



THE
ARDEN
HOTEL
& Leisure Club

Operating safely during COVID-19
COVID Secure advice and risk assessment

Updated 1 July 2020

This document supersedes "Working safely during COVID-19 whilst providing accommodation to key workers." (14 May 2020)

The purpose of this document is to outline how we can operate as safely as possible during the COVID-19 pandemic and minimising the risk of spreading the virus. It is based on the Government's advice "Working safely during COVID-19" (11 May 2020, updated 23 June 2020), UKH (COVID-19 Secure advice and risk assessment for hospitality businesses) and the various documents we have published over recent weeks and months. It should be noted that it is impossible to totally eliminate the risk of transmission of COVID-19 in the workplace.

All our other risk assessments and standard operating procedures still apply, although common sense may need to be applied in some circumstances where COVID-19 guidance contradicts. If in doubt, ask a manager.

This is a live document as there is a constant stream of new government guidelines being published as our understanding of COVID-19 grows. We will endeavour to make regular and timely amendments to the document to reflect new developments, but where anomalies arise between it and new best practice, best practice will prevail. If you become aware of an uncorrected anomaly, please bring it to our attention. If you're unsure of any of the contents, particularly in relation on how to limit the spread of COVID-19, do not hesitate to speak to management to gain clarification.

General principals to control contagion;

Wash your hands often

- Use soap and water for at least 20 seconds where possible, or hand sanitiser (at least 60% alcohol) if soap and water are not available.
- Avoid touching your eyes, nose, and mouth.

Practice social distancing

- Maintain at least 2 metres (about 2 arms' length) from other people where possible. Where 2m is not possible then 1m with risk mitigation such as;
 - Increased frequency of hand washing and surface cleaning.
 - Keep activity time as short as possible.
 - Using screens and barriers.
 - Using back to back or side to side working.
 - Reducing the number of people each person has contact with.
- Do not gather in groups.

Cover coughs and sneezes

- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze.
- Put used tissue in the bin immediately and wash your hands afterwards.

Clean and disinfect

- Clean AND disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, taps, and sinks.
- If surfaces are dirty, clean them. Use detergent or soap and water prior to disinfection.
- Then, use disinfectant. (Zenith Hygienic Multi Surface Cleaner or sanitiser).
- Wash your clothes regularly.

Cloth face coverings

- If you can, wear something that covers your nose and mouth when it's hard to stay away from people, such as on public transport (now compulsory).

Ventilate areas

- Open windows, use air conditioning units (set to fresh air) and ventilation/extraction systems wherever possible.

Arden Hotel COVID-19 Risk Assessment

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. Symptoms can be mild, moderate, severe or fatal.

The routes of transmission (how the hazard can cause harm – 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.

This risk assessment is in addition to our existing risk assessments and is intended to apply alongside them.

What are the hazards? The spread of Covid-19 Coronavirus	
Who might be harmed? Staff, guests, visitors, contractors, delivery drivers and anyone who physically comes in contact with us in relation to our business (including whilst commuting).	
When is action needed? Immediate and ongoing action	Updated; 1 July 2020

Objective	What are we doing?	What further actions do we need to take?	Who to complete?
Who should be at work			
Limit the number of employees on site	<p>We have considered who is essential to be on site; and those not in customer-facing roles such as administrative staff have been working from home or furloughed.</p> <p>We have planned for the minimum number of people needed on the premises to operate safely and effectively and will always comply with lone workers and other regulations.</p>	<p>Keeping in touch with off-site workers on their working arrangements including their welfare, mental and physical health and personal security.</p> <p>Monitoring the wellbeing of people who are working from home and helping them stay connected to the rest of the workforce.</p>	Duty Manager

Objective	What are we doing?	What further actions do we need to take?	Who to complete?
	<p>Providing administrative staff with equipment to work from home safely and effectively, for example, remote access to work systems and laptops where necessary.</p>		
<p>To protect clinically vulnerable and clinically extremely vulnerable individuals</p>	<p>Both clinically extremely vulnerable and vulnerable where identified and recommended to work from home at the outset. All employees followed the advice.</p> <p>Clinically extremely vulnerable individuals have been strongly advised not to work outside the home during the pandemic peak and only return to work when community infection rates are low.</p> <p>Clinically vulnerable individuals, who are at higher risk of severe illness (for example, people with some pre-existing conditions), have been asked to take extra care in observing social distancing and should be helped to work from home, either in their current role or in an alternative role.</p>	<p>Continue to monitor the advice and act accordingly as the crisis evolves.</p> <p>If clinically vulnerable individuals cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable). If they cannot maintain social distancing you should carefully assess whether this involves an acceptable level of risk. As for any workplace risk you must take into account specific duties to those with protected characteristics, including, for example, expectant mothers who are, as always, entitled to suspension on full pay if suitable roles cannot be found. Particular attention should also be paid to people who live with clinically extremely vulnerable individuals.</p>	<p>Hotel Manager</p>
<p>Make sure employees who are advised to stay at home under existing government guidance to stop infection spreading do not physically come to work. This includes</p>	<p>Require all individuals to sign a declaration to confirm they are free from the symptoms, have not knowingly being exposed to the virus, and that they are fit and able to come into work as prescribed by the government guidelines. Take everyone's</p>	<p>Continue to monitor the health of individuals and maintain honest dialogue based on trust.</p> <p>Monitor government guidance and adopt where appropriate.</p>	<p>Duty Manager</p>

