ongoing	

At accommodation providers	Guests are unaware of protocol to follow at accommodation provider and either exposed to risk or put others at risk.	Medium	<ul style="list-style-type: none"> <li>• We will only use accommodation providers who meet the standards of the Visit Britain Good to Go scheme, or similar standard.</li> <li>• Generally our accommodation providers are small B&amp;Bs or hotels, so there will be less opportunity for contact with multiple other people</li> <li>• We will review the risk assessment of each of our accommodation providers and make copies of the assessments available to our guests.</li> <li>• We will ask accommodation providers of any special instructions that we must give to guests and provide these either before the start of the holiday or at the welcome meeting.</li> <li>• Guests will be requested to follow the specific protocols of accommodation providers as part of the Booking Terms and Conditions.</li> </ul>	SJ	01/07/20020	
Bike handover	Potential for contamination either from bike touch points or close contact.	Low	<ul style="list-style-type: none"> <li>• Handovers will be carried out outside and in line with social distancing.</li> <li>• The bikes will be cleaned and disinfected before transportation and touch points re-sanitised on site, before handover to guest.</li> <li>• Hands to be cleaned before and after the bikes are unloaded from the van.</li> <li>• We will try to get seat height correct before the start of the holiday. Guests verbally instructed on how to make any necessary bike adjustments. If this is not possible, then touch-points to be sanitised before and after seat is altered. Hands to be washed.</li> <li>• Instructions for the onboard computer and GPS will be provided electronically. We will talk guests through these from a social distance.</li> <li>• Guests asked to ensure that they bring hand sanitiser with them.</li> </ul>	SJ	ongoing	

Luggage transfer between accommodation	<p>Risk of contamination to ourselves</p> <p>Risk of contamination of guest</p>	Low	<ul style="list-style-type: none"> <li>• Hands to be sanitised before touching luggage and afterwards</li> <li>• If we are transporting luggage for multiple guests, then we will keep parties separated, in different areas in the van.</li> <li>• The van used to transport luggage will be disinfected before and after each journey.</li> <li>• We will deliver the luggage and leave where requested by accommodation provider.</li> </ul>	SJ	ongoing	
On the road	Guest unable to maintain social distancing along the route.	Low	<ul style="list-style-type: none"> <li>• The National Forest region is less visited than many parts of the UK and we use quiet tracks and paths.</li> <li>• Many of the attractions are outdoors and lend themselves to distancing</li> </ul>			
	Guest requires on the road support	Low	<ul style="list-style-type: none"> <li>• Hands to be cleaned and sanitised before touching the bike.</li> <li>• Social distance to be maintained from guest</li> <li>• Bike touchpoints to be disinfected before handing back to guest.</li> </ul>			
Cleaning of bikes	<p>Guests or staff contaminated after touching the bikes.</p> <p>Bike surface spreads contamination to accommodation providers' premises.</p>	Low	<ul style="list-style-type: none"> <li>• Bike will be cleaned thoroughly using professional detergent and Smartsan V terminal sanitiser upon return to base and before each use.</li> <li>• Hands to be washed after cleaning</li> <li>• Guests will be provided with a suitable cleaner / sanitiser to use on bike touch-points during their holiday, as required.</li> <li>• Specific requirements for each accommodation provider to be provided to the guests.</li> </ul>			

Cleaning of van interior	Covid 19 passed via contaminated van	Low	<ul style="list-style-type: none"> <li>• Van interior to be disinfected before and after use with professional disinfectant spray.</li> <li>• Gloves to be worn</li> </ul>			
Equipment used	Covid 19 passed via contaminated equipment	Low	<ul style="list-style-type: none"> <li>• Satnav screen will be wiped with detergent solution.</li> <li>• Locks and panniers to be quarantined for 48 hours</li> <li>• Guests will be asked to bring their own helmet if required.</li> <li>• Guests to bring their own water bottles</li> </ul>			
Document preparation	Covid 19 passed via contaminated documentation	Low	<ul style="list-style-type: none"> <li>• A literature pack, map and written guide will be available. These will be prepared 48 hours before the arrival of guests and sealed within a plastic bag. We will also provide a digital copy.</li> </ul>			
Guest reports COVID-19 symptoms whilst at accommodation	Guest comes into contact with others and potentially puts others at risk	medium	<ul style="list-style-type: none"> <li>• Guest to notify National Forest EBike Holidays by phone or message.</li> <li>• Guest to notify accommodation provider and relevant authority.</li> <li>• Booking Terms and Conditions to make it clear that the guest must follow any actions or precautions as directed by authorities.</li> <li>• Guest to follow specific procedures determined by the accommodation provider</li> <li>• Recovery of vehicle and passage home are the responsibility of the guest.</li> <li>• We will notify any previous accommodation providers</li> <li>• We will follow any relevant advice regarding self-isolation</li> </ul>			
Guest reports COVID-19 symptoms between accommodation providers	Guest comes into contact with others and potentially puts others at risk	medium	<ul style="list-style-type: none"> <li>• Guest to notify National Forest EBike Holidays by phone or message.</li> <li>• Where possible guest to be given directions to cycle or walk back to car and return home.</li> <li>• If symptoms are serious guest to be told to seek NHS assistance via 111 or 999</li> </ul>			

