

# Coronavirus

## Enhanced Safety Procedures In Response To COVID-19

The health and safety of our guests is of paramount importance to us, and as such we have always operated with extremely high standards of hygiene at all times, in all areas of the hotel. In response to the COVID-19 crisis, we have put the following measures in place to further enhance our procedures and doubly ensure the personal safety of each and every guest and member of staff on the premises, giving you complete peace of mind for the duration of your stay.

Please note that these measures are provided as guidelines only, and we reserve the right to update on a daily basis without prior notice given the evolving nature of the pandemic.

### **Staying with Confidence**

We want you to feel safe and secure from the moment you pull up outside, to the moment you have to leave us. That's why we've enhanced our cleaning practices, guest interactions, employee procedures, and availability of information, to ensure your confidence and security.

We have developed these new enhanced procedures in accordance with a combination of the WHO guidelines, UK Hospitality recommendations and Government advice, to ensure that we are not only compliant, but going above and beyond to protect and reassure our guests and staff. We have also undertaken a full risk assessment, outlining in detail how we are meeting these guidelines in every area of our hotel. These are being communicated to staff by managers first through initial training and then on a regular basis.

### **Section One: Key changes to safeguard employee and guest health**

#### **A. Frequent and thorough hand sanitising**

We have implemented a strict protocol of frequent hand washing and use of hand sanitiser for staff, hand washing with soap and water being the preferred method. Sanitiser - anti-viral, with a minimum 60% alcohol content - has been placed prominently in both front and back areas of the hotel to enable staff and guests to sanitise frequently.

Sanitiser is available for use in the following areas: Reception, Hall, Library, Bar

#### **B: Health and Safety Signage (front and back of house)**

We are handing out health and hygiene reminders to all resident guests on arrival. For non-resident guests, signs have been put at arrival points. This advice contains information about the recommended way to distance, sanitise, and take other precautions (such as wearing masks and gloves).

We have also put up this signage in our employee areas back of house, employee entrances and exit points. Signage reminds employees of the proper way to wear,

handle and dispose of masks, use gloves, wash hands, sneeze and to avoid touching their faces.

### **C. Action Plan for Responding to Health Concerns**

Per official government advice, employees will immediately inform the duty manager or the reception desk of any pertinent incidents, including possibly sick guests in their rooms. They will treat all this information with discretion.

The duty manager will then minimize contact of the ill person with all guests and staff of the establishment. This will be effected by providing the person with a mask, and, if the sick person cannot be transferred to a medical establishment, they will be isolated and contained within one room on a temporary basis. Once the sick person has left the premises, this room – and any other areas or touch points that may have been contaminated - will then be subjected to a quarantine and disinfectant, with the staff member using gloves and a disposable apron, before it is made available again.

### **D. General Employee Responsibilities**

#### **Hand Cleaning**

All employees shall follow Government and WHO guidance regarding handwashing. Staff will be required to remove any jewellery from their hands and wrists prior to their shift starting. Employees shall wash their hands for at least 20 seconds, or use anti-viral sanitizer when a sink is not available, after any of the following activities: using the toilet, sneezing, touching the face, cleaning, eating, drinking, accepting items from a guest (ID, cash, credit card, room key), taking a break, and before a shift and as needed throughout the shift. Proper hand hygiene, in accordance with government and WHO guidelines, will be followed prior to and after removing the gloves. Duty managers will remind everyone to wash their hands or use a hand gel at the start of every shift.

#### **COVID-19 Training**

All employees shall receive COVID-19 safety and facility sanitation protocols training recommendations based on official guidance from the government and WHO, with more comprehensive training for employees with frequent guest contact including Housekeeping, Food & Beverage, Reception

Training will include details about current distancing requirements, routes of transmission and the importance of hand washing and surface disinfection at key times. All staff will be instructed about not coming to work if they have a fever or new cough. They should stay at home for seven days (or for as long as prevailing guidance dictates).

A general commitment to hygiene shall be regularly communicated to staff, including transmission threats outside of the workplace, infection and quarantine guidelines, and actions to reduce risk of infection in the home.

A separate document has been issued to staff with guidance on change of procedures to minimize risk of spreading COVID-19.

## **Personal Protective Equipment (PPE)**

PPE, along with appropriate training for use and disposal, will be made available to any employee upon request. Staff will be trained in the correct use of face masks.

Cleaning staff in particular will be trained on the use of and provided with personal protection equipment as listed below:

- Masks
- Gloves
- Disposable aprons

If doing tasks that generate splashes (e.g. while washing surfaces) or close contact with guests, staff will be required to wear facial protection with a face shield and impermeable aprons. Staff have been instructed to wash hands after removing PPE.

## **Section Two: Further details**

### **2A: Cleaning Products & Protocols**

Staff have been trained, and will now clean with approved products followed by a second clean using disinfectant, per government advice.

### **Public Spaces and Communal Areas**

Cleaning and disinfecting shall be frequent (multiple times per day) with an emphasis on frequent contact with hard non-porous surfaces including, but not limited to, front desk check-in counters, pens, chip and pin machines, keyboards, bells, telephones, , all door handles, public toilets, room keys and locks, stair handrails, equipment, , dining surfaces and all seating areas.