Objective	What are we doing?	What further actions do we need to take?	Who to complete?
individuals who have symptoms of COVID-19, those who live in a household or are in a support bubble with someone who has symptoms and those who are advised to self-isolate as part of the government's test and trace service.	<p>temperature at the start of their shift</p> <p>See appendix 5 for guidance on what to do if an employee develops the symptoms of COVID-19 on site.</p>		
Prepare staff who have been furloughed in advance of returning to work	<p>In addition to practical requirements use information gleaned from wellbeing calls to select members of staff to return to work first.</p> <p>Require them to do Zenith online COVID training before they restart.</p> <p>Complete a COVID induction health and safety course with them to reorient and develop COVID secure awareness.</p>		Hotel Manager and HR
To treat everyone in the workplace equally	<p>Be mindful of the particular needs of individuals.</p> <p>Abide by existing discrimination law as enshrined in our working practices.</p>	Pay particular consideration to disabled and expectant mothers.	Hotel Manager
Social distancing at work			
Ensuring workers maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) wherever possible, including arriving at and departing from work, while in work.	<p>Maintain social distancing in the workplace wherever possible.</p> <p>Social distancing applies to all parts of a business, not just the place where people spend most of their time, but also entrances and exits, the staff room and similar settings. These are often the most challenging areas to</p>	Where the social distancing guidelines cannot be followed in full in relation to a particular activity, consider whether that activity needs to continue for the business to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission between their staff.	Duty Manager/ All

Objective	What are we doing?	What further actions do we need to take?	Who to complete?
	<p>maintain social distancing – be vigilant.</p> <p>Screens have been erected on the front desk, bar and restaurant cash desk. Exclusion zone marked out and 2m queuing stickers positioned on floor.</p> <p>Hand sanitizers have been installed on both the staff and guest side of the front desk and other pertinent locations throughout the hotel.</p> <p>COVID secure message on digital display and around the hotel.</p> <p>Back office workspace reorganised to maximise social distancing.</p> <p>Flexi barrier installed throughout the hotel to promote social distancing and guide customers and guest.</p>	<p>Mitigating actions include:</p> <p>Further increasing the frequency of hand washing and surface cleaning.</p> <p>Keeping the activity time involved as short as possible.</p> <p>Using further screens or barriers to separate people from each other.</p> <p>Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.</p> <p>Reducing the number of people each person has contact with by using ‘fixed teams or partnering’ (so each person works with only a few others).</p>	
<p>Coming to and leaving work - maintain social distancing wherever possible, including on arrival and departure and to ensure handwashing upon arrival.</p>	<p>Staff are working shifts and so arrivals and departures are staggered over 24 hours, 7days a week. Thus alleviating the pressure on changing rooms etc</p> <p>Please avoid public transport where at all possible. Consider walking, running, cycling or driving to work. Ample parking and bike storage is available on site. If it is unavoidable, follow the guidance and wear a face covering.</p> <p>Staff are advised to wear clean uniform every day.</p>		<p>All</p>

Objective	What are we doing?	What further actions do we need to take?	Who to complete?
<p>Maintain social distancing when moving around the building</p>	<p>We benefit from large open plan public areas easily facilitating social distancing, but please be mindful when navigating corridors to maintain social distancing. Avoid lifts and touching handrails where possible.</p> <p>Courtesy passing points have been identified on corridors and signs put in situ.</p>	<p>Continue to promote communications via phone where possible.</p>	<p>All</p>
<p>To maintain social distancing between individuals when they are at their workstations (front desk and back office)</p>	<p>For people who work in one place, workstations should allow them to maintain social distancing from one another as well as the public.</p> <p>Workstations should be assigned to an individual as much as possible. If they need to be shared, they should be shared by the smallest possible number of people and disinfected in between different users.</p> <p>Regularly sanitise phones, switchboards, keyboards and general areas. Use Zenith Hygienic Multi Surface Cleaner.</p>	<p>Front desk and back office were moved around to maximise social distancing. As volume of business increases, look to install more screens barriers. Continue to monitor and make improvements where possible.</p> <p>Where possible allocate workstation to an individual, but also continue to disinfect workstations on a regular basis.</p>	<p>Hotel Manager/All</p>
<p>To maintain social distancing and reduce contact where possible in the kitchen.</p> <p>COVID-19 is a respiratory illness. It is not known to be transmitted by exposure to food or food packaging.</p>	<p>Following government guidance on managing food preparation and food service areas.</p> <p>Limit kitchen access to as few people as possible.</p> <p>Minimising interaction between kitchen staff and other workers, including when on breaks.</p> <p>Putting teams into shifts to restrict the number of</p>	<p>Providing floor marking to signal distances of 2m apart.</p> <p>Using 'one way' traffic flows to minimise contact.</p> <p>Minimising contact at 'handover' points with other staff, such as when presenting food to residents.</p>	<p>Hotel Manager/All</p>

Objective	What are we doing?	What further actions do we need to take?	Who to complete?
	<p>workers interacting with each other.</p> <p>Spacing workstations 2m (or 1m with risk mitigation where 2m is not viable or acceptable) apart as much as possible, recognising the difficulty of moving equipment such as sinks, hobs and ovens. Consider cleanable panels to separate workstations in larger kitchens.</p> <p>Minimising access to walk-in pantries, fridges and freezers, for example, with only one person being able to access these areas at one point in time.</p> <p>Use the passes to minimise contact at handover points between front and back of house.</p> <p>Menus have been amalgamated into a “one menu” so as to reduce the number of staff required to be present in the kitchen at one time, and to enhance efficiency and reduce potential queuing.</p>		
<p>To maintain social distancing and reduce contact where possible in public spaces.</p>	<p>See appendix 1, Food & Beverage operation plan.</p>		<p>Duty Manager/All</p>
<p>To reduce transmission due to face-to-face meetings and maintain social distancing in meetings.</p>	<p>Using remote working tools to avoid in-person meetings.</p> <p>Only absolutely necessary participants should attend meetings and should maintain 2m separation throughout.</p>	<p>For areas where regular meetings take place, using floor signage to help people maintain social distancing.</p> <p>Providing hand sanitiser in meeting rooms.</p>	<p>Hotel Manager/All</p>