			<ul style="list-style-type: none"> <li>• If guests are unable to cycle or walk to their vehicle then it is their responsibility to request collection and arrange transport from a relative or contact.</li> <li>• We will collect the bikes and sanitise prior to handling.</li> <li>• Guest to be instructed to notify Track and Trace</li> <li>• Booking Terms and Conditions to make it clear that the guest must follow any actions or precautions as directed by authorities.</li> <li>• Any previous accommodation providers to be notified.</li> <li>• Guest T&amp;C to be altered and guests to be notified prior to arrival.</li> <li>• We will follow any relevant advice regarding self-isolation</li> </ul>			
Guest reports COVID-19 symptoms after holiday	Guest could have passed on Covid 19 to people that he came into contact with.	Medium	<ul style="list-style-type: none"> <li>• Guest to notify Track and Trace</li> <li>• We will follow any relevant advice regarding self-isolation</li> </ul>	Guest SJ		
We display symptoms of COVID 19	We could have passed on Covid 19 to people that we came into contact with	Medium	<ul style="list-style-type: none"> <li>• We will self isolate as required</li> <li>• We will ask a representative who has not been in contact with us to provide guest services as required.</li> <li>• We will notify Track and Trace and accommodation providers</li> </ul>			
COVID 19 reported at one of the accommodation providers	Guest could contract and spread Covid 19.	Medium	<ul style="list-style-type: none"> <li>• Guest to follow specific procedures determined by the accommodation provider</li> <li>• Recovery of vehicle and passage home are the responsibility of the guest.</li> <li>• Booking terms and conditions to be updated to ensure guest is aware of these terms</li> </ul>			

Infection in local area with potential lockdown	Guest contracts COVID 19	Medium	<ul style="list-style-type: none"> <li>• We will keep guest informed of any potential lockdown.</li> <li>• Where possible guest to by given directions to cycle back to car and return home.</li> <li>• If guests are unable to cycle or walk back to their vehicle then it is their responsibility to request collection and arrange transport from a relative or contact.</li> <li>• We will collect the bikes.</li> <li>• Booking Terms and Conditions to make it clear that the guest must follow any actions or precautions as directed by authorities.</li> <li>• Guest T&amp;C to be altered and guests to be notified prior to arrival.</li> </ul>			
National spike in infection rate with lockdown reintroduced	Guest is unable to return home	Low	<ul style="list-style-type: none"> <li>• We will keep guest informed of any potential lockdown.</li> <li>• Where possible guest to by given directions to cycle or walk back to car and return home.</li> <li>• If guests are unable to cycle or walk back to their vehicle then it is their responsibility to request collection and arrange transport from a relative or contact.</li> <li>• We will collect the bikes.</li> <li>• Booking Terms and Conditions to make it clear that the guest must follow any actions or precautions as directed by authorities.</li> <li>• Guest T&amp;C to be altered and guests to be notified prior to arrival.</li> </ul>			
Transport of bikes after guests' use		Low	<ul style="list-style-type: none"> <li>• Touch points sanitised using professional cleaning materials, before bike is handled.</li> <li>• Gloves to be worn and hands to be cleaned afterwards</li> </ul>			



<b>REVIEW DATE</b>	<b>COMMENTS</b>
1 Aug 2020	Reviewed. No changes made
6 Jan 2021	Updated to incorporate walking holidays. No practical changes required.