Objective	What are we doing?	What further actions do we need to take?	Who to complete?
	<p>Avoiding transmission during meetings, for example, from sharing pens and other objects.</p> <p>Holding meetings outdoors or in well ventilated rooms whenever possible.</p>		
<p>To maintain social distancing while using back of house and common areas.</p>	<p>Staggering break times to reduce pressure on break rooms or places to eat.</p> <p>Using safe outside areas for breaks.</p> <p>Smoking breaks only 1 member of staff at a time.</p>		All
<p>To prioritise safety during incidents.</p>	<p>In an emergency (for example, an accident, fire, or break in), people do not have to comply with social distancing guidance if it would be unsafe.</p> <p>People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards, including washing hands.</p>		All
<p>Keeping our customers and visitors safe. The following guidance is supplemented by our operational plans in appendix 1</p>			
<p>Minimise the contact resulting from guests' interaction on the front desk.</p>	<p>Encourage advanced and prepaid bookings, with cash less transactions. Contactless payments to be encouraged.</p> <p>All guests with reservations to receive a pre stay email explaining what procedures are in place.</p> <p>Perspex protective screens installed on front desk, bar and restaurant counter tops.</p>	<p>Foyer regulated to prevent overcrowding and placing 2m markers on the floor to maintain social distancing inside the premises.</p> <p>Provide clear guidance on social distancing and hygiene to people on arrival, for example, signage, visual aids and before arrival, such as by phone, on the website or by email.</p>	All

Objective	What are we doing?	What further actions do we need to take?	Who to complete?
	<p>Hand sanitiser dispensers installed on front desk, both staff and customer side and throughout the hotel. All encouraged visitors to use regularly.</p> <p>Reg cards signed, but pens disinfected before and after use.</p> <p>Courtesy passing points have been identified and clearly signed throughout the hotel corridors. Not relevant to public areas as they are spacious.</p>	<p>Consider and review the suitability of encouraging guests and staff to wear face coverings on communal corridors.</p>	
<p>To service bedrooms safely and to limit the spread of COVID-19</p>	<p>Please abide by the COVID housekeeping procedures Appendix 2.</p>	<p>Constantly review the procedures in light of Government guideline developments.</p>	<p>All, reviewed by Hotel Manager</p>
<p>To make sure people understand what they need to do to maintain safety</p>	<p>Display clearly to guests the social distancing guidelines in place.</p> <ul style="list-style-type: none"> • Social distancing signs (and other relevant informative signs), flexi barriers. • Pre stay guest email sent to all residents explaining our procedures on food ordering and contacting front desk etc. • Digital display in foyer loaded with most recent COVID secure instructions. • Instructions also displayed on the front desk. 		<p>Hotel Manager</p>
<p>Managing service of food and drink.</p>	<p>See appendix 1</p>	<p>Continually review and be alert to adopting new guidance.</p>	<p>Hotel manager/all</p>

Objective	What are we doing?	What further actions do we need to take?	Who to complete?
Managing interaction with hotel guests	See appendix 1	Continually review and be alert to adopting new guidance.	Hotel manager/all
Remain vigilant against other ongoing threats.	It is vital for staff to remain vigilant and act on potential security threats including terrorism and wider criminality. It is advised to continue to ensure that awareness of security threats is raised alongside safety and health risks through staff briefings.		All
Keeping the workplace clean			
To make sure that areas of the hotel which have been partially operating are clean.	<p>Where areas have experienced reduced occupancy during the coronavirus outbreak, water system stagnation can occur due to lack of use, increasing the risks of Legionnaires' disease.</p> <p>Follow our Legionella protocols as set out by LCS Ltd (our Legionella consultants). Manage the risks to protect people when the water system is reinstated or returned to use.</p> <p>LCS visited site from 16-20 June and certificated they had completed the necessary work.</p> <p>Where the water system is still used regularly, we must maintain the appropriate measures to prevent legionella growth per our existing procedures.</p> <p>Open windows and doors frequently to encourage ventilation where possible. Use ventilation and air</p>	Continue to flush through areas of hotel which have been treated by LCS, as we are likely to experience lower occupancy than usual. Follow the advice prescribed by LCS.	Hotel Manager

Objective	What are we doing?	What further actions do we need to take?	Who to complete?
	conditioning units where available.		
To keep the workplace clean and prevent transmission by touching contaminated surfaces.	<p>Wedging doors open, where appropriate, to reduce touchpoints. This does not apply to fire doors. We have installed fire alarm activated door stops on our high flow doors between the bar/reception and bar/restaurant.</p> <p>Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.</p> <p>Front desk staff to follow guidance in appendix 4, reception cleaning tasks.</p> <p>F&B have detailed protocols in place.</p> <p>A member of the team to be on site during business hours to constantly clean and disinfect public areas per our COVID cleaning schedule.</p>		All
To clean safely after a known or suspected case of coronavirus.	Abide by appendix 3, Government guidance COVID-19: cleaning in non-healthcare settings.		All
To ensure the highest hygiene standards are operated in kitchen areas.	<p>Follow government guidance on cleaning food preparation and food service areas per existing procedures.</p> <p>Having bins for collection of used towels, cloths etc.</p> <p>Staff to wash hands before handling plates and grab bags.</p> <p>Continuing high frequency of hand washing throughout the day.</p>	Recognising that cleaning measures are already stringent in kitchen areas, consider the need for additional cleaning and disinfection measures.	All/Review by Hotel Manager

Objective	What are we doing?	What further actions do we need to take?	Who to complete?
To service bedrooms safely and to limit the spread of COVID-19	Please abide by the COVID housekeeping procedures Appendix 2.	Constantly review the procedures in light of Government guideline developments.	All, reviewed by Hotel Manager
To help everyone keep good hygiene through the working day.	<p>Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into your arm.</p> <p>Providing hand sanitiser in multiple locations in addition to washrooms. reception, staff and guest side, outside lifts, entrance to meeting place, Burgundy Restaurant and toilets.</p> <p>Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.</p> <p>Providing hand drying facilities – either paper towels or electrical driers.</p>	<p>Providing regular reminders and signage to maintain hygiene standards.</p> <p>Continue to review additional locations to provide hand sanitiser dispensers and install where appropriate.</p>	All/ review Hotel Manager
To minimise the risk of transmission in changing rooms and showers.	Where shower and changing facilities are required, setting clear use and cleaning guidance for showers, lockers and changing rooms to ensure they are kept clean and clear of personal items and that social distancing is achieved as much as possible.	Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day.	All/ Hotel Manager
To reduce transmission through contact with objects that come into the workplace.	<p>Encourage increased handwashing and providing hand sanitiser where this is not practical.</p> <p>Enhanced handling procedures of laundry to</p>		

Objective	What are we doing?	What further actions do we need to take?	Who to complete?
	prevent potential contamination of surrounding surfaces, to prevent raising dust or dispersing the virus.		
Workforce management			
To change the way work is organised to create distinct groups and reduce the number of contacts each worker has.	Currently the number of staff on site at any one time is minimal due to 24/7 nature of our business and the low occupancy and so shift patterns naturally limit the amount of contact between staff.	As numbers on site increase, we will, as far as possible, split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people.	Hotel Manager
To avoid unnecessary work travel and keep people safe when they do need to travel between locations.	We have little to no requirement for work travel, beyond the commute to work covered earlier, at the present time. For the avoidance of doubt, work travel is prohibited unless cleared by the Hotel Manager.		All/Hotel Manager
To make sure all workers understand coronavirus related safety procedures through communications and training.	Providing clear, consistent and regular communication to improve understanding and consistency of ways of working. Engaging with workers through existing communication routes and worker representatives to explain and agree any changes in working arrangements. We have introduced a return to work program including an online training course for workers prior to returning to site, especially around new procedures for arrival at work.		Hotel Manager

Objective	What are we doing?	What further actions do we need to take?	Who to complete?
<p>Ongoing communications and signage to make sure all workers are kept up to date with how safety measures are being implemented or updated.</p>	<p>Ongoing engagement with workers, including through employee representative groups, to monitor and understand any unforeseen impacts of changes to working environments.</p> <p>Using simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language.</p> <p>Regular wellbeing calls/chats (to those on furlough and working) to create awareness and focus on the importance of mental health at times of uncertainty. The government has published guidance on the mental health and wellbeing aspects of coronavirus.</p>	<p>Communicating approaches and operational procedures with suppliers, customers or trade bodies to help their adoption and to share experience.</p> <p>Using visual communications, for example whiteboards or signage, to explain changes to production schedules, breakdowns or materials shortages to reduce the need for face to face communications.</p>	<p>All/Hotel Manager</p>
Inbound deliveries			
<p>To maintain social-distancing and avoid surface transmission when goods enter the site.</p>	<p>Due to the negligible level of activity, deliveries are currently very infrequent and so additional measures beyond those already highlighted are not currently relevant.</p> <p>Where possible and safe, having single workers unload vehicles.</p> <p>Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice.</p>	<p>Revising pick up and drop off collection points, procedures, signage and markings.</p> <p>Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often.</p> <p>Adjusting put-away and replenishment rules to create space for social distancing. Where social distancing cannot be maintained due to workplace design, sufficient mitigation strategies should be designed and implemented.</p>	<p>All/Hotel Manager</p>

Appendix 1

Operational plan

The easing of social and economic lockdown measures following the COVID-19 outbreak is being supported by NHS Test and Trace. We should assist this service by keeping a temporary record of our customers and visitors for 21 days, in a way that is manageable and assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks. This information will be captured as follows;

- We should encourage guests to provide their contact details at the point of ordering, although it is voluntary. For clarity, we will still serve a customer if they refuse to provide them. We need to collect the lead customer's name, number of guests in the group contact phone number, the time of arrival and departure should be requested. No other information, nor ID verification is necessary. This register is kept securely on the bar (to comply with GDPR) and will be destroyed on a rolling 21-day cycle.
- Residents details will be captured at booking. Residents seating in public areas would need to be captured on the F&B register.
- Completed time sheets will capture staff information.
- Restaurant reservations can also be picked up through "bookatable", and transferred onto the register
- Contractors need to complete the signing in book accurately, noting time in and out.

Indoor gatherings should only be occurring in groups of up to 2 households (including support bubbles) while outdoor gatherings should only be occurring in groups of up to 2 households (or support bubbles), or a group of at most 6 people from any number of households.

Fundamental principles

Safety, safety, safety. Our guiding light is to operate safely for staff, guests and all visitors.

We must be commercially viable.

Speed and efficiency of service is essential. We must do all we can to prevent queues developing.

We are prepared, trained, resourced and physically set up.

We all need to be flexible.

Communication is key between guests, staff at all levels and all departments.

Hotel check in

- We have over 250 car parking spaces and so social distancing shouldn't be a problem. All lines have been recently repainted to promote safety.
- All guests will receive a pre arrival email explaining what to expect during their stay.
- One guest per booking will be required to check in at our COVID secure front desk.
- Pre check in will be encouraged; if a guest does not pre check in they will be asked to sign hotel registration card only.
- We hope to have an entirely contactless check in process by August
- Acrylic hygiene screens are in place on the front desk.
- Countertops to be sanitised after every guest interaction.
- Key cards are to be sanitised prior to being provided to guests.
- Hand sanitiser dispenser is installed at the front desk (and many positioned throughout the hotel), on both the customer and staff side.

- Discourage the use of lifts but accept that they need to remain available. Mitigate risk by having sanitiser dispensers adjacent to the lift doors on all floors and regular cleaning/disinfecting.

Check Out

- Guests will be encouraged to have a paper - less check out.
- Guests will be encouraged to pay for all items purchased during the course of their visit at the time of purchase (by contactless method), therefore ensuring minimum requirement for check out process.
- E-mail will be the preferred form of communication in compliance with GDPR.
- A container is provided on the reception desk to return room keys.
- Key cards will be sanitised prior to being re-used by other guests.

Room service and grab bags

Room service and grab bags to be encouraged as it is the best way to socially distance.

All orders to be made by phone or over front desk/bar (whilst practicing social distancing).

Grab bags to be collected by guest from the front desk/Meeting Place as they leave the building.

Staff should wash their hands before picking up the room service tray.

Room service to be delivered on trays to the resident's room. Door knocked and guest advised to collect the tray off the floor. "Knock, door, run!"

The member of staff should wash their hands afterwards.

Once consumed, the guest is asked to leave the tray outside of their room, and for them to advise reception. Trays are collected, returned to the kitchen where the contents are immediately ran through the industrial dishwasher. Trays are disinfected. The member of staff wears gloves and washes hands thoroughly before and after.

Food & Beverage big picture

Strict adherence to being a COVID-19 secure environment.

The Meeting Place, Restaurant, Bar, Conservatory and outdoor spaces to be considered as one in terms of physical area, department and service style. Areas seamlessly opened as demand dictates.

Social distancing at the heart of how we set up and operate.

Two services a day. Breakfast followed by one all day menu (with limited night service) and Sunday Lunch.

Outside of breakfast and Sunday lunch, the bar is the focal point of the operation.

Table service only. (But review the possibility ordering at the bar. The guidance states "where bar service is unavoidable", and then infers that it is allowable. It could be argued that the risk to staff and customers is potentially less ordering (only) at the bar (behind a screen etc). Delivery would have to be to a table.

Physical areas

Our relatively large public spaces mean we have a significant advantage over many properties in the area and give us a high degree of flexibility.

Consider the Meeting Place, Bar, TV lounge, Restaurant, Conservatory and outside areas as one large area with all tables uniformly set up, socially distanced with areas capable of being opened and closed immediately as areas become full.

Limit the number of tables and chairs in each area to maintain social distancing. Flexibility to quickly reconfigure areas if needed.

Outside areas are considered as the safest environment and so we have maximised the number of covers available whilst maintaining social distancing.

Hand sanitisers

In addition to the hand sanitisers already installed in back of house areas, we have installed them at the following locations;

- Reception counter, both public and staff side.
- public side of bar counter.
- staff side of bar.
- between the bar toilets.
- 1st/2nd floor main lift.
- Meeting Place entrance.
- public side restaurant cash desk.

Toilets (both staff and customer)

Every other urinal and sink are sectioned off.

Clear signs to promote good handwashing technique are in place.

More regular than usual cleaning and inspection completed and recorded on a cleaning schedule.

More frequent rubbish collection.

Hand sanitiser located in between main toilets.

Enhanced cleaning of public areas

A member of the team to be on duty during business hours, constantly cleaning and disinfecting to a COVID secure approved schedule.

Menus

We have introduced the "one menu" so we can minimise the number of staff required to prepare and deliver so promoting social distancing and speed of service.

Simplified breakfast menu (with all hot and cold options listed on a menu).

Physical menus to be presented on all tables (together with numbers and necessary instructions) in acrylic menu holders. Idea is they're not touched and are wipe clean/disinfected after every use.

One use disposable menus for Sunday lunch (and probably reduced options).

Functions/larger parties/events and meetings

Currently prohibited and so guidance will be issued when available.

Leisure club

Currently prohibited and so guidance will be issued when available.

Sunday lunch

This is at the core of what we do locally, and although unlikely to fly at first, we will relaunch it from Sunday 19th July. Exception to one large area. Usual service in Restaurant and Conservatory with social distancing. One use disposable menus.

Process flow - breakfast

Promote grab bags and room service to limit numbers at peak times.

Clearly defined contact point, adjacent to where piano is with social distanced queue marked out with floor stickers going into the bar adjacent to mini courtyard. Fire alarm activated door closer installed to allow and reduce contact with door plates. Possible overflow into area by toilets or sunken lounge. Stairs mustn't be obstructed.

Must allow room for 2-way access into and out of Meeting Place. Use flexi-barrier to demark.

Guest arrives processed and directed to table. Once seated order taken and served.

Table service with no buffet available.

If Meeting Place becomes full, seamlessly start using Bar/Restaurant.

Staff to float in room to seat, take order, serve, clear and disinfect.

Process flow – all day service

The bar counter is the focal point of all F&B service outside of breakfast and will have clearly displayed signs, promoting COVID security. Tills 2&3 will be used if unavoidable (and could enhance COVID security) for payments. The long counter adjacent to the hatch, would be the servery and out of bounds to customers.

The number of staff working behind the bar counter is to be limited to maintain social distancing at all times.

On entering the bar area, the customer is directed to find a table. Here they can make their choice without causing obstructions. A member of the team must greet them and take their contact details (voluntary) and order as promptly as possible.

Orders can be taken at the table using tablets.

The area must be clearly laid out and signed to deter loitering.

Contactless payments actively encouraged.

Continue to review introduction of ordering App, particularly Guestline's offering, due in July/August 2020, as it would potentially integrate with our EPOS (and menus) and PMS.

No drinking at the bar. Customers politely encouraged not to loiter around the bar.

Screens installed on bar tills 1, 2 and 3, and the restaurant cash desk.

Serving tables will inevitably result in servers being within 2m of customers and so they must mitigate the risk by;

- all actions done at arms length
- side by side – no face on interaction
- regular handwashing
- limit the time within 2m to an absolute minimum.

Larger occupied tables may require service tables, but it is unlikely we'll be seeing too many big tables at first. There's an argument that using service tables increases the risk as customers would move around more (creating more contact with staff and other customers) and increases the risk of spillages, again increasing staff contact.

No condiments on the tables. Condiments delivered with cutlery as required.

Reminding customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.

Customer are encouraged to use contactless methods of payment.

Pool and snooker room

Unfortunately, although we believe not prohibited, we do not feel we can operate it safely at the present time. We will continue to monitor this situation and reopen it when we feel we can do so safely.

Fruit machine

A socially distancing sign positioned adjacent to the machine, and surrounding tables spaced well away. Machine to be disinfected regularly and after every user.

Showing live sporting events in TV lounge

The TV lounge has been reconfigured to promote social distancing.

No standing allowed, all seating.

Shouting and cheering discouraged so as to limit the possibility of aerosol transmission. Volume to be restricted so as not to necessitate raised voices.

Polite signage in place to educate and inform guests.

Enhanced table cleaning regime

Tables, chairs, menu holders and all touch points disinfected with Zenith Hygienic Multi Surface after every guest.

Communicating with guests

In addition to verbal instruction, the digital screen in reception has been uploaded with clear customer guidance on how we operate in a COVID secure way, and how they can behave in a way to promote the same.

Clear signage is also in place presented in freestanding and counter top cases at pertinent locations.

All advice is uploaded to our website.

Hotel guests will receive a pre arrival email with instructions on what to expect.

Make guests aware that failure to observe safety measures will result in service not being provided.

Kitchen

It is of paramount importance that the COVID-19 secure guidelines are followed at all times with the number of staff limited to maintain social distancing at their workstations. We are fortunate to have a large open plan kitchen which facilitates social distancing.

Kitchen porters and hygiene

All cleared tables must be returned to the Hobart countertop directly and cleaned immediately. Porters to be drilled in the importance of following the COVID-19 secure guidance. Waiting staff to wash or sanitise hands after every delivery (and follow COVID-19 secure guidance).

Handwashing of glassware etc. should be avoided where possible with glassware washed separately from plates and cutlery.

Use the dishwasher where possible to clean and dry used crockery and cutlery. If this is not possible, wash them by hand using detergent and warm water and dry them thoroughly, using a separate tea towel.

Where handwashing is necessary, staff should wear rubber gloves and use suitable products for cleaning and sanitation.

During rinsing processes, advise temperatures above 60°C are reached, as disinfection of crockery and glasses requires this.

Cloths and sponges etc used for cleaning should be changed daily and similarly used materials disposed of safely on a daily basis.

Tea towels used for drying should be changed on a daily basis and washed in accordance with the manufacturer's instructions. Use the warmest water setting and dry items completely.

Vigorous cleaning and disinfecting protocols to be implemented.

Constantly have visible housekeepers cleaning and disinfecting public areas.

Queue management and people flow

Members of staff trained and on hand to manage queues and people flows around the building to ensure social distancing isn't compromised. Courtesy passing points clearly identified.

Front desk - 2 banks of clearly marked and roped barriered columns with floor stickers. Free standing sign "queue for 1 person per room". Potential to increase to 3.

Outside emergency queuing area clearly marked.

Appendix 2

COVID-19 Housekeeping cleaning procedures

Cleanliness has always been a top priority. But it's even more critical as we all aim to reduce the spread of infection. It's possible for someone to contract COVID-19 by touching a contaminated surface—like a door handle or light switch—and the virus may live on some surfaces for several hours or even days. That's why it's essential to clean and disinfect frequently touched surfaces often, especially between reservations.

All non-essential room collateral has been removed from the rooms (such as tent cards, pens and note paper).

Here are some guidelines, in addition to our usual thorough protocols, to follow when cleaning your space between guests;

1. **Ventilate rooms before you clean.** Allow fresh air to circulate for at least 20 minutes. If possible, leave all windows open during the entire cleaning process.
2. **Wash your hands thoroughly before and after each cleaning.** Use soap and water, and wash for at least 20 seconds. If that's not possible, use a hand sanitizer with at least 60% alcohol.
3. **Clean, then disinfect.** Use detergent or soap and water to remove dirt, grease, dust, and germs. Once the surface is clean, spray with a disinfectant (Zenith Hygienic Multi Surface Cleaner). Let it stand for a few minutes, then wipe—and if you're not using paper towels or disposable wipes, it's best to use a new cleaning cloth for each room.
4. **Use the right disinfectant.** Use Zenith Hygienic Multi Surface Cleaner or Sanitiser as well as cleaning solutions with diluted household bleach or at least 60% alcohol, (which are believed to be effective against the coronavirus). Pay special attention to frequently touched surfaces, like light switches, door handles, remote controls, and taps and shower handles (see 10 high touch points below).
5. **Don't forget about sofas, rugs, curtains, and other soft, porous surfaces.** Carefully remove any visible dirt or grime, then clean with the appropriate cleaners indicated for use on these surfaces. If possible, machine-wash items according to the manufacturer's instructions. When items cannot be cleaned using detergents or laundered, for example, upholstered

furniture and mattresses, steam cleaning or the fogger should be used. Any items that are heavily contaminated with body fluids and cannot be cleaned by washing should be disposed of.

6. **Glasses and crockery.** Should be removed and washed between guests unless in protective bag.
7. **Wear disposable gloves while you clean.** Gloves should be thrown out after each cleaning. Make sure to wash your hands immediately after gloves are removed.
8. **Don't reuse microfibre cloths, mops, and sponges when cleaning your space for a new guest.** Consider stocking up on supplies that you can throw away after each cleaning, ideally using disposable cloths. If you prefer to clean with reusable products, make sure to machine-wash them at the highest heat setting that's appropriate for the material. This setting must be in excess of 72c, (or 60c when using a powder detergent for a prolonged cycle).
9. **Pay particular attention to the key 'high touch' points.** In a bedroom these are listed below, however in the hotel generally this will include toilets, handrails, stairwells, lifts and door handles.

10 High-Touch, Deep Clean Areas in the Guest Room



- 1 SWITCHES & ELECTRONIC CONTROLS**
Lights, lamps, switches and electronic controls.
- 2 HANDLES & KNOBS**
Doors, closets, drawers, furniture knobs and drapery pull handles.
- 3 MAJOR BATHROOM SURFACES**
Toilet handles and seats, splash walls, shower/tub controls and sink faucets.
- 4 CLIMATE CONTROL PANELS**
- 5 TELEPHONES, REMOTE CONTROLS AND CLOCKS**
Handsets, dial pads and function buttons.
- 6 BED & BEDDING**
All bed linens including duvet covers, pillowcases and sheets.
- 7 BATH AMENITIES**
Bulk dispensers, individual amenities, tissue boxes, soap dishes, amenity trays and hair dryer.
- 8 HARD SURFACES**
Tables, desks and nightstands.
- 9 CLOSET GOODS**
Iron, safe handle and keypad.
- 10 IN-ROOM FOOD & BEVERAGE**
Cutlery, glassware, ice buckets, mini bars, kettle and coffeemaker.



10. **Inspection.** Once cleaned a supervisor will inspect the room checking they are fully COVID clean and ready for occupation. This will include the use of an UV light on all surfaces and touch points. A full inspection of the bathroom will also be completed to include sanitary surfaces, shower screens and floor.
11. **Electrostatic disinfectant spray.** Once the room has passed its final inspection, treat the room with the MYDIS ULV Sprayer. This has been certified to kill the COVID-19 virus within a minute which allows total surface disinfection, even in hard-to-reach areas. Sign the room off as being inspected and disinfected.

For the foreseeable future, in stay **DAILY** housekeeping will cease. Guest rooms will only be serviced after their departure. Room cleaning will be undertaken in the absence of the guest.

Mid-stay servicing and towel refreshments can be arranged by calling reception. These will be left outside their room with a bag to place their old towels in which will then need to be swiftly moved to laundry crates using disposable gloves. Guests will be instructed by reception to tie these bags first.

Daily housekeeping management will need to ensure ALL microfibre cloths used that day (which should be a high quantity) are placed on a high temperature wash (as highlighted above) before these are put back into the system for the next day.

Appendix 3

Cleaning after a suspected contamination

Government guidance COVID-19: cleaning in non-healthcare settings

Updated 15 May 2020

Whether an infection is confirmed or suspected, the following specific guidance should be followed to deal with the bedroom safely. A Hotel Manager should be informed, who will take ownership of the situation ensuring all protocols are followed and check that that following guidance is up to date.

Out of an abundance of caution, where possible, the room should be isolated for at least 72 hours. The room should then be treated with the MYDIS ULV Sprayer and left for 5 minutes. Finally, the room should be ventilated for at least 20 minutes before being serviced.

Please note: this guidance is of a general nature and should be treated as a guide, and in the event of any conflict between any applicable legislation (including the health and safety legislation) and this guidance, the applicable legislation shall prevail.

What you need to know

- cleaning an area with normal household disinfectant after someone with suspected coronavirus (COVID-19) has left will reduce the risk of passing the infection on to other people
- wear disposable or washing-up gloves and aprons for cleaning. These should be double-bagged, then stored securely for 72 hours then thrown away in the regular rubbish after cleaning is finished
- using a disposable cloth, first clean hard surfaces with warm soapy water. Then disinfect these surfaces with the cleaning products you normally use. Pay particular attention to frequently touched areas and surfaces, such as bathrooms, grab-rails in corridors and stairwells and door handles
- if an area has been heavily contaminated, such as with visible bodily fluids, from a person with coronavirus (COVID-19), use protection for the eyes, mouth and nose, as well as wearing gloves and an apron
- wash hands regularly with soap and water for 20 seconds, and after removing gloves, aprons and other protection used while cleaning

Background

Experience of new coronaviruses (SARS-CoV and MERS-CoV) has been used to inform this guidance. The risk of infection depends on many factors, including:

- the type of surfaces contaminated
- the amount of virus shed from the individual
- the time the individual spent in the setting
- the time since the individual was last in the setting

The infection risk from coronavirus (COVID-19) following contamination of the environment decreases over time. It is not yet clear at what point there is no risk. However, studies of other viruses in the same family suggest that, in most circumstances, the risk is likely to be reduced significantly after 72 hours.

Principles of cleaning after the case has left the setting or area

Personal protective equipment (PPE)

The minimum PPE to be worn for cleaning an area where a person with possible or confirmed coronavirus (COVID-19) is disposable gloves and an apron. Hands should be washed with soap and water for 20 seconds after all PPE has been removed.

If the risk assessment of the setting indicates that a higher level of virus may be present (for example, where unwell individuals have slept such as a hotel room or boarding school dormitory) or there is visible contamination with body fluids, then the need for additional PPE to protect the cleaner's eyes, mouth and nose might be necessary. The local Public Health England (PHE) Health Protection Team (HPT) can advise on this.

Non-healthcare workers should be trained in the correct use of a surgical mask, to protect them against other people's potentially infectious respiratory droplets when within 2 metres, and the mask use and supply of masks would need to be equivalent to that in healthcare environments.

Cleaning and disinfection

Public areas where a symptomatic individual has passed through and spent minimal time, such as corridors, but which are not visibly contaminated with body fluids can be cleaned thoroughly as normal.

All surfaces that the symptomatic person has come into contact with must be cleaned and disinfected, including:

- objects which are visibly contaminated with body fluids
- all potentially contaminated high-contact areas such as bathrooms, door handles, telephones, grab-rails in corridors and stairwells

Use disposable cloths or paper roll and disposable mop heads, to clean all hard surfaces, floors, chairs, door handles and sanitary fittings, following one of the options below:

- use either a combined detergent disinfectant solution at a dilution of 1,000 parts per million available chlorine

or

- a household detergent followed by disinfection (1000 ppm av.cl.). Follow manufacturer's instructions for dilution, application and contact times for all detergents and disinfectants

or

- if an alternative disinfectant is used within the organisation, this should be checked and ensure that it is effective against enveloped viruses

Avoid creating splashes and spray when cleaning.

Any cloths and mop heads used must be disposed of and should be put into waste bags as outlined below.

When items cannot be cleaned using detergents or laundered, for example, upholstered furniture and mattresses, steam cleaning should be used.

Any items that are heavily contaminated with body fluids and cannot be cleaned by washing should be disposed of.

Laundry

Inform Elis of the case and follow their instruction. Use Elis issued red dispersible bags for all potentially contaminated laundry.

Wash items in accordance with the manufacturer's instructions. Use the warmest water setting and dry items completely. Dirty laundry that has been in contact with an unwell person can be washed with other people's items.

Do not shake dirty laundry, this minimises the possibility of dispersing virus through the air.

Clean and disinfect anything used for transporting laundry with your usual products, in line with the cleaning guidance above.

Waste

Waste from possible cases and cleaning of areas where possible cases have been (including disposable cloths and tissues):

1. Should be put in a plastic rubbish bag and tied when full.
2. The plastic bag should then be placed in a second bin bag and tied.
3. It should be put in a suitable and secure place and marked for storage until the individual's test results are known.

Waste should be stored safely and kept away from children. You should not put your waste in communal waste areas until negative test results are known or the waste has been stored for at least 72 hours.

- if the individual tests negative, this can be put in with the normal waste
- if the individual tests positive, then store it for at least 72 hours and put in with the normal waste

If storage for at least 72 hours is not appropriate, arrange for collection as a Category B infectious waste either by your local waste collection authority if they currently collect your waste or otherwise by a specialist clinical waste contractor. They will supply you with orange clinical waste bags for you to place your bags into so the waste can be sent for appropriate treatment

Appendix 4

COVID Reception Cleaning Tasks

Cleanliness has always been our top priority for us and our guests. But it's even more critical as we all aim to reduce the spread of infection. According to research, it's possible for someone to contract COVID-19 by touching a contaminated surface—like a door handle, hand rail or light switch—and the virus may live on some surfaces for several hours or even days. That's why it's essential to clean and disinfect frequently touched surfaces often, especially between guest interactions. Work on the basis that this is done on an hourly basis a quick review of the core 'touch points' and cleaned.

Think of the core areas in reception that will be touched;

- Hand rails
- Reception Desk
- Pens
- Phones
- Light Switches
- Door Handles and push plates
- Key Cards

1. Clean, then disinfect. Use detergent or soap and water to remove dirt, grease, dust, and germs. Once the surface is clean, spray with a disinfectant (Zenith Hygienic Multi Surface Cleaner). Let it stand for a few minutes, then wipe—and if you're not using paper towels or disposable wipes, it's best to use a new cleaning cloth.

2. Wash your hands thoroughly before and after each cleaning. Use soap and water, and wash for at least 20 seconds. If that's not possible, use a hand sanitizer with at least 60% alcohol.

3. Use the right disinfectant. You don't need any hard-to-find cleaning products—most common disinfectants (Zenith Hygienic Multi Surface Cleaner or Sanitiser) as well as cleaning solutions with diluted household bleach or at least 60% alcohol, are believed to be effective against the coronavirus. Pay special attention to frequently touched surfaces, like light switches, reception desk, door handles.

4. Wear disposable gloves while you clean. Gloves should be thrown out after each cleaning. And make sure to wash your hands immediately after gloves are removed.

5. Don't reuse microfibre cloths, mops, and sponges when cleaning your space for a new areas. Consider stocking up on supplies that you can throw away after each cleaning. If you prefer to clean with reusable products, make sure to machine-wash them at the highest heat setting that's appropriate for the material.

Appendix 5

What to do if someone develops symptoms of COVID-19 on site.

Staying at home if you, or someone in your household, has symptoms of coronavirus (COVID-19) on site.

Guidance for employers and businesses on coronavirus (COVID-19).

Updated 7 April 2020

If anyone becomes unwell with a new, continuous cough or a high temperature [or a loss of, or change in, your normal sense of taste or smell, update 18 May] in the business or workplace they should be advised to follow the stay at home guidance for households with possible coronavirus (COVID-19) infection. If these symptoms develop whilst at work they should be sent home, they should return home quickly and directly. If they have to use public transport, they should try to keep away from other people and catch coughs and sneezes in a tissue [wearing a face mask is compulsory on public transport].

If a member of staff has helped someone who was taken unwell with a new, continuous cough or a high temperature, they do not need to go home unless they develop symptoms themselves. They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell with symptoms consistent with coronavirus (COVID-19) infection.

It is not necessary to close the business or workplace or send any staff home, unless government policy changes. Keep monitoring the government response page for the latest details.

If you, or an employee, need clinical advice, they should go to NHS 111 online, or call 111 if they don't have internet access. In an emergency, call 999 if they are seriously ill or injured or their life is at risk. Do not visit the GP, pharmacy, urgent care centre or a hospital.

If the member of staff lives in a household where someone else is unwell with symptoms of coronavirus (COVID-19) then they must stay at home in line with the stay at home guidance.

Sick pay

Those who are self-isolating because they or someone in their household is displaying symptoms of coronavirus will be eligible for Statutory Sick pay (SSP).

SSP is also available to those who are staying at home because they're at high risk of severe illness from coronavirus (shielding).

Employers should use their discretion and respect the medical need to self-isolate in making decisions about sick pay.

Anyone not eligible to receive sick pay, including those earning less than an average of £118 per week, some of those working in the gig economy, or self-employed people, is able to claim Universal Credit and/or contributory Employment and Support Allowance.

For those on a low income and already claiming Universal Credit, it is designed to automatically adjust depending on people's earnings or other income. However, if someone needs money urgently they can apply for an advance through the journal in their Universal Credit account.

See the Statutory Sick Pay (SSP) guidance for more information.

Appendix 6

Personal Protective Equipment (PPE) and face coverings

The Government advises that when managing the risk of COVID-19, additional PPE (beyond what you usually wear) is not beneficial. This is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE. Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19. The Government advises that unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited.

Unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited. However, if your risk assessment does show that PPE is required, then we would provide this PPE free of charge to workers who need it. Any PPE provided should fit properly.